

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

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

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

ANN H. KIM
DANIEL F. COOLEY
Law Department
Pacific Gas and Electric Company
Post Office Box 7442
San Francisco, CA 94120
Telephone: (415) 973-6646
Fax: (415) 973-0516
e-mail: DFC2@pge.com

Attorneys for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: February 21, 2012

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

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

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

In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and twenty-ninth monthly status report on the results of its Energy Savings Assistance and CARE Program efforts, showing results through January 2012.

Respectfully submitted,

ANN H. KIM
DANIEL F. COOLEY

/s/

DANIEL F. COOLEY
Law Department
Pacific Gas and Electric Company
Post Office Box 7442
San Francisco, CA 94120
Telephone: (415) 973-6646
Fax: (415) 973-0516
e-mail: DFC2@pge.com
Attorneys for:
PACIFIC GAS AND ELECTRIC COMPANY

February 21, 2012

Pacific Gas and Electric Company

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

Program Monthly Report
For January 2012

(February 21, 2012)

PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR JANUARY 2012**

TABLE OF CONTENTS

Title	Page
1. LOW INCOME ENERGY ASSISTANCE PROGRAM EXECUTIVE SUMMARY ..3	
1.1. Energy Savings Assistance Program Overview.....4	4
1.2. Whole Neighborhood Approach Evaluation.....4	4
1.3. ESA Program Customer Outreach and Enrollment Update7	7
1.4. Leveraging Success Evaluation, Including CSD.....8	8
1.5. Workforce Education & Training.....8	8
1.6. Miscellaneous.....9	9
2. CARE EXECUTIVE SUMMARY.....9	
2.1. CARE Program Summary.....9	9
2.2. Outreach.....10	10
2.3. Miscellaneous.....13	13
3. APPENDIX: ESA TABLES AND CARE TABLES.....13	

PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR JANUARY 2012**

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

D.11-11-010 adopted bridge funding to June 30, 2012 for the CARE and ESA Programs to ensure continuity of the two low income programs until the Commission adopts a final decision on the CARE and ESA Program budget application for 2012-2014. This decision authorizes PG&E and the other IOUs to expend an amount not to exceed 50 percent of their respective 2011 budget level, from January 1, 2012 until June 30, 2012.

Table 1
Bridge Funding Budgets beginning January 1, 2012- June 30, 2012
Budget Summary

Utility	ESA Program	CARE	Total
PG&E	\$78,394,519	\$244,614,218	\$323,008,737
SCE	\$31,706,930	\$108,442,500	\$140,149,430
*SoCalGas	*\$39,128,134	\$71,244,819	*\$110,372,953
SDG&E	\$10,163,803	\$26,532,227	\$36,696,030
Total	\$159,393,386	\$450,833,763	\$610,227,149

*SoCalGas's bridge funding budget is augmented, and SoCalGas is authorized an additional \$6.06 million for its ESA program, for this bridge period, in addition to \$39,128,134 shown in Table 1 above.

1. Low Income Energy Assistance Program Executive Summary

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

PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The

2009-2011 ESA Program authorized in D.08-11-031 is a resource program emphasizing long-term and enduring energy savings. It continues to serve all eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install, whole house approach. All housing types are eligible to participate and the ESA Program is available to both homeowners and renters.

1.1. Energy Savings Assistance Program Overview

The six-month bridge-funded 2012 ESA Program was adopted in D.11-11-010. PG&E's authorized program budget for the bridge period is \$78.4 million. The bridge program essentially authorizes the 2009-2011 program adopted in D.08-11-031 to be carried over through June 30, 2012.

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

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

PG&E's ESA Program has treated 7,014 customers in 2012.

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision 11-11-010:

Energy Savings Assistance Program Summary for Month			
2012	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 78,394,519	\$ 6,749,187	8.6%
Homes Treated	58,450	7,014	12%
kWh Saved*	na	2,258,455	na
kW Demand Reduced*	na	397	na
Therms Saved*	na	131,125	na

*Impacts for January 2012 are calculated based on West Hill Energy & Computing, 2005 California LIEE Program Impact Evaluation, Final Report (December 19, 2007). PG&E will update impact reporting for its February 2012 Monthly Report to use the ECONorthwest, 2009 LIEE Program Impact Evaluation, Final Report, as previously agreed.

1.2. Whole Neighborhood Approach Evaluation

In D.08-11-031, the Commission described a Whole Neighborhood Approach (WNA) to ESA Program installation, under which the IOUs install all feasible

measures in the homes of eligible customers on a neighborhood-by-neighborhood basis. The Commission believes this approach will increase energy savings, reduce overhead and transportation costs, and encourage leveraging with local entities.

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

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

To identify potential neighborhoods to target for the low income programs, PG&E starts with its estimates of ESA Program eligibility by ZIP-7, derived from census data.² PG&E ranks ZIP-7 areas with the highest populations of estimated ESA Program-eligible customers³ in its service area, and correlates them with PG&E billing information, including information on PG&E customer energy use;⁴ the number of 48-hour shut-off notices sent; actual shut-offs over the last year; and

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

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

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

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

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

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

the number of customers in PG&E's Third-Party Notification Program. PG&E also correlates this data with the current CARE penetration rate, and the number of customers who have already participated in the ESA Program since 2002 (thus making them ineligible for participation at this time).

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

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

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

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

1.3. ESA Program Customer Outreach and Enrollment Update

PG&E coordinates activities and advertising with other PG&E energy efficiency and rate programs likely to reach low income customers and service providers. For example, PG&E's ESA Program contractors are required to inform customers about other programs for which they may be eligible. Additionally, PG&E automatically enrolls customers participating in the ESA Program onto the CARE discount rate.

PG&E employees regularly provide information on the company's low income programs at community events throughout PG&E's service area. These presentations educate customers about energy efficiency and inform them about assistance programs and opportunities available to them in multiple languages, including English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

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

PG&E is currently developing five contracts with LIHEAP agencies that are not part of PG&E's ESA Program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. PG&E anticipates the contracts becoming effective in the next month.

