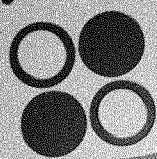


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Level 4



FINAL

CHANGES PILOT
EVALUATION
REPORT



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Executive Summary

The Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) pilot program was approved through the California Public Utilities Commission (CPUC) Resolution CSID-004 to provide in-language energy-related (electric and natural gas) outreach, education, and resolution of needs and disputes, to Limited-English Proficient (LEP) consumers in their preferred languages through a statewide network of Community Based Organizations (CBOs). CPUC Resolution CSID-005 required the CPUC to hire an independent contractor to evaluate the CHANGES pilot program to help the CPUC determine whether the program should continue and if so, whether it should continue to be funded through CARE funds. Level 4 Ventures Inc. (Level 4), was awarded the contract. This report is the result of Level 4 Ventures' findings .

The following are the four primary findings of this report:

1. CHANGES is an important and necessary program that should be continued.
2. CHANGES should be funded through one or more programs targeted at low-income ratepayers.
3. CHANGES needs to be improved in five key areas to be more effective, reduce risk, and reach its potential.
4. CHANGES funding should be frozen until improvements are implemented, at which point funding should be increased.

In looking at the value of continuing CHANGES, we found that the 2010 US Census indicates that 19.8% of California's population is limited English proficient and 10% are linguistically isolated, meaning that no one in the household speaks English fluently. These numbers put California number 1 out of all the States in terms of both percentage and absolute number of LEP residents. When combined with the fact that maintaining utility service is a high priority need we find that a requirement for some type of program focused on the LEP population exists. Our examination of the existing major Investor Owned Utility¹ (IOU) programs found that, while the programs partially address the need, they fall short of the comprehensive mandate of CHANGES noted above, which is to provide LEP consumers with outreach, education and complaint and needs assistance in the language of their choice. Finally, our examination of the current CHANGES approach to delivering services through a network of CHANGES CBOs is both effective and efficient.

¹ SDG&E, SoCalGas, PG&E, and SCE.

CARE's mandate is to focus on serving the needs of low-income ratepayers in California, and part of its mission is to avoid ratepayer disconnections. We found that funding CHANGES using CARE funds is appropriate in that there is a high degree of overlap between the CARE target population and the CHANGES LEP population, and the various CHANGES activities, taken in total, serve the ultimate aim of maintaining reliable utility service to the population served. However, we found that CHANGES offers support beyond the CARE population (including, for example, ESAP); and that for this reason funding CHANGES from a new or combined financial stream would be appropriate. Ultimately, the decision of funding approach becomes one of administrative convenience and therefore outside the scope of this study.

During our evaluation we did find several areas where CHANGES should be improved if it moves from a pilot program to an on-going program:

1. First and most important, we believe that there are significant improvements to be made in the communication and cooperation between the IOUs and the CHANGES CBOs;
2. Defining and tracking new measures of program success;
3. Improving quality oversight;
4. Restructuring fees; and
5. Improving data security and integrity controls.

Looking forward, we recommend that the CPUC lead an effort to develop a CHANGES strategic plan going forward, and that funding be frozen at the current levels pending implementation of the recommendations in that plan. This strategic plan, and the included transition plan, should address the findings in this evaluation and other areas as appropriate. After CHANGES satisfactorily implements the changes required by the strategic plan we recommend that CHANGES funding levels be increased to 6.6% of the combined CARE and ESAP outreach budgets, or \$1,297,877 per year over the next three years. Finally, we recommend that a follow-up outside evaluation of CHANGES be conducted three years after the required modification to the program have been implemented and CHANGES funding increased.

Introduction

CHANGES and CARE Background

CHANGES

The Community Help and Awareness with Natural Gas and Electricity (CHANGES) pilot program was approved through the CPUC Resolution CSID-004.² CHANGES provides in-language energy-related (electric and natural gas) outreach, education, and resolution of needs and disputes, to Limited-English Proficient (LEP) consumers in their preferred languages through a statewide network of Community Based Organizations (CBOs). The pilot program is managed by a third-party contractor, Self-Help for the Elderly (SHE). SHE administers 22 CHANGES CBOs statewide as subcontractors to the CHANGES pilot program (a complete roster of CHANGES CBOs is included in Appendix I). Currently the CHANGES CBOs have provided direct assistance to consumers in 17 languages and are able to communicate with them in up to 32 languages. The CPUC is utilizing the California CBO network because the CPUC's decision determined that California CBOs possess unique insights into the barriers faced by specific communities.

The CHANGES pilot program consists of three components: 1. Outreach; 2. Education; and 3. Needs and Dispute Resolution. The outreach component advises the targeted community of the existence of the program at a given CHANGES CBO. The education component includes workshops on payment arrangements, level payment plans, explanation of consumer programs, and measures a person can take to avoid disconnection. The CHANGES pilot program dispute and needs resolution components can assist a consumer to secure payment arrangements, receive referrals to assistance agencies³; correct billed amounts, establish or restore service, and recommend measures to avoid service disconnection.

During the 12 month period covered by this evaluation, CHANGES provided education to 15,248 consumers; offered outreach to 29,361 consumers; and conducted needs assessment or dispute resolution services to 1,848 consumers. These services were offered in 30 of the 40 languages identified and tracked by the U.S. census bureau.⁴

² http://docs.cpuc.ca.gov/PUBLISHED/FINAL_RESOLUTION/127338.htm

³ Including California Alternative Rates for Energy (CARE), California Interfaith Energy Assistance Project (CIEAP), Family Electric Rate Assistance Program (FERA), ~~Low~~ Income Energy Efficiency Program (LIEE), Low Income Home Energy Assistance Program (LIHEAP), Energy Crisis Intervention Program (ECIP), REACH (Relief for Energy Assistance through Community Help), Energy Savings Assistance Program (ESAP); and Medical Baseline.

⁴ These numbers include some duplication in instances where one individual takes multiple classes, takes a class plus has a needs assessment, and so on.

The California Public Utilities Code, Section 739.4 permits the use of California Alternative Rates for Energy (CARE) funds to provide information about the CARE program and other assistance programs. Section 739.4 also allows funding for CARE program enrollment and helping low income utility customers and seniors avoid unnecessary disconnections by providing information about assistance programs, payment arrangements and level payment plans. Because there is a strong connection between the LEP communities and the CARE program population, CPUC Resolution CSID-004 approved funding the CHANGES pilot program using CARE program funds. Ninety-six percent of the clients assisted through CHANGES have reported that they are eligible for CARE service⁵ and a significant amount of them are seniors.

In reviewing the genesis of CHANGES in the form of CPUC resolutions, and discussing the CHANGES history with the various stakeholders, we concluded that the fundamental intent for CHANGES was to provide equal access to utility education, utility assistance programs, and IOU offered payment programs to California's LEP population with the ultimate aim of allowing those individuals to continue to receive utility service.

CPUC Resolution CSID-005 also stated that the CPUC would hire an independent contractor to evaluate the CHANGES pilot program to help the CPUC determine whether the program should continue and if so, whether it should continue to be funded through CARE funds. The resolution determined that the study would be jointly managed by the Energy and Consumer Service and Information Divisions. This report is the result of the independent contractor's findings.

CARE

The CARE Program provides a monthly discount on natural gas and electricity rates, to residential customers that meet the program requirements. The discount reduces customer bills by a minimum of 20%.

CARE applicants are permitted to self-certify that they meet the program's eligibility requirements but their application is subject to being randomly selected for Post Enrollment Verification (PEV).

Customers can qualify for the program by two different methods. First, if the total income of all the people in the household is at or below 200 percent of the Federal Poverty Guidelines (FPG), that household may qualify for CARE. Second, customers may also qualify if they or another person in their household receive benefits from any of the following public assistance programs: Medi-Cal/Medicaid, Healthy Families Categories A & B Women, Infants, & Children ("WIC"), California Work Opportunity and Responsibility to Kids ("CalWORKS") (formerly Temporary Assistance to Needy Families (TANF)) or Tribal TANF, Head Start Income Eligible-Tribal Only, Bureau of Indian Affairs General Assistance ("BIA GA"), National School Free Lunch Program ("NSLP"), CalFresh (formerly Food Stamps/Supplemental Nutrition Assistance

⁵ Based on a review of the CHANGES database conducted by Level 4 as part of this evaluation.

Program); Low Income Home Energy Assistance Program (LIHEAP), or Supplemental Security Income (SSI).

Study Objectives

Level 4 Ventures, Inc. (Level 4) was tasked to review 12 months of data collected concerning the CHANGES pilot program to evaluate its ability to effectively assist LEP consumers and evaluate the appropriateness of the pilot's use of CARE funds.

Included within the scope were the following areas:

- Review of systems and the quality of tracking data;
- Review of the effectiveness of CHANGES in reaching the program objectives; and
- Evaluation of the extent to which the program activities support CARE and CARE eligible recipients.⁶

The stated program objectives for the CHANGES Program are to “provide Outreach, Education, and Need and Dispute Resolution services to Limited English Proficient (LEP) energy consumers in the State of California.”^{7,8}

The following areas were outside the scope of the study as defined by the CPUC approved Study Charter:

- Comprehensive analysis of risks and controls within the systems that are analyzed;
- Financial auditing of CHANGES related expenditures; and
- Review of the validity of the allocation percentages to the various Investor Owned Utilities (IOUs) involved in the pilot.

Parameters

The following were the study assumptions, dependencies and constraints.

Assumptions

- The study made maximum use of existing data and minimized the disruption to staff at the CPUC, IOUs, SHE, and CHANGES CBOs to the extent possible while still achieving study objectives;

⁶ California Public Utilities Commission Resolution CSID – 005, November 10, 2011, page 8.

⁷ Self-Help for the Elderly CHANGES Program Scope Of Work, page 1.

⁸ While CHANGES is currently funded using CARE funds, the CHANGES program objectives are not CARE specific.

- The study used a combination of quantitative and qualitative analysis, with quantitative analysis preferred when the data was available or could be reasonably obtained;
- Recommendations may be proportionate as opposed to binary. So for example, a valid result would include partial funding of CHANGES through CARE funding; and
- Conclusions and recommendations factored in administrative cost of compliance, so for example if the study results led to a recommendation for 90% funding through CARE, then the added administrative burden of managing 10% funding through an alternate source may result in a recommendation for 100% CARE funding.

Dependencies

- Cooperation by the IOUs, CPUC and SHE in the study, including especially support for the interview process; and
- Access to the CHANGES raw data, minus privacy protected information.

During the study, we did find that the IOUs, CPUC and SHE were cooperative and supportive throughout the interview process; and we were provided access to the CHANGES raw data.

Evaluation Date Range

Our task was to evaluate CHANGES data for a twelve month period of time. After review of the program data, the selected twelve month window for analysis was May 1st 2011 through April 30th, 2012. Using May 1st as a start date is considered preferable to an earlier start date (e.g., February 1st, 2011) because the analyzed was more current and the program was in more of a steady state, as opposed to start-up phase.

Study Techniques that were Employed

The following techniques were applied during the study:

Data and Document Review

Data and Documents related to CARE, CHANGES, LEP barriers and programs, and demographics were reviewed, including:

1. Review of existing external (to CHANGES) quantitative data;
2. Review of existing internal (to CHANGES) quantitative data;
3. Review of existing external (to CHANGES) documentation; and

4. Review of existing internal (to CHANGES) documentation.

Appendix D contains copies of the 12 monthly CHANGES reports that were used as one basis for our analysis. Appendix E contains the CHANGES database schema (structure). As part of our work we were provided with access to the CHANGES raw data (sanitized to remove customer identifying information). Our consolidated raw analysis data is included in CHANGES_Eval_Data_Set.XLS, which is described further in Appendix F. A complete list of documents/data that were reviewed is included later in this document.

Loosely Structured Interviewing

We define loosely structured interviews as interviews where the interviewer has a set of general topics that should be covered, but uses unstructured and interactive interview techniques to elicit comments. The primary intent is to understand policies, procedures, practices, and history. Interviews were conducted with:

- CHANGES Program Staff at each of the four IOUs;
- CPUC Staff Associated with CHANGES;
- Self Help for the Elderly (CHANGES Prime Contractor);
- Milestone Consulting (CHANGES Sub-Contractor);
- Streamline Social (CHANGES Sub-Contractor); and
- CHANGES Program Staff at four out of seventeen Community Based Organizations (CBOs)⁹.

Appendix G lists the topic guidelines that were used during the interview process, and Appendix H contains a list of individuals interviewed.

Validation Auditing

Validation auditing was used to independently confirm information obtained using the above techniques. Validation auditing consisted of:

- Random sampling of CHANGES data and cross validation with IOU records;
- Random sampling of CHANGES CBO data and validation against CHANGE S CBO internal backup documentation;
- Random sampling of SHE data and validation against internal backup documentation; and
- Manual database review of CHANGES data for apparent internal consistency and integrity.

⁹ One in San Diego, one in San Francisco, one in San Bernadino, and one in Los Angeles.

There are three primary auditable payment events associated with CHANGES:

1. Outreach;
2. Education Workshops; and
3. Individual assistance cases (needs and disputes).

The first two were validated using randomly sampled paper files during visits with SHE and the various CHANGES CBOs; however, the third category required validation by either the IOU or the individual clients. Because of privacy and other sensitivities, we elected to use the IOU to validate the data rather than contact with individual CHANGES clients. Specifically, as part of our evaluation, Level 4 Ventures, Inc. used random sampling of CHANGES data and cross validation with IOU records to conduct validation audits of the CHANGES case data (needs and disputes).

Additional Validation

In addition, during visits with the various CHANGES CBOs, Level 4 did random spot checks of selected cases (needs and disputes) with the corresponding physical documentation in the files at the CHANGES CBO. These checks were accomplished by having the CHANGES CBO pull up their list of clients from the CHANGES Database; then having the evaluator select 3 to 5 clients from the list thereby displayed; and requesting that the CHANGES CBO pull the hard copy files for those selected clients.

Evaluation Approach

Table 1 identifies the specific areas that were examined and the corresponding study techniques (defined above) that were applied.

Area Examined	Data and Document Review		Interviews	Auditing
	Quantitative Data	Documentation		
Is there a need for a program such as CHANGES in California? To what degree does CHANGES duplicate versus supplement existing programs or services?	●	●	●	
Does CHANGES primarily benefit low-income ratepayers?	●	●	●	
To what degree does CHANGES fit within the mandates of CARE?	●	●		
Degree to which the CHANGES program is effective efficient, and low risk:				
<ul style="list-style-type: none"> Review of contractual and working relationships between the stakeholders 		●	●	
<ul style="list-style-type: none"> Definition and tracking of suitable critical success factors 	●	●	●	
<ul style="list-style-type: none"> Quality oversight 		●	●	●
<ul style="list-style-type: none"> Fee structure 	●	●	●	
<ul style="list-style-type: none"> Security and data integrity 			●	●
If CHANGES should be continued:				
<ul style="list-style-type: none"> Appropriate funding source(s) 	●	●	●	
<ul style="list-style-type: none"> Appropriate funding levels 	●			

Table 1: Evaluation Techniques

Results

Our results with respect to the three core objectives of this evaluation were as follows:

Review of systems and the quality of tracking data

The two primary sources of CHANGES tracking data are the monthly report, and the CHANGES database. Both were well structured and contained adequate information for managing the program. The data itself traced well to source documentation in the form of sign-in sheets for educational classes and hard-copy files for needs assessment/dispute resolution. We only found one instance where the data did not match, and that was a typographical error in the monthly report. CHANGES case data in the database did not trace well to the IOU call records, however in further discussions with the utilities it was determined that in general, there is no permanent record of a customer phone call if the issue is resolved over the phone with no modifications required to a customer bill or billing arrangements. We did find that about 10% of the records in the CHANGES database appear to be duplicates. In talking to SHE representatives, it appears that the majority of these are orphaned records with no impact on reporting or invoicing.