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

PG&E and its implementation subcontractors perform outreach for the ESA Program that targets ethnic populations and other low income PG&E customers through a combination of bill inserts and direct mailings, outbound phone calls, text messages, public service announcements, ethnic and local media, community events and partnerships and other innovative approaches. Customers who call PG&E's customer service centers are referred to the ESA Program and assigned to a contractor in their area who sets up an appointment with them. PG&E subcontractors are provided access to a database containing current CARE customers in their contract area. The ESA Program also takes full advantage of CARE's successful marketing strategies by working closely with its outreach team.

In January, PG&E's ESA program rolled out the following direct mail initiatives:

- ! English/Spanish letters were mailed to 525 customers in Alpaugh, Allensworth, Earlimart and Live Oak who were not enrolled in the ESA Program.

In January, PG&E's ESA Program continued the following media campaigns:

- ! There were no media campaigns in the month of January.

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

- ! There were no outreach events in the month of January.

1.4. Leveraging Success Evaluation, Including CSD

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

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

1.5. Workforce Education & Training

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

All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Because of the

slightly reduced unit goals for the first half of the 2012 ESA Program, fewer contractor Weatherization Specialists have been hired to implement it. In various capacities 79 individuals have been trained to deliver the ESA Program year-to-date.

PG&E selected and hired a consultant to conduct an on-line training pilot project through a Request for Proposal (RFP) process authorized by D.08-11-031. This pilot will explore what ESA Program training currently conducted on-site at the ETC can be moved to a web-based and/or off-site curriculum without decreasing effectiveness or results. Specifically, the pilot will evaluate the effectiveness of selected topics for on-line training in lieu of sending all students to a single location for all elements of the certification program. The integration of an on-line training component may reduce the training costs of ESA Weatherization Specialists by the participating ESA contractor, which could lead to the training of more individuals.

1.6. Miscellaneous

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

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed, and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. In 2012, the ESA Program has not yet completed treatment of any homes that were selected for SASH program participation. However, PG&E supplied ESA measure installation data for 32 SASH-selected homes that were treated through the ESA Program in prior years.

2. CARE Executive Summary

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

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

2.1. CARE Program Summary

To ensure continuity of the CARE Program until the Commission adopts a final decision on the CARE budget application for 2012-2014, a bridge funding period beginning January 1, 2012 and ending June 30, 2012 was authorized in D.11-11-010 on November 10, 2011. The authorized bridge funding budget for PG&E's CARE Program is \$244,614,218 or 50 percent of authorized 2011 program budget.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$2,835,500	\$379,060	13%
Automatic Enrollment	\$30,000	\$0	0%
Proc / Certification / Verification	\$1,000,000	\$165,027	17%
Information Tech / Programming	\$200,000	\$3,400	2%
Pilots	\$0	\$0	0%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$127,500	\$4,216	3%
General Administration	\$350,000	\$52,499	15%
CPUC Energy Division Staff	\$103,000	\$6,830	7%
Cooling Centers	\$114,500	\$(40)	0%
Total Expenses	\$4,760,500	\$610,992	13%
Subsidies and Benefits	\$239,853,718	\$74,897,877	31%
Total Program Costs and Discounts	\$244,614,218	\$75,508,869	31%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,530,262	1,663,102	92%

2.2. Outreach

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

PG&E performs outreach for the CARE Program that targets income-qualified customers through a variety of innovative approaches.

PG&E contracted with 103 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities. Year-to-date, this initiative has generated 205 new enrollments.

PG&E maintained a CARE Facebook fan page to reach new customers of the web-savvy generation. The fan page served to increase awareness about the program and encouraged customers to apply online.

PG&E's CARE program enrolled eligible customers via automated phone calls, online enrollment, door-to-door canvassing, and local office partnerships:

- ! Automated Phone Calls – PG&E utilized the CARE toll-free line and contracted with a third-party vendor to enroll new customers and recertify existing customers by telephone. Year-to-date, this initiative has generated 2,330 new enrollments and 8,936 recertified customers.
- ! Online Enrollment – PG&E utilized its website to enroll customers online. Year-to-date, this initiative has generated 6,760 new enrollments.
- ! Door-to-Door Canvassing – PG&E contracted with third-party vendors to conduct door-to-door outreach among urban and rural customers who have not responded to traditional outreach efforts. Year-to-date, this initiative has generated 1,084 new enrollments.
- ! Local Office Partnerships – PG&E partnered with local offices by placing self-service kiosks in the lobby. Customers were able to pick up, complete and deposit their CARE application while waiting in line. Year-to-date, this initiative has generated 1,731 new enrollments.

In January, PG&E's CARE program rolled out the following direct mail initiatives:

- ! Bill inserts – English/Spanish applications were inserted into 3.2 million customer bills.
- ! Recertification – Direct mail pieces in English, Spanish, Chinese, and Vietnamese were sent to customers who had not recertified for CARE. Year-to-date, this initiative has generated 282 re-enrolled customers.
- ! Welcome Packet Insert – English/Spanish applications were inserted into new customers' welcome packets. Year-to-date, this initiative has generated 1,416 new enrollments.
- ! 15-Day Notice Insert – English/Spanish applications were inserted into customers' 15-day notices. Year-to-date, this initiative has generated 330 new enrollments.

In January, PG&E's CARE Program continued to roll out the following direct mail initiatives:

- ! Zip code – English/Spanish applications were mailed to 700,000 customers residing in low income zip codes within PG&E's service area. Year-to-date, this initiative has generated 6,012 new enrollments.
- ! English/Spanish Direct Mail – Applications were mailed to a targeted list of the following customer segments: Veteran (10,900), African American (1,400), Senior (70,900), Hispanic (28,500) and General (84,100). Year-to-date, this initiative has generated 322 new enrollments.

- ! English/Chinese Direct Mail - Applications were mailed to a targeted list of 5,500 Chinese customers. Year-to-date, this initiative has generated 14 new enrollments.
- ! English/Vietnamese Direct Mail - Applications were mailed to a targeted list of 2,000 Vietnamese customers. Year-to-date, this initiative has generated two new enrollments.

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

- ! 2012 Winter Career Fair in Santa Clara on 01/18/2012
- ! School Community Outreach in Richmond on 01/20/2012

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

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

PG&E utilizes an internal report to automatically enroll customers who receive LIHEAP and REACH payments. Year-to-date, 634 LIHEAP customers and 170 REACH customers have been automatically enrolled in CARE.

PG&E automatically enrolls customers that receive ESA Program services. Year-to-date, 1,163 ESA participants have been enrolled in CARE.

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

2.2.3. Recertification Complaints

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

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

2.3. Miscellaneous

D.08-11-031, Ordering Paragraph 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with 12 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

3. Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4- ESA Homes Treated

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

ESA- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3- Standard Random Verification Results

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

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

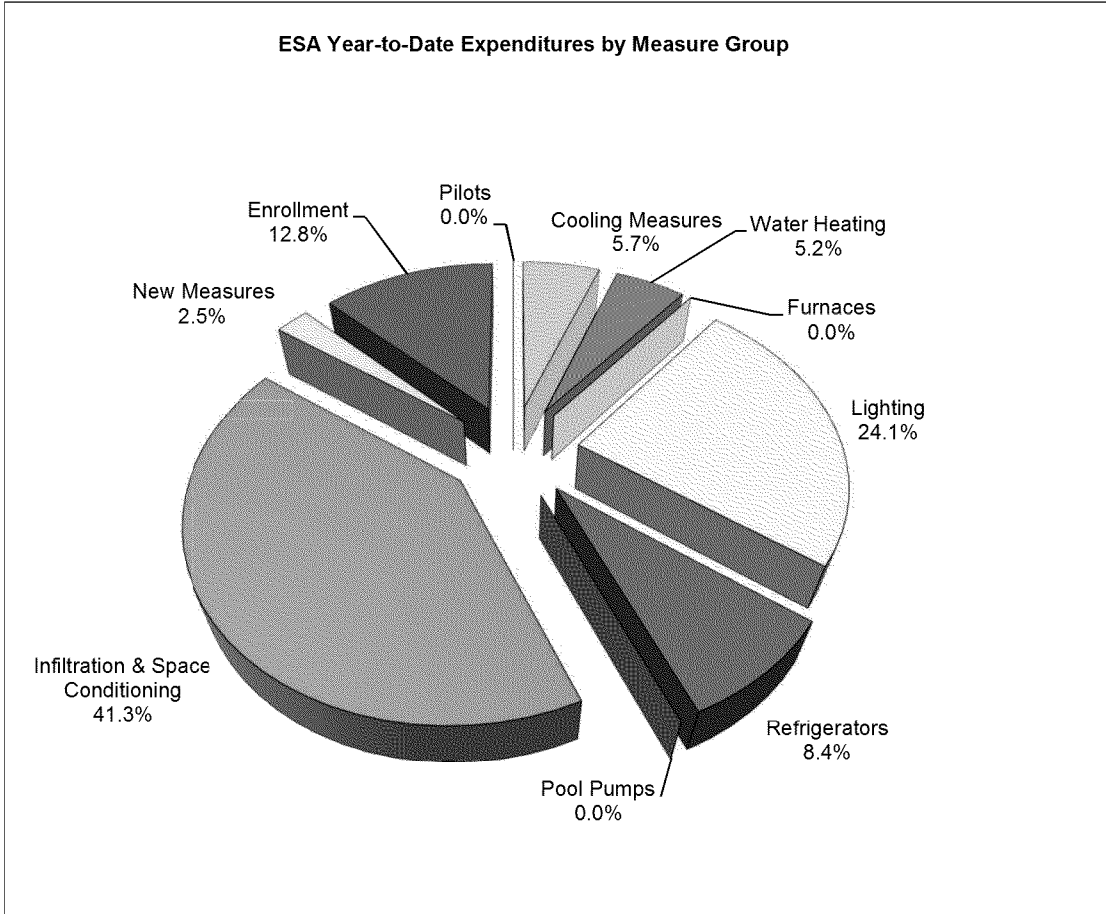
CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 1 - ESA Program Expenses												
2	Through January 31, 2012												
3		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent YTD		
4	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	- Gas Appliances		\$ 8,049,312	\$ 8,049,312	-	\$ 480,263	\$ 480,263		\$ 480,263	\$ 480,263	0.0%	6.0%	6.0%
7	- Electric Appliances	\$ 29,845,564	-	\$ 29,845,564	\$ 2,645,915		\$ 2,645,915	\$ 2,645,915		\$ 2,645,915	8.9%	0.0%	8.9%
8	- Weatherization	\$ 3,826,787	\$ 21,685,124	\$ 25,511,911	\$ 382,540	\$ 2,167,729	\$ 2,550,270	\$ 382,540	\$ 2,167,729	\$ 2,550,270	10.0%	10.0%	10.0%
9	- Outreach and Assessment	\$ 537,695	\$ 289,528	\$ 827,223	\$ 52,071	\$ 28,038	\$ 80,109	\$ 52,071	\$ 28,038	\$ 80,109	9.7%	9.7%	9.7%
10	- In Home Energy Education	\$ 4,839,256	\$ 2,605,753	\$ 7,445,009	\$ 502,426	\$ 270,537	\$ 772,963	\$ 502,426	\$ 270,537	\$ 772,963	10.4%	10.4%	10.4%
11	- Education Workshops	\$ -	\$ -	\$ -							0.0%	0.0%	0.0%
12	- Pilot	\$ -	\$ -	\$ -							0.0%	0.0%	0.0%
13	- Cool Centers	\$ -	\$ -	\$ -							0.0%	0.0%	0.0%
14	Energy Efficiency TOTAL	\$ 39,049,302	\$ 32,629,717	\$ 71,679,019	\$ 3,582,952	\$ 2,946,567	\$ 6,529,519	\$ 3,582,952	\$ 2,946,567	\$ 6,529,519	9.2%	9.0%	9.1%
15													
16	Training Center	\$ 306,379	\$ 164,974	\$ 471,353	\$ 32,001	\$ 17,231	\$ 49,232	\$ 32,001	\$ 17,231	\$ 49,232	10.4%	10.4%	10.4%
17	Inspections	\$ 1,923,067	\$ 1,035,497	\$ 2,958,564	\$ 1,580	\$ 851	\$ 2,431	\$ 1,580	\$ 851	\$ 2,431	0.1%	0.1%	0.1%
18	Marketing	\$ 646,163	\$ 347,934	\$ 994,098	\$ 15,898	\$ 8,561	\$ 24,459	\$ 15,898	\$ 8,561	\$ 24,459	2.5%	2.5%	2.5%
19	M&E Studies	\$ 29,250	\$ 15,750	\$ 45,000	\$ (251)	\$ (135)	\$ (386)	\$ (251)	\$ (135)	\$ (386)	-0.9%	-0.9%	-0.9%
20	Regulatory Compliance	\$ 162,500	\$ 87,500	\$ 250,000	\$ 10,286	\$ 5,539	\$ 15,825	\$ 10,286	\$ 5,539	\$ 15,825	6.3%	6.3%	6.3%
21	General Administration	\$ 1,265,144	\$ 681,231	\$ 1,946,375	\$ 81,367	\$ 43,813	\$ 125,180	\$ 81,367	\$ 43,813	\$ 125,180	6.4%	6.4%	6.4%
22	CPUC Energy Division	\$ 32,571	\$ 17,538	\$ 50,110	\$ 1,903	\$ 1,024	\$ 2,927	\$ 1,903	\$ 1,024	\$ 2,927	5.8%	5.8%	5.8%
23													
24	TOTAL PROGRAM COSTS	\$ 43,414,376	\$ 34,980,141	\$ 78,394,519	\$ 3,725,736	\$ 3,023,451	\$ 6,749,187	\$ 3,725,736	\$ 3,023,451	\$ 6,749,187	8.6%	8.6%	8.6%
25													
26	Indirect Costs				\$ 25,945	\$ 15,309	\$ 41,254	\$ 25,945	\$ 15,309	\$ 41,254			
27													
28	NGAT Costs				\$ 154,050	\$ 154,050		\$ 154,050	\$ 154,050				