Review of the effectiveness of CHANGES in reaching the program objectives

During the 12 month period covered by this evaluation, CHANGES provided education to 15,248 consumers; offered outreach to 29,361 consumers; and conducted needs assessment or dispute resolution services to 1,848 consumers. These services were offered in 30 of the 40 languages identified and tracked by the U.S. census bureau. Ninety-seven percent (97%) of outreach, ninety-three percent (93%) of education, and eighty-five percent (85%) of needs assessment/dispute resolution was conducted in a language other than English. Our conclusion is that within the limitations of a pilot program, CHANGES has been effective in reaching the program objectives of providing outreach, education, and needs assessment or dispute resolution to the LEP community.

Evaluation of the extent to which the program activities support CARE and CARE eligible recipients

Based on self-reported income levels and family size, 96% of the CHANGES clients in the CHANGES database are eligible for CARE. Ninety-one percent (91%) of the CHANGES education presented is designed to help clients avoid disconnection, either directly or indirectly (Understanding Your Bill; Level Pay Plan; Energy Conservation; CARE/FERA and Other Assistance Programs; and Avoiding Disconnection), and Eight

percent (8%) of training is unrelated to disconnection (Safety Tips). One-hundred percent of the CHANGES needs assessment/dispute resolution work is designed to help clients avoid disconnection, either directly or indirectly. Our conclusion is that over ninety percent (90%) of the involves services that fit within the CARE mandate, and that it is appropriate to fund CHANGES with CARE funds.

Going beyond these core objectives to the broader evaluation of the CHANGES program, the following are the four primary findings of this report:

1. CHANGES is an important and necessary program that should be continued;
2. CHANGES should be funded through one or more programs targeted at low-income rate payers;
3. CHANGES needs to be improved in five key areas to be effective, reduce risk, and reach its potential; and
4. CHANGES funding should be frozen until improvements are implemented, at which point funding should be increased.

We will address each of the four primary findings in a Chapter below, beginning with the first.

Should CHANGES Continue?

CHANGES is an important and necessary program that should be continued.

There were three areas that we looked at to answer the question, “Does California need CHANGES?”

1. Is there a need for a utility focused program targeting the LEP population within California;
2. Do existing IOU programs adequately address this need; and
3. Is a program focused on meeting this need by working with California CBOs the right approach?

We will address our answer to each question in turn.

There is a requirement to address the utility education and utility support program access needs of the LEP Population in California, and the new immigrant LEP population in particular.

Title VI of the 1964 Civil Rights Act states that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”¹⁰ The United States Supreme Court in *Lau v. Nichols*¹¹ stated that one type of national origin discrimination is discrimination based on a person’s inability to speak, read, write, or understand English. In 2002, the Department of Justice provided guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition against national origin discrimination affecting limited English proficient persons.¹² While not directive in nature to the CPUC, this guidance document has since been widely applied by various federal, state and local government agencies as well as private industry to assist in structuring programs aimed at the LEP population¹³. The core of the guidance is an assessment that balances the following four factors when determining suitable accommodations: (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or

¹⁰ 42 U.S.C. § 2000d

¹¹ *Lau v. Nichols*, 414 U.S. 563 (1974)

¹² Federal Register / Vol. 67, No. 117 / Tuesday, June 18, 2002

¹³ In California, the “Dymally-Alatorre Bilingual Services Act” is often referenced in this area however this act focuses on the provision of government services to clients and as such, would be more directly applicable to the CPUC itself than to the services provided by the IOUs.

grantee; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by the program to people's lives; and (4) the resources available to the grantee/recipient and costs. Looking at each of the four factors in turn as they apply to the CHANGES program:

(1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee.

The 2010 U.S. Census reported how many people responded to the census by indicating that they spoke English "less than very well."¹⁴ Both the federal government and California's define this as limited English proficient. In 2010, the number of foreign-born persons age 5 and older in California who were LEP was 6,898,367, or 19.8% of the population, placing California number 1 out of 51¹⁵ for LEP population in terms of both percentage and absolute numbers. A particularly severe LEP situation is households that are linguistically isolated, meaning that no-one living in the household speaks English very well. Ten percent (10%) of California households are linguistically isolated. It may be reasonably assumed that effective communication regarding assistance programs and utility bills is further complicated when cultural differences arise because someone is both LEP and a new immigrant to the country. In 2010, California ranked number 1 out of 51 in terms of foreign born population, with 10,150,429 foreign born residents. 58.4 percent of California's total foreign-born population age 5 and older were LEP. In summary, California has a very high number of LEP individuals that are served by the IOUs, both as a percentage and in an absolute numeric sense.

(2) The frequency with which LEP individuals come in contact with the program.

For individuals in a combined gas and electric area, each LEP individual comes in contact with the program a minimum of twice per month (when they receive their bills and when they pay their bills). For individuals where the gas and electric providers are different, they come in contact with the program a minimum of four times. This would be considered frequent relative to other government programs (e.g., Food Stamps, Medicare).

(3) The nature and importance of the program, activity, or service provided by the program to people's lives.

California code 399(b) states that¹⁶: "The Legislature finds and declares that safe, reliable electric service is of utmost importance to the citizens of this state, and its economy." We would assume that it was the legislative intent that this would apply to gas service as well.

¹⁴ Good summary information is available at www.migrationinformation.org.

¹⁵ Includes the District of Columbia

¹⁶ CA Codes (pub:399-399.9)]

(4) The resources available to the grantee/recipient and costs.

Current and proposed funding for CHANGES are small as a percentage of all CARE budget components that could reasonably be used for comparison purposes (e.g., CARE total budget, CARE budget allocated to low income outreach), so it is reasonable to assume that adequate resources are available to meet the LEP requirements.

In summary, using the four point assessment:

Number or Proportion of LEP Persons	Frequency of Contact	Nature and Importance	Resource Available	Overall Rating
Very High	High	High	High	High

In conclusion, a program such as CHANGES that targets the needs of the LEP population in California with respect to utility bills and programs is necessary.

Existing IOU programs do not adequately address the need for utility program education and access to utility related support programs.

All four IOUs that were included in this evaluation (PG&E, SCE, SoCalGas, and SDG&E) have on-going initiatives designed to meet the needs of their LEP customers. Some examples of these programs include:

- The availability to customer service staff of translation services through Language Line, offering live translation capabilities for approximately 200 languages¹⁷;
- Extensive support for the most common non-English language in California (Spanish) integrated throughout their operations in areas including print, Interactive Voice Response automated telephone systems, web, outreach, and customer service;
- Targeted, limited support for other languages in specific areas (e.g., making CARE applications available in seven languages); and
- On-going programs supporting and working with California CBOs to help identify clients eligible for assistance programs (especially CARE) sign up for those programs¹⁸.

We were able to get some insight into the extent to which the efforts above were effective in reaching the LEP population with respect to CARE. Specifically, we started

¹⁷ It should be noted that Language Line interpreters provide direct translation only, and are specifically prohibited from assisting with clarification or intent. When a Consumer is not sure what issue they are addressing, or question they want to ask, they may not obtain a satisfactory result.

¹⁸ Appendix J of this report contains a list of CARE capitation contractors (CBOs) for each of the four IOUs.

with the 2010 Census data by California county, extracting the percentage of the county residents that were LEP, and the percentage of the county residents that were under the Federal poverty level¹⁹. We then added a column from the IOU 2011 annual reports indicating the CARE penetration percentage in each county. In counties that were served by multiple IOUs, we used the highest penetration number. We were then able to use partial correlation techniques to isolate the county-by-county correlation between LEP percent and CARE penetration percent, after removing the effect of poverty percentage²⁰. As with all correlation analysis, the result was a number between -1 and +1, where a negative number would indicate that LEP population percentage was a predictor of poor CARE penetration rates after removing the impact of poverty; a positive number would indicate that LEP population percentage was a predictor of high CARE penetration rates after removing the impact of poverty; and a number close to zero would indicate that LEP population percentage was not predictive of CARE penetration rates after removing the effect of income. In this case, the result was a moderately strong positive correlation of 0.43. While correlation analysis does not attempt to answer causation, this result does lend confidence to the theory that the IOUs' current CARE outreach efforts are effectively targeting the LEP populations.

However, the IOU programs aimed at meeting the needs of the LEP population have important limitations. Specifically:

- Outreach and needs assessment efforts are narrowly focused;
- Education efforts are limited; and
- Dispute resolution is reactive and minimalistic.

Each of these will be discussed individually.

Outreach:

While some of the utilities (notably SDG&E) have initiated efforts to consolidate and generalize their programs that target LEP and low income customers, the focus is still on optimization in terms of narrowly defined metrics. For example, in SDG&E's 2011 annual report the most successful outreach effort is defined as the one that, "... brought in the greatest number of [CARE] enrollments at the least cost." There is clearly a need for programs optimized to efficiently enroll the most eligible possible number of people for an individual program. However, there is also a need for programs targeting smaller niches of individuals that are more difficult to reach because of language and/or cultural barriers; and for programs taking a more holistic approach to meeting the needs of those individuals in terms of access to utility services (e.g., HEAP, ESAP, CARE,

¹⁹ One potential flaw in this approach is that the Census tracks people who live below the Federal Poverty Level, while CARE eligibility is based on 200% of the Federal Poverty Level. Because we were looking at correlation rather than absolute numbers, we believe that the conclusions are likely to be valid in spite of this difference.

²⁰ See Appendix C for the formula/approach used.

conservation, payment arrangement, etc.). Additionally, as programs such as CARE reach saturation levels, niche targeted programs such as CHANGES grow in importance.

Education:

While the utilities do make in-language educational material available for the more dominant languages, they do not have a requirement to provide the type of intimate, language and culturally sensitive education that is best suited for LEP clients in general, and new immigrant LEP clients in particular. For example, asking a group of culturally homogenous new immigrants to share ideas about ways to conserve energy and thereby reduce their electric bill, thereby initiating peer-to-peer discussions about turning off appliances when not in use, was cited by the CHANGES CBOs during the interview process as a highly effective approach, but this approach to peer supported education is not something that is conducive to accomplishment using an in language bill insert by a utility. In addition, CHANGES education can be integrated by CHANGES CBOs into other services provided to LEP clients, thereby increasing participation and adding value. For example, during the interviewing process we found that a CHANGES CBO was combining a church sponsored food give-away program; a telecommunication rights class funded by TEAM; and a utility energy conservation class funded by CHANGES. This optimizes the use of funds across all programs and maximizes the value for the clients served.

Dispute Resolution:

When a customer calls a utility and requests a language interpreter, there is a good chance that the utility will be able to provide the language interpreter, either in-house or through the Language Line. However, this response is primarily a reaction to a demand for a service on the part of the customer. It is clear that many members of the CHANGES target population would be overwhelmed with answering questions such as, "Should I call?" "Whom should I call?" "Will I get in trouble for calling?" and soon.

During the evaluation we heard numerous anecdotal stories of LEP new immigrant groups with a belief that the utilities were an agency of the government; groups with a fundamental distrust or fear of the government based on the governments in their country of origin; groups with cultural shyness and a reluctance to do anything that would confront authority; and groups who believed that the utilities share information with government agencies. Even if they do ultimately recognize that it is appropriate to call the utility, they face challenges with the transaction. It may be hard for them to determine which number to call for assistance in their language, or to get the Language Line interpreter on the line and to correctly state their need to the interpreter and feel secure that the translation correctly states their need back to the utility representative and so forth. While anecdotal examples of this were found during our interviews with the CHANGES CBOs, perhaps the best example would be to use the following excerpt from the 2011 PG&E CARE and ESA Annual Report:

When a tenant called PG&E with questions, PG&E confirmed that the tenant was certified for the program and reviewed the bill with the tenant to ensure they were receiving the discount. If it appeared the tenant was not receiving the CARE discount, the tenant was advised to contact their manager or billing agency for further clarification. . . . If the tenant did not find resolution with their billing agency and/or sub-metered facility manager, PG&E advised the tenant to contact their County's Department of Weights and Measures (DWM). DWM could help tenants with meter reading accuracy/testing, proper meter installation, billing accuracy, and verification of correct rate. If contacting the DWM did not resolve the tenant's billing question, the tenant was advised to file a complaint with the CPUC.

It's difficult to imagine that any customer, except the most tenacious, could effectively follow this advice. It would be even more difficult to expect a non-English speaking new immigrant to achieve resolution in this situation without assistance.

Finally, both the CPUC and the IOUs recognize that there are important gaps which should be filled by CHANGES. For example:

- "SCE believes through anecdotal information and experience that some barriers to participation do exist. These include lack of knowledge about the availability of CARE, language and cultural barriers..."²¹
- "Lack of trust and customers questioning the legitimacy of the program continued to present a significant barrier to participation. . . . Given the extremely diverse population of California, language continues to be a significant barrier to communicating program information to eligible customers."²²

In conclusion, CHANGES is an important program to supplement but not replace existing IOU outreach and communication initiatives with the LEP community in California.

The most effective approach to meeting the LEP need for utility education and access to utility support programs is to work through the existing network of California CBOs.

In conducting our analysis, there seems to be complete consensus that California CBOs should play a key role in meeting the specialized needs of the LEP population in general and the new immigrant LEP population in particular. SDG&E's annual report statement summarized the general view: "CBOs continue to help drive enrollments in hard-to-reach populations. Cultural, language and ethnic barriers are more readily overcome by CBOs that target these customers."²³ California CBOs are ideally

²¹ 2011 SCE ESA and CARE Annual Report

²² 2011 PG&E CARE and ESA Annual Report

²³ 2011 SDG&E ESA and CARE Annual Report

positioned to overcome the types of barriers that PG&E identified in their 2011 CARE and ESA Annual Report: “ Significant barriers to higher penetration rates continue to be a lack of people home during the day, language and immigration concerns for non-native speakers, fear and suspicion of racially-mixed crews, and the misimpression that any printed material is actually an advertisement.”

CPUC code 381.5 provides specific guidance in this area:

381.5. It is the intent of the Legislature to protect and strengthen the current network of community service providers by doing the following:

(a) Directing that any evaluation of the effectiveness of the low-income energy efficiency programs shall be based not solely on cost criteria, but also on the degree to which the provision of services allows maximum program accessibility to quality programs to low-income communities by entities that have demonstrated performance in effectively delivering services to the communities.

Nothing in our evaluation resulted in any questions about the value of maximizing the use of California CBOs to deliver services to this target audience.

How Should CHANGES Be Funded?

CHANGES should be funded through one or more programs targeted at low-income rate payers.

The next major portion of our analysis involved the suitability of using CARE funds for CHANGES. To answer this, we asked four questions:

1. By serving the LEP population, is CHANGES also serving the needs of the CARE target population?;
2. Does CHANGES offer particular advantages to the low income LEP population (as opposed to the LEP population overall or the low income population overall);
3. To what extent does CHANGES go beyond the current CARE mandate; and
4. Is it appropriate to use CARE funds to support CHANGES, or should a different source of funds be used?

We will address our answer to each question in turn.

The LEP population, and especially the new immigrant LEP population, are disproportionately low income.

The CPUC has long recognized the validity of using statistically significant proxies to help in targeting low income ratepayers. For example, in California Public Utilities Code, Section 739.4 we find that:

(c) The commission shall conduct targeted outreach about the program using census block data to effectively target low-income and senior households throughout the state.

One such proxy is English language proficiency. Among both native and foreign-born persons in California in 2009, 10.3 percent of those who spoke only English lived in poverty, compared to 20.7 percent of those who spoke Spanish at home, 10.7 percent who spoke other Indo-European languages, 11.8 percent who spoke Asian and Pacific Island languages, and 16.7 percent who spoke other languages.²⁴ Level 4 conducted a county by county correlation analysis, of LEP percentage with Federal poverty percentage, and found a similar result, with a correlation coefficient of 0.293.

²⁴ California Fact Sheet, www.migrationinformation.org

New immigrants are particularly likely to be in the lowest income brackets. In 2009, 20.5 percent of foreign-born families with children under 18 lived below the poverty threshold. Often this financial situation exists in spite of hard work. In 2009, 11.7 percent of full-time, year-round, immigrant workers (those working more than 50 weeks a year and more than 35 hours per week) earned less than \$15,000 a year; 38.9 percent earned between \$15,000 and \$35,000.²⁵

Looking at the twelve months of CHANGES data covered by this evaluation, 96% of the individuals assisted by CHANGES with needs assessment or dispute resolution self-reported that they were CARE eligible²⁶.