	A	B	C	D	E	F	G	H
ESA Table 2 - ESA Measure Installations & Savings								
Pacific Gas & Electric								
Through January 31, 2012								
Year-To-Date Completed & Expensed Installations								
Measures	Units	Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Expenses [6] (\$)	% of Expenditures	
Heating Systems								
Furnaces [7]	Each	-	-	-	-	-	0.00%	
Cooling Measures								
- A/C Replacement - Room	Each	100	10,767	16	-	137,412	2.33%	
- A/C Replacement - Central	Each	-	-	-	-	-	0.00%	
- A/C Tune-up - Central	Each	-	-	-	-	-	0.00%	
- A/C Services - Central	Each	-	-	-	-	-		
- Heat Pump	Each	-	-	-	-	-		
- Evaporative Coolers	Each	300	76,406	48	-	200,018	3.39%	
- Evaporative Cooler Maintenance	Each	-	-	-	-	-		
- Clock Thermostat	Each	-	-	-	-	-		
Infiltration & Space Conditioning								
Envelope and Air Sealing Measures [1]	Home	4,328	36,409	7	38,314	1,790,099	30.38%	
Duct Sealing	Home	197	23,483	2	6,252	153,809	2.61%	
Attic Insulation	Home	361	14,337	18	21,454	491,713	8.34%	
Water Heater Savings								
Water Heater Conservation Measures [2]	Home	5,046	136,023	30	65,105	305,773	5.19%	
- Water Heater Replacement - Gas [7]	Each	-	-	-	-	-	0.00%	
- Water Heater Replacement - Electric [7]	Each	-	-	-	-	-		
- Tankless Water Heater - Gas	Each	-	-	-	-	-		
- Tankless Water Heater - Electric	Each	-	-	-	-	-		
Lighting Measures								
- CFLs	Each	27,969	447,504	56	-	194,998	3.31%	
- Interior Hard wired CFL fixtures	Each	12,971	739,347	115	-	1,005,134	17.06%	
- Exterior Hard wired CFL fixtures	Each	2,661	42,576	-	-	220,051	3.73%	
- Torchiere	Each	-	-	-	-	-		
Refrigerators								
Refrigerators - Primary	Each	610	473,128	80	-	496,392	8.42%	
Refrigerators - Secondary	Each	-	-	-	-	-		
Pool Pumps								
Pool Pumps	Each	-	-	-	-	-		
New Measures								
Forced Air Unit Standing Pilot Change Out	Each	-	-	-	-	-		
Furnace Clean and Tune	Each	-	-	-	-	-		
High Efficiency Clothes Washer	Each	-	-	-	-	-		
Microwave	Each	-	-	-	-	-		
Thermostatic Shower Valve	Each	-	-	-	-	-		
LED Night Lights	Each	-	-	-	-	-		
Occupancy Sensor	Each	1,133	45,207	5	-	64,495	1.09%	
Torchiere	Each	1,046	213,269	21	-	80,838	1.37%	
Pilots								
A/C Tune-up - Central	Home	-	-	-	-	-		
Interior Hard wired CFL fixtures	Each	-	-	-	-	-		
Ceiling Fans	Each	-	-	-	-	-		
In-Home Display	Each	-	-	-	-	-		
Programmable Controllable Thermosta	Each	-	-	-	-	-		
Forced Air Unit	Each	-	-	-	-	-		
Microwave [8]	Each	-	-	-	-	-	0.00%	
High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%	
Customer Enrollment								
- Outreach & Assessment	Home	7,014	-	-	-	70,130	1.19%	
- In-Home Education	Home	7,014	-	-	-	681,675	11.57%	
- Education Workshops	Participants	-	-	-	-	-		
Total Savings/Expenditures								
			2,258,455	397	131,125	5,892,539	100%	
Homes Weatherized [3]	Home	5,605						
Homes Treated								
- Single Family Homes Treated	Home	5,725						
- Multi-family Homes Treated	Home	708						
- Mobile Homes Treated	Home	581						
- Total Number of Homes Treated	Home	7,014						
#Eligible Homes to be Treated for PY [4]	Home	58,450						
% of Homes Treated	%	5.61%						
- Total Master-Metered Homes Treated	Home	335						
[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking an minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.								
[2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerator;								
[3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repair								
[4] Bridge Period target for PY2012 Jan - Jun as per ESAP program office								
[5] All savings are calculated based on the following sources: (Will use 2009 ECONorthwest Impact, 2011 June version values in Feb. M&E is from Impact Evaluation of the 2005 California LIEE Program, Final Report submitted to SCE by West Hill Energy & Computing, Inc., December 19, 2007.								
[6] M&E is from the Report on the Assessment of Proposed New Program Year 2006, LIEE Program Measures by LIEE Standardization Team, April 25, 2005.								
[7] M&E is from the LIEE Measure Cost Effectiveness, Final Report, June 2, 2003.								
[8] 06-08 DEER and PG&E Workpapers.								
[6] Costs exclude support costs that are included in Table 1.								
[7] Includes both Replacement and Repair.								
[8] Microwave savings are calculated on the basis of microwave electric use displacing larger, less efficient electric or gas oven/cooktop use to heat food. Where the customer has an electric oven/cooktop, electric microwave use is less than the total electric oven savings, resulting in net kWh savings. Where the customer has a gas oven/cooktop, electric microwave use is shown as a net usage increase because savings are attributed to therms. The savings assumptions used for this pilot will be verified in an impact evaluation. (Will use 2009 Impact, Dec 2011 version savings after it is being clarified by ECONorthwest								

	A	B	C	D	E	F	G
1	Year-to-Date Expenses from ESA Table 2						
2							
3							
4			Cooling Measures	\$337,430		5.7%	
5			Water Heating	\$305,773		5.2%	
6			Furnaces	\$0		0.0%	
7			Lighting	\$1,420,184		24.1%	
8			Refrigerators	\$496,392		8.4%	
9			Pool Pumps	\$0		0.0%	
10			Infiltration & Space Conditioning	\$2,435,621		41.3%	
11			New Measures	\$145,333		2.5%	
12			Enrollment	\$751,805		12.8%	
13			Pilots	\$0		0.0%	
14							
15			Total	\$5,892,539			
16							
17							
18			ESA Year-to-Date Expenditures by Measure Group				
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
34							
35							
36							
37							
38							
39							
40							
41							
42							
43							
44							



	A	B
	ESA Table 3 - Average Bill Savings per Treated Home	
1	Pacific Gas & Electric Company	
2	Through January 31, 2012	
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	2,258,455
6	Annual Therm Savings	131,125
7	Lifecycle kWh Savings	29,163,549
8	Lifecycle Therm Savings	1,374,414
9	Current kWh Rate	\$ 0.1043
10	Current Therm Rate	\$ 0.8262
11	Number of Treated Homes	7,014
12	Average 1st Year Bill Savings / Treated Home	\$ 49.01
13	Average Lifecycle Bill Savings / Treated Home	\$ 460.64

	A	B	C	D	E	F	G
1	ESA Table 4 - ESA Homes Treated						
2	Pacific Gas & Electric Company						
3	Through January 31, 2012						
3	County	Eligible Customers			Homes Treated Year to Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	ALAMEDA	-	182,884	182,884	0	569	569
6	ALPINE	241	-	241	0	0	0
7	AMADOR	5,244	-	5,244	19	0	19
8	BUTTE	13,133	28,600	41,732	277	0	277
9	CALAVERAS	9,238	33	9,271	27	2	29
10	COLUSA	3,041	17	3,058	90	0	90
11	CONTRA COSTA	-	99,276	99,276	0	260	260
12	EL DORADO	6,491	7,293	13,784	93	0	93
13	FRESNO	198	143,370	143,568	64	409	473
14	GLENN	4,780	-	4,780	134	1	135
15	HUMBOLDT	23,982	-	23,982	134	1	135
16	KERN	58,398	37,654	96,052	294	266	560
17	KINGS	8,779	243	9,022	27	0	27
18	LAKE	16,817	-	16,817	25	0	25
19	LASSEN	230	-	230	0	0	0
20	MADERA	5,987	13,644	19,631	73	0	73
21	MARIN	-	24,657	24,657	8	34	42
22	MARIPOSA	3,150	20	3,170	2	1	3
23	MENDOCINO	17,634	23	17,657	21	0	21
24	MERCED	19,945	19,511	39,456	170	181	351
25	MONTEREY	5,525	47,222	52,747	43	90	133
26	NAPA	-	16,534	16,534	6	66	72
27	NEVADA	13,728	-	13,728	75	2	77
28	PLACER	12,292	18,883	31,175	13	45	58
29	PLUMAS	3,509	-	3,509	0	0	0
30	SACRAMENTO	-	173,856	173,856	2	385	387
31	SAN BENITO	5,782	131	5,913	7	0	7
32	SAN BERNARDINO	381	55	436	0	0	0
33	SAN FRANCISCO	-	125,124	125,124	0	142	142
34	SAN JOAQUIN	10,309	80,307	90,616	34	470	504
35	SAN LUIS OBISPO	21,412	14,741	36,153	124	0	124
36	SAN MATEO	-	59,333	59,333	3	91	94
37	SANTA BARBARA	1,423	16,997	18,420	45	26	71
38	SANTA CLARA	4,183	147,706	151,889	9	830	839
39	SANTA CRUZ	-	30,261	30,261	38	80	118
40	SHASTA	13,970	14,483	28,453	23	96	119
41	SIERRA	346	0	346	0	0	0
42	SISKIYOU	27	-	27	0	0	0
43	SOLANO	-	43,282	43,282	6	179	185
44	SONOMA	3,333	58,213	61,546	62	254	316
45	STANISLAUS	29,853	37,795	67,648	56	125	181
46	SUTTER	-	14,516	14,516	55	0	55
47	TEHAMA	12,414	10	12,424	143	1	144
48	TRINITY	481	-	481	0	0	0
49	TULARE	7,644	680	8,324	58	3	61
50	TUOLUMNE	12,232	-	12,232	11	0	11
51	YOLO	-	27,902	27,902	34	38	72
52	YUBA	106	11,381	11,486	62	0	62
53	Total	356,241	1,496,636	1,852,877	2,367	4,647	7,014