Our conclusion is that it is reasonable to target the LEP population as a proxy for the low-income population, and that a program such as CARE with a mandate to serve the needs of low-income ratepayers may reasonably focus part of their outreach and education efforts specifically on LEP rate payers.

Without CHANGES, or something very much like it, segments of the LEP population may face inadvertent discrimination in terms of access to programs designed to meet the needs of low income utility customers.

In our analysis, we did not find any evidence of intentional or inadvertent discriminatory access to LEP low income utility customers. Quite the contrary, our examination of both the programs in place now and the statistical outcomes (as discussed above) demonstrate that the LEP population as a whole are currently having their needs met for access to programs such as CARE.

However, we have less confidence that specific segments of the LEP population are not facing inadvertent discrimination. The linguistic preference data that is collected by the utilities is relatively high level and inadequate to support an analysis of penetration rates into some of the more difficult to reach and linguistically isolated households. For example, there is no way for us to know if California's 39,678 Gujarathi speakers, 79,737 Hmong speakers, and 43,667 Urdu speakers have equal access to CARE and other programs targeted at low income utility customers.

We are also sympathetic to the idea that cultural barriers may exist in addition to linguistic barriers. For example, we recognize that lumping all Spanish speaking residents into one category does a disservice to the complexity of the cultural, and to a lesser extent linguistic, differences from one Spanish speaking nationality to another. However, while existing CHANGES CBOs indicated that they address national origin based cultural difference, it's not clear that the Resolutions authorizing CHANGES specifically recognize this demographic in terms of programming. If existing programs adequately meet the needs of the Spanish speaking population as a whole, but new immigrant Spanish speakers from South and Central America are not adequately served, it's not clear that this distinction is recognized by the existing IOU programs.

²⁵ Ibid.

²⁶ Based on a review of the CHANGES database conducted by Level 4 as part of this evaluation.

We do think that it is an important distinction, and recommend that consideration be given to including national origin or something similar within the definition of the target population.

Under either definition (strictly based on language or both language and national origin), there is clearly a role for a program such as CHANGES to meet the needs of underserved LEP minorities.

CHANGES offers a holistic approach to meeting the utility related outreach, education, and needs assessment requirements of the LEP population.

The needs of the low income LEP clients in California are fully integrated and to a large extent, interdependent. In other words, the clients need to understand their bills and obligations; they need to sign up for any programs that they are qualified for to help them meet those bills and obligations; and they need to balance their income versus expenses in a manner that will allow them to meet those obligations. In the utility domain this may include (but is not limited to: energy conservation programs such as ESAP, or other individual energy conservation actions initiated as a result of educational initiatives; rate discount programs such as CARE; emergency assistance programs such as HEAP; and programs such as level payment plans. These programs and educational opportunities all work together to meet the needs of the client. The CHANGES holistic perspective of outreach, education, and needs assessment aligns well with this reality.

The specific funding source, from among the low income targeted funds, is largely a matter of administrative convenience.

In looking at all components of the CHANGES program (outreach, education, needs assessment, and dispute resolution) it was obvious that CHANGES offers much broader assistance than strictly helping people to sign up for CARE. Based on the specific population served by an individual CHANGES CBO, the emphasis may be more oriented to ESAP, FERA, HEAP, Medical Baseline, or CARE. More to the point, when a client walks in the door or comes up to a booth at a fair, the CHANGES CBO case worker will help them with any of these programs they are eligible for (in addition to other areas completely unrelated to utilities).

CARE does include a mandate to “protect low-income and senior households from unwarranted disconnection of necessary electric and gas services²⁷,” provide needs assessment and assistance support by providing “information about the CARE program and other assistance programs, and attempt to qualify customers for CARE, and provide information about individual payment arrangements that allow customers to pay the amounts due over a reasonable period of time, not to exceed 12 months, and attempt to enroll customers in a payment arrangement program, before effecting any disconnection of service for nonpayment or inability to pay energy bills in full”²⁸, and

²⁷ CPUC Code 739.4(b).

²⁸ CPUC Code 739.4(b)(3)(A)

“conduct targeted outreach about the program...”²⁹ In our evaluation we found that much of the CHANGES work is targeted, directly or indirectly, at helping a client manage their utility expenditures in a responsible manner and ultimately, retain access to service and avoid disconnection. Further, we found that the CHANGES client population is disproportionately at an income level that would make them CARE eligible.³⁰ We therefore believe that using CARE funds to support CHANGES is appropriate. When comparing the mandate of CARE versus the mandate of other low income programs (e.g., ESAP, HEAP, FERA, Medical Baseline), we find that the CARE mandate is the most broad. Therefore, we find that if CHANGES is to be funded from a single existing funding source, CARE is the most appropriate funding source.

However, because CHANGES meets needs that are more broad than CARE, it would be more appropriate to fund the program from either:

1. A new funding stream that is specific to CHANGES; or
2. A broader funding stream that combines funds from other existing programs.

Ultimately, the selection of the most appropriate funding source is largely one of administrative convenience in allocating and managing the funding. Using CARE outreach funds offers the following advantages:

- CARE has an existing funding line item with an adequate budget to support CHANGES;
- CHANGES is an appropriate use of those funds;
- As CARE reaches full penetration, CHANGES provides a logical additional service that can be provided to this population; and
- There is existing CARE focused organizational staffing at the IOUs, an existing network of CARE CBOs, and existing units within CUPC for CARE oversight.

Using CARE outreach funds offers the following disadvantages:

- May run the risk of a focus on CARE as opposed to other programs or services that can be offered to clients;
- May run the risk of introducing CARE specific metrics (e.g., new CARE applications per month, cost per CARE application, etc.) that are not appropriate for CHANGES;

²⁹ CPUC 739.4(b)(4)(c)

³⁰ Based on self-reported income levels and family size, 96% of the CHANGES clients in the CHANGES database are eligible for CARE.

- May present barriers to cooperative working relationships with other program personnel (e.g., ESAP) at the IOUs;
- May limit the direction that CHANGES might move toward strategically to meet changing needs over time, because of the limitations of the CARE mandate; and
- May overstate outreach cost to CARE and understates outreach costs to other programs.

Our conclusion is that it is appropriate to use CARE funds for CHANGES; however, the correct funding approach is ultimately one of administrative convenience from among the various low income programs.

How Should CHANGES Be Improved Going Forward?

CHANGES needs to be improved in five key areas to be effective, reduce risk, and reach its potential.

There are significant differences between a pilot program and a full-scale, on-going program. Differences include structuring a pilot program to get something off-the-ground quickly, as opposed to structuring a program for long term sustainability; and the incorporation of the lessons learned from the pilot in the on-going program operations. The CHANGES pilot program has been a success in beginning to build a network of CHANGES CBOs; beginning the process of providing utility education to LEP customers; and assisting LEP customers apply for appropriate assistance programs. However there are areas where CHANGES can and should be improved based on the lessons learned during the pilot program, and to provide a more solid foundation for a larger scope, long-term program. The five most important areas are addressed below.

1. The relationship between CHANGES CBOs and IOUs needs to be strengthened. This may involve fundamental shifts in the way CHANGES is structured.

The CHANGES program was modeled on the Telecommunications Education and Assistance in Multiple-languages (TEAM) program. The TEAM environment is one in which there is a legitimate sense of cautious distrust between the carriers and the consumers, with a significant amount of the TEAM effort involving preventing or combating fraud and abuse. Because of this environment, TEAM was structured to insulate the TEAM CBO staff from the carriers to ensure that the clients were protected and that the TEAM CBO advocates were clearly on the client side. This overall structure and attitude has been unintentionally carried forward to CHANGES, where it is both not necessary and counter-productive. In fact, all of the IOUs have active, on-going programs that overlap significantly with CHANGES. These include on-going working relationships with the CARE CBOs (which are often supersets of the CHANGES CBOs); attendance at community events; and providing support to the LEP community for business interactions (e.g., bill disputes).

Additionally, the CHANGES program was structured contractually so that each of the four IOUs holds a separate contract with the CHANGES prime contractor (SHE), yet the IOUs have no sense of empowerment to oversee the execution of those contracts. The IOUs do not have any ability to ensure that services that were billed to them were actually delivered by SHE. The IOUs do not have any control over the selection by SHE of the CHANGES CBOs that are ultimately delivering the services. The IOUs have minimal control over the education activities conducted by the CHANGES CBOs on their behalf. Overall, the IOUs are discouraged from developing an intimate direct

working relationship with the CHANGES CBOs in their area of operation. The IOUs are therefore in the uncomfortable and unsupportable position of approving invoices with little or no contractual oversight to go with that approval process. Some specific examples that were cited include:

- Requests for input as to which California CBOs in the IOUs operating area should be used were ignored, and the CHANGES CBOs that were selected are in some cases not competent in the opinion of the IOU;
- Requests for advance notification about community outreach events that would be attended were ignored, and when they receive reports about events that were attended and they happened to have also been at the event, the CHANGES CBO did not have anything in their booth about CHANGES or the utility related services at all; and
- Special phone numbers set up for CHANGES dispute and need resolution calls were not used or not used on a regular basis.

From the CHANGES CBO perspective, anecdotal issues with the IOUs included:

- CHANGES special phone numbers that were not answered;
- Promised in-language materials that were never delivered; and
- Inaccessibility to answer questions or offer other assistance.

In many cases, interview results led to direct contradictions. For example, IOU statements that they visited with CARE CBOs on a weekly basis but CHANGES/CARE CBO statements that they hadn't seen anyone from the IOU for over a year; CHANGES CBO statements that CHANGES special phone numbers were never answered but IOU statements that the phone numbers were VIP numbers with their highest customer service; CHANGES CBO records of phone calls on behalf of clients while utility records indicate that no such phone calls took place. Ironically, our sense is that all parties involved were sincere, open, and being truthful. The results that we observed were classic examples of communication breakdowns where the direct interactions between the parties were restricted or inadequate. We are convinced that by fostering direct and on-going interaction between the IOUs and the CHANGES CBOs the program will be strengthened and the issues of distrust and miscommunication will largely vanish.

From the SHE perspective, the current contractual approach is also problematic. Specifically, holding and administering four different contracts for basically identical services significantly increases the administrative workload. This is especially the case in the situation where one CHANGES CBO overlaps in service territory with multiple IOUs (in some zip codes, up to three IOUs provide service in the same area of operation).

Recommendations:

There are multiple ways to solve this communication problem. Two obvious examples are:

- Task the IOUs to perform the CHANGES mission directly and to administer the CHANGES contracts on their own, with complete control of the contract, contract execution, and regular reporting of status and results through the existing annual reporting process; or
- Award a single contract to a CHANGES oversight vendor with the mission of consolidated data reporting; assisting to identify and recruit CHANGES CBOs; and program wide processes, procedures, training and so on—but require this contractor to establish and maintain strong working relationships between the CHANGES CBOs and each of the IOUs.

Either approach would be far superior to the current approach.

It is also not clear that the CHANGES CBOs should be the same as the TEAM CBOs, nor that the CHANGES single contractor (if any) should be the same as the TEAM single contractor. There are certainly some advantages that the TEAM CBOs and contractor may bring to the table in a competitive procurement situation, however other California CBOs and contractors may have other advantages that are more utility specific. In any event, if the program does go forward with a single CHANGES contractor we recommend that the contractor be selected on the basis of a competitive procurement³¹.

2. New measures of program success need to be defined, reported, and tracked.

We recommend that outreach and media placements be combined into a single marketing category with the CHANGES CBOs defining the best approach to expending these funds. This marketing budget would have the dual purpose of statewide CHANGES branding; and serving the outreach function required to identify individuals in need of assistance through CHANGES. We recommend that CHANGES CBOs be required to inform the IOUs in advance of the date, and time for any events they will attend where they will be using CHANGES funds.

CHANGES branding currently seems to be weak. CHANGES CBOs do not always display CHANGES flyers in their offices; the flyers that are displayed are generally of inferior quality; and there was no evidence of CHANGES branded give-aways for community events. We recommend that a set of CHANGES one-page, four-color flyers be developed in multiple languages with space for CHANGES CBO labeling (e.g., a

³¹ This should not be read as a negative opinion about SHEs ability to manage this contract in any way. It is not that we are recommending that the current contract be replaced, but rather, that we don't believe their experience with TEAM rises to the level of unique capability and background to justify a sole source award.

stamp with CHANGES CBO contact information) be developed, printed, and made available to the CHANGES CBOs. We recommend that CHANGES logo give-aways be made available to the CHANGES CBOs to use at community outreach events.

The current CHANGES educational materials are useful as reference materials, but far too complex and generalized to be used for the relatively brief period of time an individual is willing to sit down for a utility educational session. In addition, the most effective CHANGES CBO training is tailored by the CHANGES CBO instructor to the particular audience. For example, one CHANGES CBO integrated raffles and impromptu client success stories into the training to make participation in the training “fun and meaningful.” This type of tailoring should be encouraged. In none of our interviews with CHANGES CBOs did we find evidence that the training was making any use of any of the “standard” training materials provided by the utilities, except as a reference source for questions. Given the complexity of the training materials, and the fact that only a subset of those materials are likely to be relevant to the immediate needs of the audience, we were not surprised at this finding. However, there is the very real danger that the CHANGES CBOs will present several topics (e.g., TEAM, food stamps, a food give-away), briefly mention something related to utilities, and charge for CHANGES training. We recommend that for each of the educational classes a one page sheet be developed with the 3 to 5 most important talking points that must be communicated for that topic, and that the CHANGES CBOs be provided with these key point sheets to define the minimum framework for their training. We recommend that dates, times, and topics for training classes be provided to the IOUs prior to conducting the training so that the IOUs can randomly attend training if they desire.

Recommendations:

While disputes are a staple of the TEAM environment, CHANGES deals with relatively few disputes. We recommend that needs assessments and disputes be combined into a single factor called Client Direct Support that includes both needs and disputes.

We recommend that CHANGES targets be established based on language need (prevalence) in California, and that these targets be used to measure success in selecting CHANGES CBOs, conducting education, and Client Direct Support.

We recommend that CHANGES stakeholders meet annually to establish the 3 to 7 most important program critical success factors for the coming year, and that the program be measured against those factors during that year.

3. Quality oversight must be enhanced to ensure that CHANGES related services are delivered with consistent quality.

The organizations best able to provide quality oversight of the CHANGES contractor and associated CHANGES CBOs are the IOUs, however they are currently not empowered to conduct that quality assurance work as discussed earlier in this report. For example, they are not informed in advance of CHANGES CBO participation at

community fairs so they cannot attend to ensure that the CHANGES CBOs are properly representing them and the CHANGES program. IOUs are not provided with copies of media placements, so they cannot ensure that the CHANGES message is properly presented. They are not allowed to attend educational classes, or even talk directly to the CHANGES CBO trainers who are presenting the training, so they have no ability to monitor the quality of education. CHANGES CBOs do not routinely use the IOU established special CHANGES phone numbers, so they have little or no ability to monitor the CHANGES CBO need and dispute resolution activities.

Recommendations:

CHANGES CBO participation at community events should be spot checked to verify both attendance and that CHANGES is represented at a CHANGES CBO's booth. By informing the IOUs of events in advance, the IOUs will have the opportunity to assist in this function and provide coordination with and support of the CHANGES CBO staff at the booth.

CHANGES branding should be improved (as discussed earlier), and quality assessments revolving around that branding should be conducted. This might include availability and display of CHANGES flyers in the CHANGES CBO waiting areas, display of CHANGES branded items at community events, and inclusion of the CHANGES logo on print advertisements.

At least one version of the CHANGES Statement of Work with SHE requires that pre- and post- tests be administered for training to verify that training objectives have been met. It appears that this was in the CPUC SOW template that was created, but not in any of the IOU negotiated SOWs. None of CHANGES CBOs that Level 4 talked to are currently doing any form of training related testing. For TEAM, the pre- and post-testing is done using a show of hands. Combining our earlier recommendation of identifying 3-5 key concepts for each CHANGES training topic should simplify the development of CHANGES pre- and post- tests that can be administered in a similar fashion.

IOUs should be informed of training classes and invited to attend if they wish. This will allow them to spot check training both for conduct and content.

IOUs should have some ability to verify CHANGES CBO claimed contacts with the IOUs and to ensure that the contacts were satisfactorily resolved. This may be accomplished through a special phone number that is used by all CHANGES CBOs to manage all claims that are paid through CHANGES (perhaps make payments based on call records to that number); or through providing the IOUs with reports or limited access to the CHANGES database to allow IOUs the opportunity to validate information.

For needs assessments, some evidence of program application (e.g., CARE, ESAP, HEAP) should be available for random checks. Critical success factors might be developed around percentage of needs assessments that should result in an application

to one of these programs, and percentages of applications that should result in an approved application.

4. Fees should be restructured based on lessons-learned during the pilot implementation.

While the approach to compensating CHANGES CBOs and SHE made sense for the pilot program, we recommend that the CHANGES fees be restructured going forward. Specifically, we recommend changes in three areas:

1. Structural Changes in the CHANGES CBO Compensation

CHANGES CBOs are currently compensated \$1,000 for each community event attended; \$1,000 for each media placement; \$10 for each attendee at an educational workshop; \$75 for each needs assessment; and \$75 for each dispute resolution. There are separate budgets for each of these areas, so funding in one area may be used up while funding remains available in other areas.

We recommend that needs assessment and dispute resolution be combined into one area called simply Client Direct Support or something similar that covers both types of activities. In talking to the CHANGES CBOs, it appears that the time required per client to handle this work varies between 10 minutes and 6 hours with a mode (most common) value somewhere in the one hour range. To arrive at a reasonable hourly value for this interaction, we used the median annual salary for a Social Worker working in a high cost of living area (San Francisco)³². This rate was \$27.17 per hour; we then added \$11.56 for average benefits³³ for a total direct compensation of \$38.63. While we do not have data on overhead rates for the CHANGES CBOs, Bridgespan reports that the median reported overhead rate for non-profits is 20%³⁴, resulting in loaded cost of \$46.36. With rounding, we recommend a compensation of \$50 per client.

If we assume that the same type of individual is presenting the CHANGES training that is doing the needs assessment (a logical assumption), we can use the same \$46.36 per hour. We believe that it is safe to assume 30 minutes of CHANGES related instruction per class (classes longer than 30 minutes typically include other areas, such as TEAM). In our own class development work we assume 1.5 to 2 hours of time outside of the class for every hour of classroom time. This allows time for preparation, grading of papers, presentation or updating materials, and so on. Because the CHANGES classes

³² Based on data from salary.com, with the full job description as follows: "Interviews clients and their families and coordinates and plans programs and activities to meet their social and emotional needs. Provides crisis intervention and assists families in understanding the implications and complexities of the medical situation and its impact on lifestyle. Requires a bachelor's degree in social work and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a senior case manager."

³³ Ibid.

³⁴ See <http://www.bridgespan.org/nonprofit-overhead-costs-2008.aspx>

will not involve any written assignments, we believe that 1.5 is a supportable number, resulting in a total allowance of 1.25 hours per class, or \$57.95 per class (1.25 times \$46.36). Assuming an arbitrary but reasonable 8 students per class on average, we arrive at \$7.24 per student. Rounding up to the nearest whole number results in \$8 per student per class.

CHANGES currently pays \$1,000 per community outreach event attended and \$1,000 per media placement. We prefer to see CHANGES CBOs receive a marketing budget as a percent of revenue earned from training and needs assessment, with the CHANGES CBOs having the responsibility for optimizing how that money is spent. In talking to various CEOs over the years it seems that numbers in the 9% to 12% are reasonable for marketing in most cases, so funding CHANGES CBOs for marketing activities based on classes presented and needs assessments conducted with an additional 10% budget would be reasonable. We recommend that in addition to this CHANGES CBO budget, a statewide CHANGES marketing budget be established for “corporate” branding activities, including corporate give-aways and in-language printed material. We recommend that this corporate branding budget be somewhere in the 5% range for the first year, then drop to 2.5% for two years, then remain consistent at the 1.75% to 2% levels on an on-going basis.

2. Structural Changes to Cover Administrative Overhead

CHANGES is currently spending approximately 29% of its budget on administrative expenses (including database expenses). To get a feeling for where this fits relative to other non-profit programs, we turned to CharityNavigator.org.³⁵ As shown in Table 2 and using the General Non-profit row, CHANGES spending on administrative expenses yields a score of 2.5 on a scale of 0 to 10, with 10 being best. Part of this is because the program is in start-up/pilot operation mode; and part of this is because of the structure of the CHANGES contracts (four unique contracts to be managed). We believe that a target of 15% to 20% for administrative costs is achievable, and we recommend that the CHANGES contract be structured to limit administrative costs to somewhere in this range both contractually and through simplification of the administrative burden.

Converted Score:	10	7.5	5	2.5	0
General:	0% - 15%	15% - 20%	20% - 25%	25% - 30%	> 30%
Food Banks, Food Pantries & Food Distribution	0% - 3%	3% - 5%	5% - 10%	10% - 15%	> 15%
Fundraising Organizations	0% - 7.5%	7.5% - 12.5%	12.5% - 20%	20% - 25%	> 25%
Community Foundations	0% - 10%	10% - 15%	15% - 20%	20% - 25%	> 25%
Museums	0% - 17.5%	17.5% - 25%	25% - 30%	30% - 45%	> 45%

Table 2: Percent of total functional expenses spent on management/general (lower % is better)

3. Targeting Specific Languages

One area that we looked at was the current allocation of CHANGES support by language versus the LEP population by language in California based on the latest US

³⁵ <http://www.charitynavigator.org/index.cfm?bay=content.view&cpid=48>

Census data. We looked for a way to combine all of the CHANGES support areas (outreach, education, and needs assessment) into one number representing the amount of value CHANGES is provided to each language demographic group. We began by assuming that the value of each of these three areas is equally weighted. We then looked at the breakdown for each area of the percent of support provided by language. The total CHANGES support by language was then the average of the language support in each of the three areas (outreach, training, and individual assistance).

We then wanted to determine if the CHANGES allocation of support by language was approximately aligned with the LEP population percentages in California as reported by the Census data. Table 3 shows the total LEP population in California by language both in terms of individuals and as a percentage; and the CHANGES support as a percentage using the consolidated approach described above. In a perfect world, the CHANGES percentage and the Census percentage would be the same. In some cases, deviations represent the fact that the CHANGES mission includes serving populations that are not LEP by the Census definition. Two obvious examples are English (the CHANGES mandate states that no-one will be turned away just because they speak English) and American Sign Language, which is not recognized as a distinct language by the U.S. Census. In other cases, deviations may reflect the fact that the IOUs have active programs in place to serve the needs of a specific LEP language. One obvious example is Spanish. In other cases, deviations may represent an opportunity for CHANGES to target groups that the program is currently underserving.

LANGUAGE OTHER THAN ENGLISH SPOKEN AT HOME	Individuals		
Total Household Population, Age 5 and Older	34,820,465		
Speak language other than English	15,232,350	Census	Changes
American Sign Language		0.00%	0.51%
African languages	72,587	0.48%	0.00%
Arabic	13,649	0.09%	0.17%
Armenian	186,509	1.24%	1.43%
Chinese	1,046,502	6.94%	15.39%
English		0.00%	8.63%
French (including Patois and Cajun)	125,624	0.83%	0.01%
French Creole	6,118	0.04%	0.00%
German	106,952	0.71%	0.00%
Greek	23,990	0.16%	0.00%
Gujarathi	39,678	0.26%	0.00%
Hebrew	41,293	0.27%	0.00%
Hindi	135,612	0.90%	0.25%
Hmong	79,737	0.53%	1.93%
Italian	62,373	0.41%	0.01%
Japanese	140,590	0.93%	0.18%
Korean	382,768	2.54%	3.35%
Laotian	35,592	0.24%	1.80%
Mon-Khmer, Cambodian	80,882	0.54%	0.86%
Navajo	1,470	0.01%	0.00%
Other and unspecified languages	38,299	0.25%	0.16%
Other Asian languages	146,799	0.97%	0.00%
Other Indic languages	166,682	1.11%	0.04%
Other Indo-European languages	43,360	0.29%	0.00%
Other Native North American languages	7,220	0.05%	0.00%
Other Pacific Island languages	125,134	0.83%	1.04%
Other Slavic languages	34,070	0.23%	0.00%
Other West Germanic languages	26,215	0.17%	0.00%
Persian	184,463	1.22%	0.89%
Polish	19,167	0.13%	0.00%
Portuguese or Portuguese Creole	77,077	0.51%	0.00%
Russian	151,328	1.00%	0.09%
Scandinavian languages	21,834	0.14%	0.00%
Serbo-Croatian	22,949	0.15%	0.00%
Spanish or Spanish Creole	10,059,973	66.74%	30.31%
Tagalog	761,129	5.05%	2.24%
Thai	48,516	0.32%	0.00%
Urdu	43,667	0.29%	0.03%
Vietnamese	510,219	3.38%	30.67%
Yiddish	3,925	0.03%	0.00%

Table 3: CHANGES Support by Language

We then looked at the deviation between the CHANGES pilot percentage and the Census percentage and sorted by the deviation, to create a tabular version of a Pareto diagram view of the data. Languages at the top of the list are less well served by CHANGES; languages in the middle of the list are appropriately served by the CHANGES pilot; and languages at the bottom of the list are more served by CHANGES.

Spanish or Spanish Creole	-36.43%
Tagalog	-2.81%
Other Indic languages	-1.07%
Other Asian languages	-0.97%
Russian	-0.91%
French (including Patois and Cajun)	-0.83%
Japanese	-0.75%
German	-0.71%
Hindi	-0.65%
Portuguese or Portuguese Creole	-0.51%
African languages	-0.48%
Italian	-0.41%
Persian	-0.33%
Thai	-0.32%
Other Indo-European languages	-0.29%
Hebrew	-0.27%
Gujarathi	-0.26%
Urdu	-0.26%
Other Slavic languages	-0.22%
Other West Germanic languages	-0.17%
Greek	-0.16%
Serbo-Croatian	-0.15%
Scandinavian languages	-0.14%
Polish	-0.13%
Other and unspecified languages	-0.10%
Other Native North American languages	-0.05%
French Creole	-0.04%
Yiddish	-0.03%
Navajo	-0.01%
Arabic	0.08%
Armenian	0.19%
Other Pacific Island languages	0.21%
Mon-Khmer, Cambodian	0.32%
American Sign Language	0.51%
Korean	0.81%
Hmong	1.41%
Laotian	1.57%
Chinese	8.44%
English	8.63%
Vietnamese	27.28%

Table 4: Delta between LEP Population and CHANGES Support

5. Data security and integrity controls should be strengthened.

Both SHE and the CHANGES CBOs are storing privacy protected personal information in both hard copy and electronic formats. This data includes client name, address, phone number, and account number but does not include data covered by California Civil Code Section 1798.29 (eg., social security number, driver's license number, medical information, or account number plus password).

Data security controls are typically more relaxed during pilot operation, however it is important that data security be addressed fully prior to transition to an operational program.

The changes database has restrictions in place that prevent a CHANGES CBO from viewing data for other CHANGES CBOs when using the system as intended. We did not review IT security controls to determine if the system is adequately protected from malicious penetration.

There are no archival/data disposal policies and procedures in place. To minimize the potential damages in the event of a breach, we recommend that the electronic and paper data be reviewed to remove any privacy protected data that is not needed; and to define data disposal time periods and procedures to minimize historic data that is retained without a business justification.

There are no formal procedures in place to review logs that would identify a security breach. We recommend that formal procedures be put in place covering review of logs and audit trails.

The CHANGES database and system architecture has not gone through an IT security review. We recommend that such a review be conducted. This review should cover basic security requirements (e.g., port status); plus disaster recovery.

Ownership of the CHANGES data is not completely clear to all stakeholders, and procedures are not in place to be implemented in the event of a data security breach. We recommend that data ownership be defined and the incident response procedures be defined.

Some CHANGES CBOs are storing physical client files intermixed with other files, scattered around the office on desks and shelves, and at home. SHE is intermingling files and storing them on desks and shelves. We recommend that procedures for the proper storage of CHANGES physical files be defined and promulgated, including keeping CHANGES files separate from other files and storing the files in a locked drawer.

At least one version of the SHE contract provides that, "SHE will ensure that consumer privacy is protected and that personal information is not disclosed to unauthorized individuals." We recommend that the contract for the CHANGES administrator include

language indemnifying the CPUC and the IOUs from any damages arising from the unauthorized disclosure of CHANGES data.

Maintaining data integrity, including avoiding data duplication, is always a challenge in any system. Fortunately, the CHANGES database is small enough to allow manual reviews. Our review of the CHANGES client data identified that approximately 10% of the client records are currently duplicates. We recommend the data be scanned (manually or using simple utilities) on a regular basis (e.g., annually) to remove duplicate client data.

Recommended CHANGES Funding

We recommend that CHANGES funding be increased as the program transitions from pilot to full operation. However, we recommend that funding be frozen at the current levels during a transition period required to implement the recommendations from this report and ensure that the program is prepared to make effective and efficient use of those additional funds. We discuss these recommendations in more detail below.

1. CHANGES funding should be held constant at the present time.

We recommend that CHANGES funding be held constant at the current level pending the implementation of program changes as recommended in this report. Maintaining funding at the current level will allow the program to maintain its momentum while it makes the modifications that are necessary to function well on an on-going basis.

2. CPUC should develop a CHANGES Strategic Plan that defines the program direction based on recommendations in this report and otherwise.

We recommend that the CPUC lead an effort to develop a CHANGES Strategic Plan that defines the program future structure and direction based on the recommendations in this report and otherwise. The most critical recommendation that the CHANGES Strategic Plan should address is how the CHANGES program will be structured to improve the cooperation between the CHANGES CBOs and the IOUs.

3. CPUC should develop a Transition Plan to define activities, milestones, and a timeline for implementation of the Strategic Plan. As part of this, a CHANGES Gate Review should be conducted to confirm that the program has made the changes outlined in the Transition Plan.

As the second half of the Strategic Planning effort, we recommend that the CPUC lead an effort to develop a Transition Plan defining activities, milestones and a timeline for the implementation of the program modifications that result from the Strategic Plan. The Transition Plan should identify the set of activities/milestones that must be complete for CHANGES to be considered sufficiently restructured to support expanded funding, which may be a subset of the totality of activities/milestones. A gate review³⁶ should be scheduled during which the CPUC will validate that the required activities/milestones are successfully complete.

³⁶ A Gate Review is a formal review by a project manager or steering committee of project status to date and readiness to proceed forward from one phase to the next phase. In this case, it is a review of the completion status of critical elements of the CHANGES Strategic Plan and readiness of the CHANGES program to transition from pilot operation to full operation.

4. Following successful completion of the CHANGES Gate Review, funding should be increased to \$1,297,877 per year.

Summing the average of the CARE and ESAP Outreach budgets for each of the four IOUs over the four year period of 2011 (actual), and 2012 – 2014 (approved³⁷) results in a combined average annual outreach expenditure of \$19,575,820. Multiplying this number times the percentage of the population in California that is LEP (19.8%), we may conclude that the outreach budget specifically targeted toward the LEP population should be \$3,817,285 annually. In other words, if the IOUs did not have any effective existing programs targeting the LEP population, then an appropriate budget for CHANGES would be \$3,817,285. However, the IOUs do offer support to the LEP population, with the strongest support for the 66% Spanish speaking portion of this LEP population (i.e., 66% of the 19.8%). Because of this the Spanish speaking LEP population are generally well served using existing IOU programs, although CHANGES may help Spanish speakers with a focus on specific new-immigrant demographics. CHANGES offers the best support for the remaining 34% of the LEP population, although existing IOU programs help with these other languages. To some extent, these balance each other out (i.e., CHANGES support for Spanish speakers and IOU support for other languages). We recommend that the CHANGES budget be set at 34% (100% minus 66%) of \$3,817,285, or \$1,297,877 per year. This represents 6.6% of the total CARE and ESAP outreach budgets across the four IOUs.

5. A follow up review should be scheduled for three years after the CHANGES Gate Review to confirm that the program is operating effectively, efficiently, and with an acceptable degree of risk.