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	ESA Table 5 - ESA Customer Summary - PG&E																
2	Through January 31, 2012																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		# of YTD Homes	(Annual)			# of YTD Homes	(Annual)			# of YTD Homes	(Annual)			# of YTD Homes	(Annual)		
5	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	January 2011	1,298	110,042	1,653,115	283.6	5,008	20,401	11,939	3.5	708	681	593,400	110.4	7,014	131,125	2,258,455	397
7	February 2011																
8	March 2011																
9	April 2011																
10	May 2011																
11	June 2011																
12	July 2011																
13	August 2011																
14	September 2011																
15	October 2011																
16	November 2011																
17	December 2011																
18	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 in ESA Table 2.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 6 - Expenditures for Pilots and Studies												
2	Pacific Gas and Electric Company												
3	January 31, 2012												
4		Authorized Bridge Year Budget			Current Month Expenses			Expenses Since January 1, 2012			% of Bridge Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	-On Line EP Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	City of San Joaquin	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	High Efficiency Clothes Washers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13													
14	Studies:												
15	Low Income Non-Energy Benefits	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16	2009 Process Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Household Segmentation Study	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Impact Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Refrigerator Degradation Study	\$ 29,250	\$ 15,750	\$ 45,000	\$ (251)	\$ (135)	\$ (386)	\$ (251)	\$ (135)	\$ (386)	-1%	-1%	-1%
20													
21													
22													
23	Total Studies	\$ 29,250	\$ 15,750	\$ 45,000	\$ (251)	\$ (135)	\$ (386)	\$ (251)	\$ (135)	\$ (386)	-1%	-1%	-1%
24													
25													

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E
1	ESA Table 7 - PG&E				
2	Whole Neighborhood Approach				
3	Through January 31, 2012				
4	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year to Date
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					
35					

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through January 31, 2012												
3	Final	Authorized Budget (January-June)			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Outreach ⁽¹⁾	\$ 2,360,000	\$ 590,000	\$ 2,950,000	\$ 303,208	\$ 75,812	\$ 379,020	\$ 303,208	\$ 75,812	\$ 379,020	13%	13%	13%
6	Automatic Enrollment	\$ 24,000	\$ 6,000	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 800,000	\$ 200,000	\$ 1,000,000	\$ 132,022	\$ 33,005	\$ 165,027	\$ 132,022	\$ 33,005	\$ 165,027	17%	17%	17%
8	Information Technology / Programming	\$ 160,000	\$ 40,000	\$ 200,000	\$ 2,720	\$ 680	\$ 3,400	\$ 2,720	\$ 680	\$ 3,400	2%	2%	2%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 102,000	\$ 25,500	\$ 127,500	\$ 3,373	\$ 843	\$ 4,216	\$ 3,373	\$ 843	\$ 4,216	3%	3%	3%
18	General Administration	\$ 280,000	\$ 70,000	\$ 350,000	\$ 41,999	\$ 10,500	\$ 52,499	\$ 41,999	\$ 10,500	\$ 52,499	15%	15%	15%
19	CPUC Energy Division	\$ 82,400	\$ 20,600	\$ 103,000	\$ 5,464	\$ 1,366	\$ 6,830	\$ 5,464	\$ 1,366	\$ 6,830	7%	7%	7%
20													
21	SUBTOTAL MANAGEMENT COSTS	\$ 3,808,400	\$ 952,100	\$ 4,760,500	\$ 488,786	\$ 122,206	\$ 610,992	\$ 488,786	\$ 122,206	\$ 610,992	13%	13%	13%
22													
23	CARE Rate Discount ⁽²⁾	\$ 192,718,647	\$ 47,135,071	\$ 239,853,718	\$ 57,731,194	\$ 17,166,683	\$ 74,897,877	\$ 57,731,194	\$ 17,166,683	\$ 74,897,877	30%	36%	31%
24	Service Establishment Charge Discount												
25													
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 196,527,047	\$ 48,087,171	\$ 244,614,218	\$ 58,219,980	\$ 17,288,889	\$ 75,508,869	\$ 58,219,980	\$ 17,288,889	\$ 75,508,869	30%	36%	31%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 4,108,776		\$ 4,108,776	\$ 4,108,776		\$ 4,108,776			
30	- CARE PPP Exemption ⁽³⁾				\$ 7,063,272	\$ 2,148,430	\$ 9,211,702	\$ 7,063,272	\$ 2,148,430	\$ 9,211,702			
31	- California Solar Initiative Exemption				\$ 1,045,580		\$ 1,045,580	\$ 1,045,580		\$ 1,045,580			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 12,217,628	\$ 2,148,430	\$ 14,366,058	\$ 12,217,628	\$ 2,148,430	\$ 14,366,058			
34													
35	Indirect Costs				\$ 45,848	\$ 11,464	\$ 57,312	\$ 45,848	\$ 11,464	\$ 57,312			
36													
37	⁽¹⁾ The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	⁽²⁾ The Authorized Budget for the CARE Rate Discount is based on the estimate filed in A.08-05-022.												
39	Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
40	⁽³⁾ PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41	Note: 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	R
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																	
2	Through January 31, 2012																	
3	Gross Enrollment												Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
4	Automatic Enrollment						Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Offs)	Net (L-M)	Net Adjusted (N-K)				
5	2012	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580									Combined (B+C+D+E+F)			
6	January	0	1,967	0	0	0	1,967	389	33,448	35,804	51,520	87,324	38,234	49,090	-2,430	1,530,262	1,663,102	92%
7	February																	
8	March																	
9	April																	
10	May																	
11	June																	
12	July																	
13	August																	
14	September																	
15	October																	
16	November																	
17	December																	
18	YTD Total	0	1,967	0	0	0	1,967	389	33,448	35,804	51,520	87,324	38,234	49,090	-2,430	1,530,262	1,663,102	92%