We recommend that a follow-on outside review of CHANGES be conducted three years following the Gate Review to confirm that the program is now operating effectively, efficiently, and with an acceptable degree of risk.

³⁷ The approved numbers are currently only tentative. These figures will need to be updated if the final approved numbers are different.

Appendix A

Definitions and Acronyms

BIA GA: Bureau of Indian Affairs General Assistance

CaWORKS: California Work Opportunity and Responsibility to Kids

CARE: California Alternate Rates for Energy

CBO: Community Based Organization

- California CBO: the entire population of CBOs in California
- CHANGES CBO: the list of CHANGES CBOs in place during the time period covered by this study
- CARE CBOs: the list of CBOs working with the IOUs through the CARE program, either directly as capitation partners or indirectly
- TEAM CBOs: the list of CBOs participating in the TEAM program

CHANGES: Community Help and Awareness with Natural Gas and Electricity Services

CPUC: California Public Utilities Commission

FERA: Family Electric Rate Assistance

FPG: Federal Poverty Guidelines

IOU: Investor Owned Utility

LEP: Limited-English Proficient

LIHEAP: Low Income Home Energy Assistance Program

Limited-English Proficiency: Speak English “less than very well”

NSLP: National School Free Lunch Program

PEV: Post Enrollment Verification

SHE: Self-Help for the Elderly

SSI: Supplemental Security Income

TANF: Temporary Assistance to Needy Families

TEAM: Telecommunications Education and Assistance in Multiple-languages

WIC: Women, Infants, & Children

Appendix B Reference Materials Reviewed

Databases/Data Sets

2010 Census Data

- CensusFullDataSet-California
- Census population-poverty-ethnicity demographics
- Census quickfacts-California

Migration Policy Institute

- California Fact Sheet
- California Fact Sheet – Income
- California Fact Sheet – LEP

American Community Survey 5 Year Summary

CHANGES database (raw table access, sanitized to remove privacy protected data)

CHANGES Monthly Reports; May 2011 through April 2012

Self Help for the Elderly (SHE) [Fee] Agreement with CHANGES Subcontractors; SHE: undated

Statewide Language Survey and Implementation Plan; California State Personnel Board: 2010-2011

Documents

Application 08-05-022, Administrative Law Judge's Ruling Partially Delegating California Alternates Rate For Energy (CARE) Fund Expenditure Oversight; CPUC: December 9, 2010

California Code - Section 7290-7299.8, Dymally-Alatorre Bilingual Services Act

California Public Utilities Code, Section 381-384.2

California Standard Practice Manual, Economic Analysis of Demand-Side Programs and Projects; CPUC: October 2001

Challenges Facing Consumers With Limited English Skills In The Rapidly Changing Telecommunications Marketplace; CPUC: October 5, 2006

CHANGES CBO List; SHE: May 14, 2012

CPUC Decision 12-03-054, Decision On Phase II Issues: Adoption Of Practices To Reduce Number Of Gas And Electric Service Disconnections; CPUC: March 22, 2012

CPUC Resolution CSID – 004; CPUC: November 19, 2010

CPUC Resolution CSID – 005; CPUC: November 10, 2011

Decision 07-07-043, Decision Addressing the Needs of Telecommunications Consumers Who Have Limited English Proficiency

Presentation to Paul Clanon, Continuation of the CHANGES Program; author unknown: August 1, 2011

PY 2011 ESA, CARE, and FERA Annual Report for each of the four IOUs

SDG&E Multi-Cultural Outreach Project Final Report; Catholic Charities: December 2, 2011

SDG&E General Outreach – Customer Assistance Programs, CARE/FERA, ESAP and Medical Baseline; SDG&E: undated

Self-Help for the Elderly CHANGES Program, Scope of Work; author and date unknown

Appendix C

Partial Correlation Approach

The following approach was used to remove the effect of poverty when correlating language proficiency and CARE penetration by county.

$$\frac{\frac{C_{LC}}{\sqrt{C_{LP} C_{PC}}}}{\sqrt{C_{LC} C_{LP} C_{PC}}}$$

Where:

P_{LC} = Correlation of LEP % and CARE Penetration % after removing the effect of Poverty %

C_{LC} = Correlation LEP % and CARE Penetration %

C_{LP} = Correlation LEP % and Poverty %

C_{PC} = Correlation Poverty % and CARE Penetration %

Appendix D

Evaluation Period CHANGES Monthly Reports

This appendix contains the 12 monthly CHANGES reports that were analyzed as part of this evaluation.

Self-Help for the Elderly

Consumer Help and Awareness for Natural Gas and Electric Services (CHANGES)Program

MONTHLY REPORT For Activity Completed in May 2011

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database operations. Refinements continue, and additional data will be reported in future months.

Training and technical assistance visits were made to several CBOs.

II. OUTREACH ACTIVITIES

TEAM CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
Chinese	300	351,100
Hmong	200	300
Spanish	568	2,343
Tagalog	100	100
Vietnamese	3,300	3,300
Total PG&E	4,468	357,143

This Month:

- Pacific Rim Street Fest
- Fresno Summer Resource Event
- Fresno Migrant Center Opening Day
- Asian Heritage Street Celebration

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair

- Migrant Parent Conference
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Spanish	1,500	2,075
Tagalog	0	250
Vietnamese	0	610
Total Edison	1,500	2,935

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Spanish	1,500	2,075
Tagalog	0	250
Vietnamese	0	610
Total So Cal Gas	1,500	2,935

This Month:

- El Concilio Car and Cycle Show

Previous Months:

- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	500	500
Vietnamese	0	21,000
Total SDG&E	500	21,500

This Month:

- Dia de San Ysidro

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
Chinese	300	351,100
Hmong	200	300
Spanish	4,068	6,993
Tagalog	100	600
Vietnamese	3,300	25,520
Total All Companies	7,968	384,513

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

- a. Television interviews were not conducted in May 2011:

In previous months, the following television outreach was conducted:

- Univision

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
	0	0

TOTAL Edison	0	0
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Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL So Cal Gas	0	0

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL All Companies	0	40,000

b. Radio outreach was conducted on the following stations/programs in May 2011:

- Aliso Alicia Llanes Radio

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	10,000	10,000
Korean	600,000	600,000

TOTAL Edison	10,000	610,000
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Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Korean	0	600,000
Spanish	10,000	10,000
TOTAL So Cal Gas	10,000	610,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Korean	0	1,200,000
Spanish	20,000	60,000
TOTAL All Companies	20,000	1,260,000

c. Newspaper outreach was conducted in the following publications in May 2011.

This month:

- Nor Hyastan
- Trong Dong

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0

TOTAL PG&E	0	0
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Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	20,000	37,500
Korean	0	10,000
Vietnamese	2,500	7,500
TOTAL Edison	22,500	55,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	20,000	37,500
Korean	0	10,000
Vietnamese	2,500	7,500
TOTAL PG&E	22,500	55,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Vietnamese	0	5,000
TOTAL SDG&E	0	5,000

Newspaper Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	40,000	75,000
Korean	0	20,000

Vietnamese	5,000	20,000
TOTAL All Companies	45,000	115,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	682	620	1,302
Safety Tips	76	291	367
Level Pay Plan	176	185	361
Energy Conservation	357	539	896
CARE/FERA and Other Assistance Programs	551	577	1,128
Avoiding Disconnection	185	264	449
TOTAL PG&E	2,027	2,476	4,503

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	32	119	151
Safety Tips	22	112	134
Level Pay Plan	20	25	45
Energy Conservation	41	137	178
CARE/FERA and Other Assistance Programs	35	160	195
Avoiding Disconnection	10	57	67
TOTAL Edison	160	610	770

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	32	119	151
Safety Tips	22	112	134
Level Pay Plan	20	25	45
Energy Conservation	41	137	178

CARE/FERA and Other Assistance Programs	35	160	195
Avoiding Disconnection	10	57	67
TOTAL So Cal Gas	160	610	770

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	0	11	11
Safety Tips	0	15	15
Level Pay Plan	35	2	37
Energy Conservation	0	13	13
CARE/FERA and Other Assistance Programs	36	17	53
Avoiding Disconnection	0	15	15
TOTAL SDG&E	71	73	144

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	746	869	1,615
Safety Tips	120	530	650
Level Pay Plan	251	237	488
Energy Conservation	439	826	1,265
CARE/FERA and Other Assistance Programs	657	914	1,571
Avoiding Disconnection	205	393	598
TOTAL All Companies	2,418	3,769	6,187

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	1	0	1
Chinese	236	85	321
English	162	238	400
Farsi	0	6	6
Hmong	4	68	72

Italian	0	1	1
Japanese	1	9	10
Khmer	0	116	116
Korean	0	1	1
Lao	12	156	168
Punjabi	2	0	2
Russian	9	3	12
Romanian	0	1	1
Spanish	331	575	906
Tagalog	3	1	4
Thai	0	1	1
Vietnamese	354	301	655
TOTAL PG&E	1,115	1,562	2,677

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	75	100	175
English	2	7	9
Farsi	0	110	110
Spanish	27	36	63
Tagalog	82	67	149
Vietnamese	8	81	89
TOTAL Edison	194	541	735

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	75	100	175
English	2	7	9
Farsi	0	110	110
Spanish	27	36	63
Tagalog	82	67	149
Vietnamese	8	81	89

TOTAL Edison	194	541	735
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Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	71	0	71
Vietnamese	0	43	43
TOTAL SDG&E	71	43	114

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Arabic	1	0	1
Armenian	0	281	281
Chinese	386	284	670
English	166	254	420
Farsi	0	216	216
Hmong	4	68	72
Italian	0	1	1
Japanese	1	9	10
Khmer	0	116	116
Korean	0	1	1
Lao	12	156	168
Romanian	0	1	1
Russian	9	3	12
Spanish	456	646	1,102
Tagalog	167	15	182
Thai	0	1	1
Vietnamese	370	506	876
TOTAL All Companies	1,572	2,558	4,130

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	7	9	16

Needs Assistance	64	102	166
TOTAL PG&E	71	111	182

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	4	8	12
Needs Assistance	7	35	42
TOTAL Edison	11	43	54

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	2	8	10
Needs Assistance	11	42	53
TOTAL So Cal Gas	13	50	63

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	2	2
Needs Assistance	0	13	13
TOTAL SDG&E	0	15	15

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	13	32	45
Needs Assistance	82	215	297
TOTAL All Companies	95	247	342

Self-Help for the Elderly

Consumer Help and Awareness for Natural Gas and Electric Services (CHANGES)Program

MONTHLY REPORT For Activity Completed in June 2011

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database operations. Refinements continue, and additional data will be reported in future months.

Training and technical assistance visits were made to several CBOs.

II. OUTREACH ACTIVITIES

TEAM CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	351,100
Hmong	0	300
Spanish	0	2,343
Tagalog	0	100
Vietnamese	0	3,300
Total PG&E	0	357,143

This Month:

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
 - Pacific Rim Street Fest
 - Fresno Summer Resource Event
 - Fresno Migrant Center Opening Day

- Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Chinese	250	250
Spanish	400	2,475
Tagalog	0	250
Vietnamese	0	610
Total Edison	650	3,585

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Chinese	250	250
Spanish	400	2,475
Tagalog	0	250
Vietnamese	0	610
Total So Cal Gas	650	3,585

This Month:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
-

Previous Months:

- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D

Spanish	0	500
Vietnamese	0	21,000
Total SDG&E	0	21,500

This Month:

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair
- Dia de San Ysidro

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
Chinese	500	351,600
Hmong	0	300
Spanish	800	7,793
Tagalog	0	600
Vietnamese	0	25,520
Total All Companies	1,300	385,813

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

- Television interviews were not conducted in June 2011.

In previous months, the following television outreach was conducted:

- Univision

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000

TOTAL PG&E	0	40,000
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Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL Edison	0	0

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL So Cal Gas	0	0

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL All Companies	0	40,000

b. Radio outreach was conducted on the following stations/programs in June 2011:

- KIQI 1010 AM
- KATD 990 AM

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*

Spanish	10,000	50,000
TOTAL PG&E	10,000	50,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	10,000
Korean	0	600,000
TOTAL Edison	0	610,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Korean	0	600,000
Spanish	0	10,000
TOTAL So Cal Gas	0	610,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Korean	0	1,200,000
Spanish	10,000	60,000
TOTAL All Companies	10,000	1,270,000

c. Newspaper outreach was conducted in the following publications in June 2011.

This month:

- Stockton Record

Previous months:

- New Armenia

- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
English	60,000	60,000
TOTAL PG&E	60,000	60,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
Korean	0	10,000
Vietnamese	0	7,500
TOTAL Edison	0	55,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
Korean	0	10,000
Vietnamese	0	7,500
TOTAL So Cal Gas	0	55,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Vietnamese	0	5,000
TOTAL SDG&E	0	5,000

Newspaper Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	75,000
English	60,000	60,000
Korean	0	20,000
Vietnamese	0	20,000
TOTAL All Companies	60,000	175,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	86	1,302	1,388
Safety Tips	71	367	438
Level Pay Plan	0	361	361
Energy Conservation	107	896	1,003
CARE/FERA and Other Assistance Programs	243	1,128	1,371
Avoiding Disconnection	98	449	547
TOTAL PG&E	605	4,503	5,108

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	196	151	347
Safety Tips	36	134	170
Level Pay Plan	22	45	67
Energy Conservation	39	178	217
CARE/FERA and Other Assistance Programs	156	195	351
Avoiding Disconnection	10	67	77

TOTAL Edison	459	770	1,229
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Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	196	151	347
Safety Tips	36	134	170
Level Pay Plan	22	45	67
Energy Conservation	39	178	217
CARE/FERA and Other Assistance Programs	156	195	351
Avoiding Disconnection	10	67	77
TOTAL So Cal Gas	459	770	1,229

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	160	11	171
Safety Tips	41	15	56
Level Pay Plan	0	37	37
Energy Conservation	41	13	54
CARE/FERA and Other Assistance Programs	41	53	94
Avoiding Disconnection	0	15	15
TOTAL SDG&E	283	144	427

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	638	1,615	2,253
Safety Tips	184	650	834
Level Pay Plan	44	488	532
Energy Conservation	226	1,265	1,291
CARE/FERA and Other Assistance Programs	596	1,571	2,167
Avoiding Disconnection	118	598	716
TOTAL All Companies	1,806	6,187	7,993

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	1	1	2

Chinese	104	321	425
English	36	400	436
Farsi	0	6	6
Hmong	1	72	73
Italian	0	1	1
Japanese	0	10	10
Khmer	40	116	156
Korean	0	1	1
Lao	40	168	208
Punjabi	2	2	4
Russian	0	12	12
Romanian	0	1	1
Spanish	53	906	959
Tagalog	4	4	8
Thai	0	1	1
Vietnamese	324	655	979
TOTAL PG&E	605	2,677	3,282

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	42	175	217
English	69	9	78
Farsi	0	110	110
Indonesian	1	0	1
Spanish	145	63	208
Tagalog	107	149	256
Vietnamese	70	89	159
TOTAL Edison	434	735	1,169

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	42	175	217
English	69	9	78
Farsi	0	110	110

Indonesian	1	0	1
Spanish	145	63	208
Tagalog	107	149	256
Vietnamese	70	89	159
TOTAL So Cal Gas	434	735	1,169

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	119	71	190
Vietnamese	41	43	84
TOTAL SDG&E	160	114	274

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Arabic	1	1	2
Armenian	0	281	281
Chinese	188	670	858
English	174	420	594
Farsi	0	216	216
Hmong	1	72	73
Italian	0	1	1
Indonesian	2	0	2
Japanese	0	10	10
Khmer	40	116	156
Korean	0	1	1
Lao	40	168	208
Punjabi	2	2	4
Romanian	0	1	1
Russian	0	12	12
Spanish	462	1,102	1,564
Tagalog	218	182	400
Thai	0	1	1
Vietnamese	505	876	1,381

TOTAL All Companies	1,633	4,130	5,763
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IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	25	15	40
Needs Assistance	74	174	248
TOTAL PG&E	99	189	288

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	2	12	14
Needs Assistance	24	45	69
TOTAL Edison	26	57	83

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	2	16	18
Needs Assistance	17	80	97
TOTAL So Cal Gas	19	96	115

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	2	2
Needs Assistance	5	16	21
TOTAL SDG&E	5	18	23

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	29	45	74
Needs Assistance	120	315	435
TOTAL All Companies	149	360	509

**Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in July 2011.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting. It provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly reports documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility’s service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
Chinese	1,200	352,300
English	1,000	1,000
Hmong	0	300
Spanish	0	2,343
Tagalog	0	100
Vietnamese	0	3,300
Total PG&E	2,200	359,343

This Month:

- 5th Annual Chinese Alzheimers Forum
- 45th Connection Fair
- Vallejo Intertribal Pow-Wow

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
 - Pacific Rim Street Fest
 - Fresno Summer Resource Event
 - Fresno Migrant Center Opening Day
 - Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	250
Spanish	0	2,475
Tagalog	0	250
Vietnamese	0	610
Total Edison	0	3,585

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	250
Spanish	0	2,475
Tagalog	0	250
Vietnamese	0	610
Total So Cal Gas	0	3,585

This Month:

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary

- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	0	500
Vietnamese	0	21,000
Total SDG&E	0	21,500

This Month:

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair
- Dia de San Ysidro

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
Chinese	1,200	352,800
English	1,000	1,000
Hmong	0	300
Spanish	0	7,793
Tagalog	0	600
Vietnamese	0	25,520
Total All Companies	2,200	388,013

2. **Media Outreach**

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

- a. Television interviews were not conducted in July 2011.

In previous months, the following television outreach was conducted:

- Univision

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL Edison	0	0

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL So Cal Gas	0	0

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
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Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL All Companies	0	40,000

b. Radio outreach was conducted on the following stations/programs in July 2011:

- Evening Talk AM

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	25,000	25,000
Spanish	0	50,000
TOTAL PG&E	25,000	75,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	10,000
Korean	0	600,000
TOTAL Edison	0	610,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Korean	0	600,000
Spanish	0	10,000
TOTAL So Cal Gas	0	610,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0

TOTAL SDG&E	0	0
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Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	25,000	25,000
Korean	0	1,200,000
Spanish	0	60,000
TOTAL All Companies	25,000	1,295,000

c. Newspaper outreach was conducted in the following publications in July 2011.

This month:

- Frontera San Diego

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
English	0	60,000
TOTAL PG&E	0	60,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
Korean	0	10,000
Vietnamese	0	7,500
TOTAL Edison	0	55,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
Korean	0	10,000
Vietnamese	0	7,500
TOTAL So Cal Gas	0	55,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	30,000	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

Newspaper Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	75,000
English	0	60,000
Korean	0	20,000
Spanish	30,000	30,000
Vietnamese	0	20,000
TOTAL All Companies	30,000	205,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	863	1,388	2,251
Safety Tips	121	438	559
Level Pay Plan	4	361	365
Energy Conservation	145	1,003	1,148
CARE/FERA and Other Assistance Programs	500	1,371	1,871
Avoiding Disconnection	30	547	577
TOTAL PG&E	1,663	5,108	6,771

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	36	347	383
Safety Tips	19	170	189
Level Pay Plan	18	67	85
Energy Conservation	14	217	231
CARE/FERA and Other Assistance Programs	39	351	390
Avoiding Disconnection	19	77	96
TOTAL Edison	145	1,229	1,374

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	36	347	383
Safety Tips	19	170	189
Level Pay Plan	18	67	85
Energy Conservation	14	217	231
CARE/FERA and Other Assistance Programs	39	351	390
Avoiding Disconnection	19	77	96
TOTAL So Cal Gas	145	1,229	1,374

Consumer Education by Topic -- SDG&E

Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	60	171	231
Safety Tips	60	56	116
Level Pay Plan	60	37	97
Energy Conservation	50	54	104
CARE/FERA and Other Assistance Programs	60	94	154
Avoiding Disconnection	60	15	75
TOTAL SDG&E	350	427	777

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	995	2,253	3,248
Safety Tips	219	834	1,053
Level Pay Plan	100	532	632
Energy Conservation	223	1,291	1,514
CARE/FERA and Other Assistance Programs	638	2,167	2,805
Avoiding Disconnection	128	716	844
TOTAL All Companies	2,303	7,993	10,096

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	4	2	6
Chinese	815	425	1,240
English	0	436	436
Farsi	2	6	8
Hawaiian	2	0	2
Hindi	6	0	6
Hmong	2	73	75
Italian	2	1	3
Japanese	0	10	10
Khmer	0	156	156
Korean	0	1	1
Lao	0	208	208
Mien	54	0	54
Punjabi	0	4	4

Russian	0	12	12
Romanian	0	1	1
Spanish	70	959	1,029
Tagalog	2	8	10
Thai	0	1	1
Vietnamese	0	979	979
TOTAL PG&E	959	3,282	4,241

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	48	217	265
English	5	78	83
Farsi	0	110	110
Indonesian	0	1	1
Spanish	112	208	320
Tagalog	0	256	256
Vietnamese	28	159	187
TOTAL Edison	193	1,169	1,362

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	48	217	265
English	5	78	83
Farsi	0	110	110
Indonesian	0	1	1
Spanish	112	208	320
Tagalog	0	256	256
Vietnamese	28	159	187
TOTAL So Cal Gas	193	1,169	1,362

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	50	190	240
Vietnamese	100	84	184
TOTAL SDG&E	150	274	424

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Arabic	4	2	6
Armenian	0	281	281
Chinese	911	858	1,769
English	10	594	604
Farsi	2	216	218
Hawaiian	2	0	2
Hindi	6	0	6
Hmong	2	73	75
Italian	2	1	3
Indonesian	0	2	2
Japanese	0	10	10
Khmer	0	156	156
Korean	0	1	1
Lao	0	208	208
Mien	54	0	54
Punjabi	0	4	4
Romanian	0	1	1
Russian	0	12	12
Spanish	344	1,564	1,908
Tagalog	2	400	402
Thai	0	1	1
Vietnamese	156	1,381	1,537
TOTAL All Companies	1,495	5,765	7,260

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or help securing something such as payment arrangements, enrollment into consumer programs, or referrals to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	15	40	55
Needs Assistance	88	248	336
TOTAL PG&E	103	288	391

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	4	14	18
Needs Assistance	18	69	87
TOTAL Edison	22	83	105

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	9	18	27
Needs Assistance	15	97	112
TOTAL So Cal Gas	24	115	139

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	6	2	8
Needs Assistance	5	21	26
TOTAL SDG&E	11	23	34

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	34	74	108
Needs Assistance	126	435	561
TOTAL All Companies	160	509	669

**Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in August 2011.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	352,300
English	0	1,000
Hmong	700	1,000
Spanish	0	2,343
Tagalog	0	100
Vietnamese	0	3,300
Total PG&E	700	360,043

This Month:

- 8th Annual Family Health Day

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
 - Pacific Rim Street Fest
 - Fresno Summer Resource Event
 - Fresno Migrant Center Opening Day
 - Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
 - 45th Connection Fair
 - Vallejo Intertribal Pow-Wow

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	250
Spanish	250	2,725
Tagalog	250	500
Vietnamese	0	610
Total Edison	500	4,085

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	250
Spanish	250	2,725
Tagalog	250	500
Vietnamese	0	610
Total So Cal Gas	500	4,085

This Month:

- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	500	1,000
Vietnamese	0	21,000
Total SDG&E	500	22,000

This Month:

- Nestor Community Health Fair

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair
- Dia de San Ysidro

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	352,800
English	0	1,000
Hmong	700	1,000
Spanish	1,000	8,793
Tagalog	500	1,100
Vietnamese	0	25,520

Total All Companies	2,200	390,213
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2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

- a. Television interviews were not conducted in August 2011.

In previous months, the following television outreach was conducted:

- Univision

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL Edison	0	0

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL So Cal Gas	0	0

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
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Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL All Companies	0	40,000

b. Radio outreach was conducted on the following stations/programs in August 2011:

- KKUP 91.5 FAM Indian Time

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	25,000
English	30,000	30,000
Spanish	0	50,000
TOTAL PG&E	30,000	105,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	10,000
Korean	0	600,000
TOTAL Edison	0	610,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Korean	0	600,000
Spanish	0	10,000
TOTAL So Cal Gas	0	610,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	25,000
English	30,000	30,000
Korean	0	1,200,000
Spanish	0	60,000
TOTAL All Companies	30,000	1,325,000

c. Newspaper outreach was not conducted in August 2011.

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record
- Frontera San Diego

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
English	0	60,000
TOTAL PG&E	0	60,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
Korean	0	10,000

Vietnamese	0	7,500
TOTAL Edison	0	55,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
Korean	0	10,000
Vietnamese	0	7,500
TOTAL So Cal Gas	0	55,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	177	2,251	2,428
Safety Tips	58	559	617
Level Pay Plan	66	365	431
Energy Conservation	154	1,148	1,302
CARE/FERA and Other Assistance Programs	371	1,871	2,242
Avoiding Disconnection	238	577	815
TOTAL PG&E	1,064	6,771	7,835

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	171	383	554
Safety Tips	10	189	199
Level Pay Plan	10	85	95
Energy Conservation	10	231	241
CARE/FERA and Other Assistance Programs	24	390	414
Avoiding Disconnection	5	96	101
TOTAL Edison	230	1,374	1,604

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	171	383	554
Safety Tips	10	189	199
Level Pay Plan	10	85	95
Energy Conservation	10	231	241
CARE/FERA and Other Assistance Programs	24	390	414
Avoiding Disconnection	5	96	101
TOTAL So Cal Gas	230	1,374	1,604

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	222	231	453
Safety Tips	232	116	348
Level Pay Plan	37	97	134
Energy Conservation	232	104	336
CARE/FERA and Other Assistance Programs	242	154	396
Avoiding Disconnection	0	75	75
TOTAL SDG&E	965	777	1,742

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	963	3,248	4,211
Safety Tips	310	1,053	1,363

Level Pay Plan	123	632	755
Energy Conservation	406	1,514	1,920
CARE/FERA and Other Assistance Programs	661	2,805	3,466
Avoiding Disconnection	248	844	1,092
TOTAL All Companies	2,711	10,096	12,807

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6
Chinese	8	1,240	1,248
English	0	436	436
Farsi	0	8	8
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	31	75	106
Italian	0	3	3
Japanese	72	10	82
Khmer	32	156	188
Korean	0	1	1
Lao	32	208	240
Mien	0	54	54
Punjabi	0	4	4
Russian	0	12	12
Romanian	0	1	1
Spanish	21	1,029	1,050
Tagalog	40	10	50
Thai	0	1	1
Vietnamese	0	979	979
TOTAL PG&E	236	4,241	4,477

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	79	265	344

English	5	83	88
Farsi	0	110	110
Indonesian	0	1	1
Spanish	123	320	443
Tagalog	0	256	256
Vietnamese	10	187	197
TOTAL Edison	217	1,362	1,579

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	79	265	344
English	5	83	88
Farsi	0	110	110
Indonesian	0	1	1
Spanish	123	320	443
Tagalog	0	256	256
Vietnamese	10	187	187
TOTAL So Cal Gas	217	1,362	1,579

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	77	240	317
Vietnamese	275	184	459
TOTAL SDG&E	352	424	776

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6
Armenian	0	281	281
Chinese	166	1,769	1,935
English	10	604	614
Farsi	0	218	218
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	31	75	106
Italian	0	3	3
Indonesian	0	2	2
Japanese	72	10	82
Khmer	32	156	188
Korean	0	1	1
Lao	32	208	240
Mien	0	54	54
Punjabi	0	4	4
Romanian	0	1	1
Russian	0	12	12
Spanish	344	1,908	2,252
Tagalog	40	402	442
Thai	0	1	1
Vietnamese	295	1,537	1,832
TOTAL All Companies	1,022	7,260	8,282

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment arrangements, enrollment into consumer programs, or referrals to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	19	55	74
Needs Assistance	100	336	436
TOTAL PG&E	119	391	510

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	6	18	24
Needs Assistance	29	87	116
TOTAL Edison	35	105	140

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	14	27	41
Needs Assistance	30	112	142
TOTAL So Cal Gas	44	139	183

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	8	8
Needs Assistance	0	26	26
TOTAL SDG&E	0	34	34

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total

Dispute Resolution	39	108	147
Needs Assistance	159	561	720
TOTAL All Companies	198	669	867

**88Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in September 2011.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	352,300
English	0	1,000
Hmong	0	1,000
Spanish	0	2,343
Tagalog	0	100
Vietnamese	0	3,300
Total PG&E	0	360,043

This Month:

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
 - Pacific Rim Street Fest
 - Fresno Summer Resource Event
 - Fresno Migrant Center Opening Day
 - Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
 - 45th Connection Fair
 - Vallejo Intertribal Pow-Wow
 - 8th Annual Family Health Day

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Chinese	260	510
Korean	250	250
Spanish	0	2,725
Tagalog	0	500
Vietnamese	0	610
Total Edison	510	4,595

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Chinese	260	510
Korean	250	250
Spanish	0	2,725
Tagalog	0	500
Vietnamese	0	610
Total So Cal Gas	510	4,595

This Month:

- National Women and Girls HIV/AIDS Awareness Day
- 16th Annual Asian American Harvest Moon Festival

- Koreatown Youth and Community Center Summer Day Camp

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show
- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	0	1,000
Vietnamese	0	21,000
Total SDG&E	0	22,000

This Month:

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair
- Dia de San Ysidro
- Nestor Community Health Fair

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
Chinese	520	353,320
English	0	1,000
Hmong	0	1,000
Korean	500	500
Spanish	0	8,793
Tagalog	0	1,100
Vietnamese	0	25,520
Total All Companies	1,020	391,233

2. **Media Outreach**

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

- a. Television interviews were not conducted in September 2011.

In previous months, the following television outreach was conducted:

- Univision

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL Edison	0	0

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL So Cal Gas	0	0

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL All Companies	0	40,000

- b. Radio outreach was conducted on the following stations/programs in September 2011:

- Radio Adelante

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM
- KKUP 91.5 FAM Indian Time

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	25,000
English	0	30,000
Spanish	100,000	150,000
TOTAL PG&E	100,000	205,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	10,000
Korean	0	600,000
TOTAL Edison	0	610,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Korean	0	600,000
Spanish	0	10,000
TOTAL So Cal Gas	0	610,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0

TOTAL SDG&E	0	0
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Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	25,000
English	0	30,000
Korean	0	1,200,000
Spanish	100,000	160,000
TOTAL All Companies	130,000	1,425,000

c. Newspaper outreach was not conducted in September 2011.