20 ¹ Enrollments via data sharing between the IOUs.
 21 ² Enrollments via data sharing between departments and/or programs within the utility.
 22 ³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.
 23 ⁴ 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 to implement a strategy of automatic enrollment for low income customers into the CARE program based on 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, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.
 24 ⁵ Not including Recertification.
 25 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through January 31, 2012								
3	2012	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped¹	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,530,262	7,405	0.48%			0	0.00%	0.00%
5	February								
6	March								
7	April								
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,530,262	7,405	0.48%	0	0	0	0.00%	0.00%
17									
18	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.								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through January 31, 2012						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	4,300,909	91,948	75,182	2,027	14,739	12,683
5	Percentage ³		100.00%	81.77%	2.20%	16.03%	13.79%
6							
7	Footnotes:						
8	¹ Includes sub-metered customers.						
9	² Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	³ Percent of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
11	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County - PG&E									
2	Through January 31, 2012									
3		Estimated Eligible			Total Participants			Penetration Rate		
4	County	Urban	Rural^[1]	Total	Urban	Rural^[1]	Total	Urban	Rural^[1]	Total
5	ALAMEDA	155,140	0	155,140	145,838	5	145,843	94%	n/a	94%
6	ALPINE	0	239	239	0	20	20	n/a	8%	8%
7	AMADOR	0	5,200	5,200	0	4,361	4,361	n/a	84%	84%
8	BUTTE	27,108	12,792	39,900	25,944	13,088	39,032	96%	102%	98%
9	CALAVERAS	33	9,200	9,233	42	6,104	6,146	129%	66%	67%
10	COLUSA	14	2,994	3,009	10	3,142	3,152	70%	105%	105%
11	CONTRA COSTA	90,326	0	90,326	92,908	1	92,909	103%	n/a	103%
12	EL DORADO	7,269	6,473	13,742	6,292	6,419	12,711	87%	99%	92%
13	FRESNO	136,500	190	136,690	137,782	160	137,942	101%	84%	101%
14	GLENN	0	4,689	4,689	1	4,764	4,765	n/a	102%	102%
15	HUMBOLDT	0	22,958	22,958	0	21,970	21,970	n/a	96%	96%
16	KERN	36,674	57,108	93,782	37,961	55,240	93,201	104%	97%	99%
17	KINGS	239	8,712	8,951	146	8,386	8,532	61%	96%	95%
18	LAKE	0	16,660	16,660	1	12,866	12,867	n/a	77%	77%
19	LASSEN	0	230	230	0	200	200	n/a	87%	87%
20	MADERA	13,391	5,953	19,343	15,134	5,457	20,591	113%	92%	106%
21	MARIN	21,715	0	21,715	15,522	0	15,522	71%	n/a	71%
22	MARIPOSA	18	3,098	3,117	17	2,670	2,687	93%	86%	86%
23	MENDOCINO	23	17,343	17,366	6	11,857	11,863	26%	68%	68%
24	MERCED	19,159	19,088	38,247	19,144	19,283	38,427	100%	101%	100%
25	MONTEREY	43,147	5,142	48,289	35,368	5,456	40,824	82%	106%	85%
26	NAPA	15,333	0	15,333	12,624	0	12,624	82%	n/a	82%
27	NEVADA	0	13,484	13,484	5	10,261	10,266	n/a	76%	76%
28	PLACER	18,301	11,672	29,974	14,500	8,946	23,446	79%	77%	78%
29	PLUMAS	0	3,502	3,502	18	2,003	2,021	n/a	57%	58%
30	SACRAMENTO	144,304	0	144,304	121,910	0	121,910	84%	n/a	84%
31	SAN BENITO	127	5,649	5,776	88	4,995	5,083	70%	88%	88%
32	SAN BERNARDINO	55	381	436	51	327	378	94%	86%	87%
33	SAN FRANCISCO	84,992	0	84,992	73,259	0	73,259	86%	n/a	86%
34	SAN JOAQUIN	74,922	9,951	84,873	75,563	9,415	84,978	101%	95%	100%
35	SAN LUIS OBISPO	14,407	21,233	35,640	7,554	16,569	24,123	52%	78%	68%
36	SAN MATEO	50,240	0	50,240	44,901	0	44,901	89%	n/a	89%
37	SANTA BARBARA	16,675	1,375	18,050	17,469	880	18,349	105%	64%	102%
38	SANTA CLARA	123,884	3,923	127,808	120,508	3,230	123,738	97%	82%	97%
39	SANTA CRUZ	27,286	0	27,286	23,329	2	23,331	85%	n/a	86%
40	SHASTA	13,667	13,785	27,452	12,792	11,341	24,133	94%	82%	88%
41	SIERRA	0	344	345	2	160	162	n/a	46%	47%
42	SISKIYOU	0	27	27	0	10	10	n/a	38%	38%
43	SOLANO	39,744	0	39,744	40,909	0	40,909	103%	n/a	103%
44	SONOMA	54,806	3,258	58,064	45,500	2,992	48,492	83%	92%	84%
45	STANISLAUS	35,048	29,008	64,056	31,626	26,490	58,116	90%	91%	91%
46	SUTTER	13,257	0	13,257	13,372	0	13,372	101%	n/a	101%
47	TEHAMA	10	12,282	12,292	11	11,749	11,760	110%	96%	96%
48	TRINITY	0	471	471	0	357	357	n/a	76%	76%
49	TULARE	658	7,559	8,218	390	8,417	8,807	59%	111%	107%
50	TUOLUMNE	0	12,201	12,201	0	8,038	8,038	n/a	66%	66%
51	YOLO	25,465	0	25,465	22,510	1	22,511	88%	n/a	88%
52	YUBA	10,884	106	10,990	11,509	114	11,623	106%	108%	106%
53										
54	Total	1,314,820	348,281	1,663,102	1,222,516	307,746	1,530,262	93%	88%	92%
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through January 31, 2012							
3	2012	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ²	Participants Dropped ²	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
4	January	1,530,262	42,180	2.76%			0.00%	0.00%
5	February							
6	March							
7	April							
8	May							
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16	YTD Total	1,530,262	42,180	2.76%	0	0	0.00%	0.00%
17								
18	¹ Does not include participants who closed their accounts during the 90-day response period.							
19	² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through January 31, 2012							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Advancing Vibrant Communities, Inc.					0	0	0
6	Amador-Tuolumne Community Action Agency		X			4	0	4
7	American Canyon Family Resource Center		X			0	1	1
8	Anderson Cottonwood Christian Assistance					0	2	2
9	Arc of San Francisco					0	0	0
10	Area 12 Agency on Aging					1	0	1
11	Area Agency on Aging Serving Napa and Solano					0	0	0
12	Arriba Juntos					0	0	0
13	Asian Community Center		X			0	10	10
14	Asian Community Mental Health Services		X			0	1	1
15	Asian Pacific American Community Center		X			0	0	0
16	Asian Resources					0	1	1
17	Berkeley Housing Authority	X				0	2	2
18	Breathe California of the Bay Area					0	1	1
19	Building A Generation					0	0	0
20	California Association of Area Agencies on Aging	X			X	30	109	139
21	California Council of the Blind					0	0	0
22	California Human Development Corporation					0	0	0
23	Canal Alliance		X			0	0	0
24	Capture the Dream, Inc.					0	0	0
25	Catholic Charities Diocese of Fresno					0	0	0
26	Catholic Charities of the Diocese of Stockton					0	0	0
27	Catholic Council for the Spanish Speaking of the Diocese of Stockton					0	1	1
28	Center for Training and Careers, Inc.					0	1	1
29	Center of Vision Enhancement					0	0	0
30	Central California Legal Services, Inc.					0	0	0
31	Central Coast Energy Services, Inc.					4	26	30
32	Central Valley Opportunity Center					0	1	1
33	Centro La Familia Advocacy Services					0	0	0
34	Child Abuse Prevention Council of San Joaquin County					0	0	0
35	Child Care Links					0	0	0
36	Chinese Christian Herald Crusades					0	0	0
37	Chinese Newcomers Service Center					0	0	0
38	Communication Services, LLC					0	4	4
39	Community Action Marin		X			1	65	66
40	Community Action of Napa Valley		X			0	0	0
41	Community Action Partnership of Madera County, Inc.		X		X	1	1	2
42	Community Pantry of San Benito County		X			0	0	0
43	Community Resource Project, Inc.		X		X	0	20	20
44	Community Resources for Independent Living		X			0	0	0
45	County of San Benito					2	0	2
46	CSU Chico Research Foundation - Passages					0	0	0
47	Davis Street Community Center		X			0	1	1
48	Delta Community Services, Inc.		X			0	1	1
49	Disability Resource Agency for Independent Living					0	0	0
50	Dixon Family Services					0	1	1
51	Ebony Counseling Center					1	1	2
52	Familia Center					0	0	0
53	Filipino American Development Foundation					0	0	0
54	Folsom Cordova Community Partnership		X			0	0	0
55	Fresno Center for New Americans		X			0	1	1
56	Friends of Emeryville Senior Center					0	0	0
57	Global Center for Success					0	1	1
58	GOD Financial Plan, Inc.					0	7	7
59	Greater Hill Zion Missionary Baptist Church					0	0	0
60	Habitat for Humanity, Stanislaus					0	0	0
61	Help Line Information & Assistance/Area 4 Agency on Aging					0	0	0

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through January 31, 2012							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
62	Heritage Institute for Family Advocacy					0	8	8
63	Hip Housing Human Investment Project, Inc.					0	0	0
64	Housing Authority of Alameda County	X				0	0	0
65	Housing Authority of the City of Fresno	X				0	0	0
66	Housing Authority of the County of Kern	X				2	2	4
67	Independent Living Center of Kern County, Inc.					1	2	3
68	Independent Living Services of Northern California					0	0	0
69	Instituto Laboral de la Raza					0	0	0
70	International Humanities Center dba The Companion Line					0	0	0
71	KidsFirst					0	0	0
72	Kimochi, Inc.					0	1	1
73	Kings Community Action Organization, Inc.		X			1	0	1
74	La Luz Bilingual Center					0	1	1
75	Lao Khmu Association., Inc.		X			0	4	4
76	Marin Center for Independent Living					0	0	0
77	Merced County Community Action Agency		X	X	X	0	0	0
78	Merced Lao Family Community Inc.		X			0	1	1
79	Moncada Outreach	X				0	0	0
80	Monument Crisis Center					0	0	0
81	Mutual Assistance Network of Del Paso Heights		X	X	X	0	1	1
82	National Alliance on Mental Illness-Santa Clara County					0	0	0
83	National Asian American Coalition					0	0	0
84	Native American Health Center					0	0	0
85	New Connections					0	0	0
86	North Peninsula Neighborhood Services Center					0	0	0
87	Northeast Community Federal Credit Union					0	0	0
88	NuGate Group					0	0	0
89	Oakland Citizens Committee for Urban Renewal (OCCUR)		X			0	0	0
90	Opportunity Junction		X			0	0	0
91	People of Purpose					0	0	0
92	Plumas County Community Development Commission					1	0	1
93	Plumas Crisis Intervention & Resource Center					0	0	0
94	Project Access, Inc.					0	0	0
95	REDI (Renewable Energy Development Institute)					1	0	1
96	Redwood Community Action Agency		X			2	0	2
97	Resources for Independence - Central Valley					0	1	1
98	Resources for Independent Living Inc. - Sacramento					0	1	1
99	Richland School District	X				0	0	0
100	Rising Sun Energy Center		X			0	0	0
101	Ritter Center					0	1	1
102	Roseville Housing Authority	X				0	0	0
103	Sacramento Housing and Redevelopment Agency		X			0	1	1
104	Sacred Heart Community Service		X		X	0	9	9
105	Salvation Army Golden State Divisional Headquarters					0	26	26
106	San Francisco Community Power					0	5	5
107	Second Harvest Food Bank of Santa Cruz County					0	1	1
108	Self-Help for the Elderly		X	X	X	0	5	5
109	Shasta County Child Abuse Prevention Council		X			0	0	0
110	Silicon Valley Independent Living Center					0	0	0
111	Southeast Asian Community Center		X			0	0	0
112	St. Helena Family Center					0	2	2
113	Suscol Intertribal Council					0	0	0
114	Transitions Mental Health Association					0	0	0
115	United Way of Fresno County					0	0	0
116	Upwardly Global					0	0	0
117	Valley Oak Children's Services, Inc.					2	1	3
118	Vietnamese Elderly Mutual Assistant Association					0	0	0

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through January 31, 2012							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
119	Volunteer Center of Sonoma County					0	0	0
120	West Valley Community Services		X			0	1	1
121	YMCA of the East Bay West Contra Costa Branch		X			0	0	0
122	Yolo County Housing Authority	X				0	0	0
123	Yolo Family Resource Center					0	2	2
124	Yuba Sutter Legal Center					0	0	0
125	Total Enrollments and Expenditures					54	335	389
126								
127	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							
128	adjustments.							

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End - PG&E							
2	Through January 31, 2012							
3	2012	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change ¹
4	January	902,680	263,341	364,241	1,530,262	1,663,102	92%	-0.2%
5	February							
6	March							
7	April							
8	May							
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16								
17	¹ No monthly variance of 5% or more in the number of participants has occurred in 2012.							
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							