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record
- Frontera San Diego

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
English	0	60,000
TOTAL PG&E	0	60,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
Korean	0	10,000
Vietnamese	0	7,500
TOTAL Edison	0	55,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
Korean	0	10,000
Vietnamese	0	7,500
TOTAL So Cal Gas	0	55,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	86	2,428	2,514
Safety Tips	66	617	683
Level Pay Plan	65	431	496
Energy Conservation	78	1,302	1,380
CARE/FERA and Other Assistance Programs	0	2,242	2,242
Avoiding Disconnection	0	815	815
TOTAL PG&E	295	7,835	8,130

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	35	554	589

Safety Tips	28	199	227
Level Pay Plan	15	95	110
Energy Conservation	30	241	271
CARE/FERA and Other Assistance Programs	8	414	422
Avoiding Disconnection	14	101	115
TOTAL Edison	130	1,604	1,734

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	35	554	589
Safety Tips	28	199	227
Level Pay Plan	15	95	110
Energy Conservation	30	241	271
CARE/FERA and Other Assistance Programs	8	414	422
Avoiding Disconnection	14	101	115
TOTAL So Cal Gas	130	1,604	1,734

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	160	453	613
Safety Tips	150	348	498
Level Pay Plan	10	134	144
Energy Conservation	140	336	476
CARE/FERA and Other Assistance Programs	140	396	536
Avoiding Disconnection	0	75	75
TOTAL SDG&E	600	1,742	2,342

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	316	4,211	4,527
Safety Tips	272	1,363	1,635
Level Pay Plan	105	755	860
Energy Conservation	278	1,920	2,198
CARE/FERA and Other Assistance Programs	156	3,466	3,622

Avoiding Disconnection	28	1,092	1,120
TOTAL All Companies	1,155	12,807	13,962

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6
Chinese	0	1,248	1,248
English	0	436	436
Farsi	0	8	8
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	20	106	126
Italian	0	3	3
Japanese	0	82	82
Khmer	10	188	198
Korean	0	1	1
Lao	10	240	250
Mien	0	54	54
Punjabi	0	4	4
Russian	0	12	12
Romanian	0	1	1
Spanish	0	1,050	1,050
Tagalog	0	50	50
Thai	0	1	1
Vietnamese	255	979	1,234
TOTAL PG&E	295	4,477	4,772

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	79	344	423
English	5	88	93
Farsi	0	110	110
Indonesian	0	1	1
Spanish	62	443	505

Tagalog	0	256	256
Vietnamese	42	197	239
TOTAL Edison	188	1,579	1,767

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Armenian	0	140	140
Chinese	79	344	423
English	5	88	93
Farsi	0	110	110
Indonesian	0	1	1
Spanish	62	443	505
Tagalog	0	256	256
Vietnamese	42	187	239
TOTAL So Cal Gas	188	1,579	1,767

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	80	317	397
Vietnamese	130	459	589
TOTAL SDG&E	210	776	986

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6
Armenian	0	281	281
Chinese	158	1,935	2,093
English	10	614	624
Farsi	0	218	218
Hawaiian	0	2	2
Hindi	0	6	6

Hmong	20	106	126
Italian	0	3	3
Indonesian	0	2	2
Japanese	0	82	82
Khmer	10	188	198
Korean	0	1	1
Lao	10	240	250
Mien	0	54	54
Punjabi	0	4	4
Romanian	0	1	1
Russian	0	12	12
Spanish	204	2,252	2,456
Tagalog	0	442	442
Thai	0	1	1
Vietnamese	469	1,832	2,301
TOTAL All Companies	881	8,282	9,163

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment arrangements, enrollment into consumer programs, or referrals to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	29	74	103

Needs Assistance	69	436	505
TOTAL PG&E	98	510	608

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	2	24	26
Needs Assistance	37	116	153
TOTAL Edison	39	140	179

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	1	41	42
Needs Assistance	28	142	170
TOTAL So Cal Gas	29	183	212

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	9	8	17
Needs Assistance	41	26	67
TOTAL SDG&E	50	34	84

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	41	147	188
Needs Assistance	175	720	895
TOTAL All Companies	216	867	1,083

**88Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in October 2011.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	448	448
Chinese	0	352,300
English	0	1,000
Hmong	0	1,000
Spanish	0	2,343
Tagalog	0	100
Vietnamese	0	3,300
Total PG&E	448	360,491

This Month:

- Deaf Nation
- Great American Deaf Awareness Day

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
 - Pacific Rim Street Fest
 - Fresno Summer Resource Event
 - Fresno Migrant Center Opening Day
 - Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
 - 45th Connection Fair
 - Vallejo Intertribal Pow-Wow
- 8th Annual Family Health Day

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	510
Korean	0	250
Spanish	250	2,975
Tagalog	0	500
Vietnamese	250	860
Total Edison	500	5,095

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	510
Korean	0	250
Spanish	250	2,975
Tagalog	0	500
Vietnamese	250	860
Total So Cal Gas	500	5,095

This Month:

- Westminster Health Fair

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show
- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair
- National Women and Girls HIV/AIDS Awareness Day
- 16th Annual Asian American Harvest Moon Festival
- Koreatown Youth and Community Center Summer Day Camp

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	0	1,000
Vietnamese	0	21,000
Total SDG&E	0	22,000

This Month:

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair
- Dia de San Ysidro
- Nestor Community Health Fair

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	448	448
Chinese	0	353,320

English	0	1,000
Hmong	0	1,000
Korean	0	500
Spanish	500	9,293
Tagalog	0	1,100
Vietnamese	500	26,020
Total All Companies	1,448	392,681

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

Television interviews conducted in October 2011 were placed on the following:

Adelante Media Group

In previous months, the following television outreach was conducted:

· Univision

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	50,000	50,000
TOTAL Edison	50,000	50,000

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	50,000	50,000

TOTAL So Cal Gas	50,000	50,000
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Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	100,000	140,000
TOTAL All Companies	100,000	140,000

2011: Radio outreach was conducted on the following stations/programs in October

- Radio Adelante
- Heavenly Radio, AM 1430
- Lazer Broadcasting
- Evening News Talk, AM 1400

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM
- KKUP 91.5 FAM Indian Time
- Radio Adelante

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	5,000	30,000
English	0	30,000
Spanish	0	150,000
TOTAL PG&E	105,000	210,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	150,000	150,000

Spanish	60,000	70,000
Korean	0	600,000
TOTAL Edison	210,000	820,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	150,000	150,000
Korean	0	600,000
Spanish	60,000	70,000
TOTAL So Cal Gas	210,000	820,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	305,000	330,000
English	0	30,000
Korean	0	1,200,000
Spanish	120,000	280,000
TOTAL All Companies	425,000	1,850,000

Newspaper outreach conducted in October 2011 included:

- The Voice
- Goldenlink

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan

- Trong Dong
- Stockton Record
- Frontera San Diego

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	5,000	5,000
English	0	60,000
TOTAL PG&E	5,000	65,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	5,000	5,000
Korean	0	10,000
Spanish	5,000	5,000
Vietnamese	0	7,500
TOTAL Edison	10,000	65,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	5,000	5,000
Korean	0	10,000
Spanish	5,000	5,000
Vietnamese	0	7,500
TOTAL So Cal Gas	10,000	65,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	108	2,514	2,622
Safety Tips	70	683	753
Level Pay Plan	65	496	561
Energy Conservation	68	1,380	1,448
CARE/FERA and Other Assistance Programs	38	2,242	2,280
Avoiding Disconnection	0	815	815
TOTAL PG&E	349	8,130	8,479

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	50	589	639
Safety Tips	27	227	254
Level Pay Plan	15	110	125
Energy Conservation	63	271	334
CARE/FERA and Other Assistance Programs	209	422	631
Avoiding Disconnection	27	115	142
TOTAL Edison	391	1,734	2,125

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	50	589	639
Safety Tips	27	227	254
Level Pay Plan	15	110	125
Energy Conservation	63	271	334
CARE/FERA and Other Assistance Programs	209	422	631
Avoiding Disconnection	27	115	142
TOTAL So Cal Gas	391	1,734	2,125

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	24	613	637
Safety Tips	24	498	522
Level Pay Plan	24	144	168
Energy Conservation	24	476	500
CARE/FERA and Other Assistance Programs	24	536	560
Avoiding Disconnection	24	75	99
TOTAL SDG&E	144	2,342	2,486

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	232	4,527	4,759
Safety Tips	148	1,635	1,783
Level Pay Plan	119	860	979
Energy Conservation	218	2,198	2,416
CARE/FERA and Other Assistance Programs	480	3,622	4,102
Avoiding Disconnection	78	1,120	1,198
TOTAL All Companies	1,275	13,962	15,237

Consumer Education by Language

0			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6
Chinese	180	1,248	1,428
English	0	436	436
Farsi	0	8	8
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	0	126	126
Italian	0	3	3
Japanese	0	82	82
Khmer	0	198	198
Korean	0	1	1
Lao	0	250	250
Mien	0	54	54

Punjabi	0	436	436
Russian	0	126	126
Romanian	0	1	1
Spanish	0	1,050	1,050
Tagalog	0	50	50
Thai	0	1	1
Vietnamese	0	1,234	1,234
TOTAL PG&E	180	4,772	4,952

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Armenian	12	140	152
Chinese	0	423	423
English	0	93	93
Farsi	0	110	110
Indonesian	0	1	1
Spanish	227	505	732
Tagalog	0	256	256
Vietnamese	47	239	286
TOTAL Edison	286	1,767	2,053

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Armenian	13	140	153
Chinese	0	423	423
English	0	93	93
Farsi	0	110	110
Indonesian	0	1	1
Spanish	227	505	732
Tagalog	0	256	256
Vietnamese	47	239	286
TOTAL So Cal Gas	287	1,767	2,054

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	24	397	421
Vietnamese	0	589	589
TOTAL SDG&E	24	986	1,010

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6
Armenian	25	281	306
Chinese	180	2,093	2,273
English	0	624	624
Farsi	0	218	218
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	0	126	126
Italian	0	3	3
Indonesian	0	2	2
Japanese	0	82	82
Khmer	0	198	198
Korean	0	1	1
Lao	0	250	250
Mien	0	54	54
Punjabi	0	4	4
Romanian	0	1	1
Russian	0	12	12
Spanish	478	2,456	2,934
Tagalog	0	442	442
Thai	0	1	1
Vietnamese	94	2,301	2,395
TOTAL All Companies	777	9,163	9,940

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment

arrangements, enrollment into consumer programs, or referrals to to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	26	103	129
Needs Assistance	50	505	555
TOTAL PG&E	76	608	684

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	11	26	37
Needs Assistance	43	153	196
TOTAL Edison	54	179	233

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	16	42	58
Needs Assistance	47	170	217
TOTAL So Cal Gas	63	212	275

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	5	17	22
Needs Assistance	18	67	85
TOTAL SDG&E	23	84	107

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	58	188	246
Needs Assistance	158	895	1,053
TOTAL All Companies	216	1,083	1,299

**Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in November 2011.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Chinese	0	352,300
English	0	1,000
Hmong	0	1,000
Spanish	0	2,343
Tagolog	0	100
Vietnamese	0	3,300
Total PG&E	0	360,491

This Month:

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
 - Pacific Rim Street Fest
 - Fresno Summer Resource Event
 - Fresno Migrant Center Opening Day
 - Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
 - 45th Connection Fair
 - Vallejo Intertribal Pow-Wow
 - 8th Annual Family Health Day
 - Deaf Nation
 - Great American Deaf Awareness Day

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	510
Dari	100	100
Farsi	100	100
Korean	0	250
Pashto	50	50
Spanish	0	2,975
Tagalog	0	500
Vietnamese	0	860
Total Edison	250	5,345

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	510
Dari	100	100
Farsi	100	100
Korean	0	250

Pashto	50	50
Spanish	0	2,975
Tagalog	0	500
Vietnamese	0	860
Total Edison	250	5,345

This Month:

- Eid-Al-Adha

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show
- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair
- National Women and Girls HIV/AIDS Awareness Day
- 16th Annual Asian American Harvest Moon Festival
- Koreatown Youth and Community Center Summer Day Camp
- Westminster Health Fair

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	0	1,000
Vietnamese	0	21,000
Total SDG&E	0	22,000

This Month:

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair
- Dia de San Ysidro
- Nestor Community Health Fair

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	448	448
Chinese	0	353,320
Dari	200	200
Farsi	200	200
English	0	1,000
Hmong	0	1,000
Korean	0	500
Pashto	100	100
Spanish	500	9,293
Tagalog	0	1,100
Vietnamese	500	26,020
Total All Companies	1,948	393,181

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

Television interviews were not conducted in November 2011.

In previous months, the following television outreach was conducted:

- Univision
- Adelante Media Group

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
TOTAL Edison	0	50,000

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
TOTAL So Cal Gas	0	50,000

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	140,000
TOTAL All Companies	0	140,000

Radio outreach was not conducted in November 2011.

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM
- KKUP 91.5 FAM Indian Time
- Radio Adelante
- Heavenly Radio, AM 1430
- Lazer Broadcasting
- Evening News Talk, AM 1400

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	30,000
English	0	30,000
Spanish	0	150,000

TOTAL PG&E	0	210,000
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Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Spanish	0	70,000
Korean	0	600,000
TOTAL Edison	0	820,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Korean	0	600,000
Spanish	0	70,000
TOTAL So Cal Gas	0	820,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	330,000
English	0	30,000
Korean	0	1,200,000
Spanish	0	280,000
TOTAL All Companies	0	1,850,000

Newspaper outreach conducted in November 2011 included:

- Asian Journal
- La Prensa

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record
- Frontera San Diego
- The Voice
- Goldenlink

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	5,000
English	0	60,000
TOTAL PG&E	0	65,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	20,000	25,000
Tagalog	15,000	15,000
Vietnamese	0	7,500
TOTAL Edison	35,000	100,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	20,000	25,000
Tagalog	15,000	15,000
Vietnamese	0	7,500

TOTAL Edison	35,000	100,000
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Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	0	2,622	2,622
Safety Tips	0	753	753
Level Pay Plan	0	561	561
Energy Conservation	0	1,448	1,448
CARE/FERA and Other Assistance Programs	0	2,280	2,280
Avoiding Disconnection	0	815	815
TOTAL PG&E	0	8,479	8,479

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	102	639	741
Safety Tips	56	254	310
Level Pay Plan	60	125	185
Energy Conservation	57	334	391
CARE/FERA and Other Assistance Programs	118	631	749
Avoiding Disconnection	60	142	202

TOTAL Edison	453	2,125	2,578
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Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	101	639	740
Safety Tips	56	254	310
Level Pay Plan	59	125	184
Energy Conservation	57	334	391
CARE/FERA and Other Assistance Programs	119	631	750
Avoiding Disconnection	60	142	202
TOTAL So Cal Gas	452	2,125	2,577

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	0	637	637
Safety Tips	0	522	522
Level Pay Plan	0	168	168
Energy Conservation	0	500	500
CARE/FERA and Other Assistance Programs	0	560	560
Avoiding Disconnection	0	99	99
TOTAL SDG&E	0	2,486	2,486

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	203	4,759	4,962
Safety Tips	112	1,783	1,895
Level Pay Plan	119	979	1,098
Energy Conservation	114	2,416	2,530
CARE/FERA and Other Assistance Programs	237	4,102	4,339
Avoiding Disconnection	120	1,198	1,318
TOTAL All Companies	905	15,237	16,142

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6

Chinese	0	1,428	1,428
English	0	436	436
Farsi	0	8	8
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	0	126	126
Italian	0	3	3
Japanese	0	82	82
Khmer	0	198	198
Korean	0	1	1
Lao	0	250	250
Mien	0	54	54
Punjabi	0	436	436
Russian	0	126	126
Romanian	0	1	1
Spanish	0	1,050	1,050
Tagalog	0	50	50
Thai	0	1	1
Vietnamese	0	1,234	1,234
TOTAL PG&E	0	4,952	4,952

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Armenian	20	152	172
Chinese	0	423	423
English	11	93	104
Farsi	0	110	110
Indonesian	3	1	4
Korean	11	0	11
Spanish	269	732	1,001
Tagalog	17	256	273
Vietnamese	30	286	316
TOTAL Edison	361	2,053	2,414

Consumer Education by Language -- So Cal Gas

Language	This Month	Previous Months	YTD Total
Armenian	20	153	173
Chinese	0	423	423
English	11	93	104
Farsi	0	110	110
Indonesian	3	1	4
Korean	10	0	10
Spanish	268	732	1,000
Tagalog	18	256	274
Vietnamese	30	286	316
TOTAL So Cal Gas	360	2,054	2,414

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	0	421	421
Vietnamese	0	589	589
TOTAL SDG&E	0	1,010	1,010

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6
Armenian	40	306	346
Chinese	0	2,273	2,273
English	22	624	646
Farsi	0	218	218
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	0	126	126
Italian	0	3	3
Indonesian	6	2	8
Japanese	0	82	82
Khmer	0	198	198
Korean	21	1	22
Lao	0	250	250

Mien	0	54	54
Punjabi	0	4	4
Romanian	0	1	1
Russian	0	12	12
Spanish	537	2,934	3,471
Tagalog	35	442	477
Thai	0	1	1
Vietnamese	60	2,395	2,455
TOTAL All Companies	721	9,940	10,661

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment arrangements, enrollment into consumer programs, or referrals to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	129	129
Needs Assistance	16	555	571
TOTAL PG&E	16	684	700

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	11	37	48
Needs Assistance	35	196	231
TOTAL Edison	46	233	279

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	12	58	70
Needs Assistance	25	217	242
TOTAL So Cal Gas	37	275	312

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	8	22	30
Needs Assistance	24	85	109
TOTAL SDG&E	32	107	139

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	31	246	277
Needs Assistance	100	1,053	1,153
TOTAL All Companies	131	1,299	1,430

**Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in December 2011.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Chinese	0	352,300
English	0	1,000
Hmong	0	1,000
Spanish	500	2,843
Tagolog	0	100
Vietnamese	0	3,300
Total PG&E	500	360,991

This Month:
Fresno Adult School Parent University Summit

Fresno Link Community Holiday Dinner

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
 - Pacific Rim Street Fest
 - Fresno Summer Resource Event
 - Fresno Migrant Center Opening Day
 - Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
 - 45th Connection Fair
 - Vallejo Intertribal Pow-Wow
 - 8th Annual Family Health Day
 - Deaf Nation
 - Great American Deaf Awareness Day

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	510
Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	0	2,975
Tagalog	0	500
Vietnamese	0	860
Total Edison	0	5,345

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	510

Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	0	2,975
Tagalog	0	500
Vietnamese	0	860
Total Edison	0	5,345

This Month:

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show
- Eid-Al-Adha
- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair
- National Women and Girls HIV/AIDS Awareness Day
- 16th Annual Asian American Harvest Moon Festival
- Koreatown Youth and Community Center Summer Day Camp
- Westminster Health Fair

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	1,200	2,200
Vietnamese	0	21,000
Total SDG&E	1,200	23,200

This Month:

Toys for Tots

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair
- Dia de San Ysidro
- Nestor Community Health Fair

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Chinese	0	353,320
Dari	0	200
Farsi	0	200
English	0	1,000
Hmong	0	1,000
Korean	0	500
Pashto	0	100
Spanish	1,700	10,993
Tagalog	0	1,100
Vietnamese	0	26,020
Total All Companies	1,700	394,881

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

Television interviews conducted in December 2011 included:

VNA -TV 57.3

In previous months, the following television outreach was conducted:

- Univision
- Adelante Media Group

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*

Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	2,500	2,500
TOTAL Edison	2,500	52,500

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	2,500	2,500
TOTAL So Cal Gas	2,500	52,500

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	140,000
Vietnamese	5,000	5,000
TOTAL All Companies	5,000	145,000

Radio outreach was not conducted in November 2011.

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM
- KKUP 91.5 FAM Indian Time
- Radio Adelante

- Heavenly Radio, AM 1430
- Lazer Broadcasting
- Evening News Talk, AM 1400

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	30,000
English	0	30,000
Spanish	0	150,000
TOTAL PG&E	0	210,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Spanish	0	70,000
Korean	0	600,000
TOTAL Edison	0	820,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Korean	0	600,000
Spanish	0	70,000
TOTAL So Cal Gas	0	820,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*

Chinese	0	330,000
English	0	30,000
Korean	0	1,200,000
Spanish	0	280,000
TOTAL All Companies	0	1,850,000

Newspaper outreach conducted in November 2011 included:

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record
- Frontera San Diego
- The Voice
- Goldenlink
- Asian Journal
- La Prensa

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	5,000
English	0	60,000
TOTAL PG&E	0	65,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500

TOTAL Edison	0	100,000
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Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	167	2,622	2,789
Safety Tips	155	753	908

Level Pay Plan	52	561	613
Energy Conservation	219	1,448	1,667
CARE/FERA and Other Assistance Programs	332	2,280	2,612
Avoiding Disconnection	245	815	1,060
TOTAL PG&E	1,170	8,479	9,649

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	94	741	835
Safety Tips	29	310	339
Level Pay Plan	11	185	196
Energy Conservation	53	391	444
CARE/FERA and Other Assistance Programs	65	749	814
Avoiding Disconnection	40	202	242
TOTAL Edison	292	2,578	2,870

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	94	740	835
Safety Tips	29	310	339
Level Pay Plan	11	184	196
Energy Conservation	54	391	445
CARE/FERA and Other Assistance Programs	66	750	815
Avoiding Disconnection	40	202	242
TOTAL So Cal Gas	294	2,577	2,872

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	0	637	637
Safety Tips	0	522	522
Level Pay Plan	0	168	168
Energy Conservation	0	500	500
CARE/FERA and Other Assistance Programs	120	560	680
Avoiding Disconnection	0	99	99
TOTAL SDG&E	120	2,486	2,606

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	286	4,962	5,248
Safety Tips	213	1,895	2,108
Level Pay Plan	74	1,098	1,172
Energy Conservation	326	2,530	2,856
CARE/FERA and Other Assistance Programs	583	4,339	4,922
Avoiding Disconnection	325	1,318	1,643
TOTAL All Companies	1,807	16,142	17,949

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	0	6	6
Amharic	69	0	69
Chinese	0	1,428	1,428
English	171	436	607
Farsi	0	8	8
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	15	126	141
Italian	0	3	3
Japanese	0	82	82
Khmer	9	198	207
Korean	0	1	1
Lao	37	250	287
Mien	0	54	54
Punjabi	0	436	436
Russian	0	126	126
Romanian	0	1	1
Spanish	225	1,050	1275
Tagalog	36	50	86
Thai	0	1	1
Vietnamese	5	1,234	1,239
TOTAL PG&E	567	4,952	5,519

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Arabic	1	0	1
Armenian	0	172	172
Chinese	12	423	435
English	3	104	107
Farsi	0	110	110
Indonesian	0	4	4
Korean	0	11	11
Punjabi	1	0	1
Spanish	23	1,001	1,024
Tagalog	12	273	285
Vietnamese	190	316	506
TOTAL Edison	242	2,414	2,656

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Amharic	1	0	1
Arabic	1	0	1
Armenian	0	173	173
Chinese	12	423	435
English	4	104	108
Farsi	0	110	110
Hatian	1	0	1
Indonesian	0	4	4
Japanese	1	0	1
Korean	0	10	10
Russian	1	0	1
Spanish	24	1,000	1,024
Tagalog	12	274	196
Vietnamese	190	316	506
TOTAL So Cal Gas	247	2,414	2,571

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	30	421	451
Vietnamese	90	589	679
TOTAL SDG&E	120	1,010	1,130

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Amharic	69	0	69
Arabic	2	6	8
Armenian	0	346	346
Chinese	24	2,273	2,297
English	178	646	824
Farsi	0	218	218
Haitian/French	1	0	1
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	15	126	141
Italian	0	3	3
Indonesian	0	8	8
Japanese	1	82	83
Khmer	9	198	207
Korean	0	22	22
Lao	37	250	287
Mien	0	54	54
Punjabi	1	4	5
Romanian	0	1	1
Russian	1	12	13
Spanish	302	3,471	3,773
Tagalog	60	477	537
Thai	0	1	1
Vietnamese	475	2,455	2,930
TOTAL All Companies	1,175	10,661	18,240

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment arrangements, enrollment into consumer programs, or referrals to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	14	129	143
Needs Assistance	78	571	649
TOTAL PG&E	92	700	792

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	48	48
Needs Assistance	14	231	245
TOTAL Edison	14	279	293

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	1	70	71
Needs Assistance	19	242	261
TOTAL So Cal Gas	20	312	332

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	30	30
Needs Assistance	0	109	109
TOTAL SDG&E	0	139	139

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	15	277	292
Needs Assistance	111	1,153	1,264
TOTAL All Companies	126	1,430	1,556

**Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in January 2012.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs. Efforts were made to identify new CBOs in the San Diego and Orange County areas.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Chinese	525	352,825
English	0	1,000
Hmong	0	1,000
Spanish	0	2,843
Tagolog	0	100
Vietnamese	0	3,300
Total PG&E	525	361,516

This Month:

- Chinese New Year Festival

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
- Pacific Rim Street Fest
- Fresno Summer Resource Event
- Fresno Migrant Center Opening Day
- Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
- 45th Connection Fair
- Vallejo Intertribal Pow-Wow
- 8th Annual Family Health Day
- Deaf Nation
- Great American Deaf Awareness Day
- Fresno Adult School Parent University Summit
- Fresno Link Community Holiday Dinner

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	510
Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	0	2,975
Tagalog	0	500
Vietnamese	0	860
Total Edison	0	5,345

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Chinese	0	510

Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	0	2,975
Tagalog	0	500
Vietnamese	0	860
Total Edison	0	5,345

This Month:

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show
- Eid-Al-Adha
- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair
- National Women and Girls HIV/AIDS Awareness Day
- 16th Annual Asian American Harvest Moon Festival
- Koreatown Youth and Community Center Summer Day Camp
- Westminster Health Fair

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	0	2,200
Vietnamese	10,000	31,000
Total SDG&E	10,000	33,200

This Month:

- Vietnamese Youth Alliance Conference

Previous Months:

- San Diego Lunar new Year Tet Festival
- Linda Vista Multicultural Fair
- Dia de San Ysidro
- Nestor Community Health Fair
- Toys for Tots

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Chinese	525	353,845
Dari	0	200
Farsi	0	200
English	0	1,000
Hmong	0	1,000
Korean	0	500
Pashto	0	100
Spanish	0	10,993
Tagalog	0	1,100
Vietnamese	10,000	36,020
Total All Companies	10,525	405,406

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

Television interviews were not conducted in January 2012.

In previous months, the following television outreach was conducted:

- Univision
- Adelante Media Group
- VNA -TV 57.3

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	0	2,500
TOTAL Edison	0	52,500

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	0	2,500
TOTAL So Cal Gas	0	52,500

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	140,000
Vietnamese	0	5,000
TOTAL All Companies	0	145,000

Radio outreach was not conducted in January 2012.

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM
- KKUP 91.5 FAM Indian Time
- Radio Adelante
- Heavenly Radio, AM 1430
- Lazer Broadcasting
- Evening News Talk, AM 1400

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	30,000
English	0	30,000
Spanish	0	150,000
TOTAL PG&E	0	210,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Spanish	0	70,000
Korean	0	600,000
TOTAL Edison	0	820,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Korean	0	600,000
Spanish	0	70,000
TOTAL So Cal Gas	0	820,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	330,000
English	0	30,000
Korean	0	1,200,000
Spanish	0	280,000

TOTAL All Companies	0	1,850,000
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Newspaper outreach as not conducted in January 2012.

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record
- Frontera San Diego
- The Voice
- Goldenlink
- Asian Journal
- La Prensa

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	5,000
English	0	60,000
TOTAL PG&E	0	65,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*

Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	137	2,789	2,926
Safety Tips	94	908	1,002

Level Pay Plan	86	613	699
Energy Conservation	365	1,667	2,032
CARE/FERA and Other Assistance Programs	462	2,612	3,074
Avoiding Disconnection	169	1,060	1,229
TOTAL PG&E	1,313	9,649	10,962

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	107	835	942
Safety Tips	0	339	339
Level Pay Plan	0	196	196
Energy Conservation	0	444	444
CARE/FERA and Other Assistance Programs	129	814	943
Avoiding Disconnection	20	242	262
TOTAL Edison	256	2,870	3,126

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	107	835	942
Safety Tips	0	339	339
Level Pay Plan	0	196	196
Energy Conservation	0	445	45
CARE/FERA and Other Assistance Programs	129	815	944
Avoiding Disconnection	20	242	262
TOTAL So Cal Gas	256	2,872	3,128

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	0	637	637
Safety Tips	0	522	522
Level Pay Plan	0	168	168
Energy Conservation	0	500	500
CARE/FERA and Other Assistance Programs	0	680	680
Avoiding Disconnection	0	99	99

TOTAL SDG&E	0	2,606	2,606
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Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	351	5,248	5,599
Safety Tips	94	2,108	2,202
Level Pay Plan	86	1,172	1,258
Energy Conservation	365	2,856	3,221
CARE/FERA and Other Assistance Programs	721	4,922	5,643
Avoiding Disconnection	209	1,643	1,852
TOTAL All Companies	1,826	17,949	19,775

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	12	6	18
Amharic	2	69	71
Burmese	6	0	6
Chinese	23	1,428	1,451
English	140	607	747
Farsi	4	8	12
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	11	141	152
Italian	0	3	3
Japanese	0	82	82
Khmer	41	207	248
Korean	0	1	1
Lao	50	287	337
Mien	0	54	54
Punjabi	2	436	438
Russian	3	126	129
Romanian	0	1	1
Spanish	234	1,275	1,509
Tagalog	0	86	86
Thai	1	1	2

Urdu	4	0	4
Vietnamese	266	1,239	1,505
TOTAL PG&E	799	6,065	6,864

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Arabic	0	1	1
Armenian	29	172	201
Chinese	1	435	436
English	0	107	107
Farsi	0	110	110
Indonesian	0	435	435
Korean	52	11	63
Punjabi	0	1	1
Spanish	154	1,024	1,178
Tagalog	0	285	285
Vietnamese	4	506	510
TOTAL Edison	240	3,087	3,327

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Amharic	0	1	1
Arabic	0	1	1
Armenian	29	173	202
Chinese	2	435	437
English	0	108	108
Farsi	0	110	110
Hatian	0	1	1
Indonesian	0	4	4
Japanese	0	1	1
Korean	53	10	63
Russian	0	1	1
Spanish	153	1,024	1,177
Tagalog	1	196	197
Vietnamese	5	506	511

TOTAL So Cal Gas	243	2,571	2,814
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Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Spanish	0	451	451
Vietnamese	0	679	679
TOTAL SDG&E	0	1,130	1,130

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Amharic	2	69	71
Arabic	12	8	20
Armenian	58	346	404
Burmese	6	0	6
Chinese	26	2,297	2,323
English	140	824	964
Farsi	4	218	222
Haitian/French	0	1	1
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	11	141	152
Italian	0	3	3
Indonesian	0	8	8
Japanese	0	83	83
Khmer	41	207	248
Korean	105	22	127
Lao	50	287	337
Mien	0	54	54
Punjabi	2	5	7
Romanian	0	1	1
Russian	3	13	16
Spanish	541	3,773	4,314
Tagalog	0	537	537
Thai	1	1	2
Urdu	4	0	4

Vietnamese	275	2,930	3,205
TOTAL All Companies	1,282	11,836	13,118

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment arrangements, enrollment into consumer programs, or referrals to to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	14	143	157
Needs Assistance	58	649	707
TOTAL PG&E	72	792	864

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	48	48
Needs Assistance	7	245	252
TOTAL Edison	7	293	300

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	8	71	79
Needs Assistance	10	261	271
TOTAL So Cal Gas	18	332	350

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	2	30	32
Needs Assistance	2	109	111
TOTAL SDG&E	4	139	143

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	24	292	316

Needs Assistance	77	1,264	1,341
TOTAL All Companies	101	1,556	1,657

**Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in February 2012.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs. Additional CBOs in the San Diego, Los Angeles and Orange County areas have been selected and we are completing the subcontracting process.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Chinese	0	352,825
English	0	1,000
Hmong	0	1,000
Spanish	0	2,843
Tagolog	0	100
Vietnamese	0	3,300
Total PG&E	0	361,516

This Month:

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
- Pacific Rim Street Fest
- Fresno Summer Resource Event
- Fresno Migrant Center Opening Day
- Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
- 45th Connection Fair
- Vallejo Intertribal Pow-Wow
- 8th Annual Family Health Day
- Deaf Nation
- Great American Deaf Awareness Day
- Fresno Adult School Parent University Summit
- Fresno Link Community Holiday Dinner
- Chinese New Year Festival

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Armenian	125	125
Chinese	0	510
Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	125	3,100
Tagalog	0	500
Vietnamese	0	860
Total Edison	250	5,595

Community Event Outreach – So Cal Gas

Language	# Reached This Month	# Reached Y-T-D
Armenian	125	125
Chinese	0	510
Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	125	3,100
Tagalog	0	500
Vietnamese	0	860
Total Edison	250	5,595

This Month:
Student Awareness Day

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show
- Eid-Al-Adha
- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair
- National Women and Girls HIV/AIDS Awareness Day
- 16th Annual Asian American Harvest Moon Festival
- Koreatown Youth and Community Center Summer Day Camp
- Westminster Health Fair

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	0	2,200
Vietnamese	0	31,000

Total SDG&E	0	33,200
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This Month:

Previous Months:

- San Diego Lunar new Year Tet Festival
- Vietnamese Youth Alliance Conference
- Linda Vista Multicultural Fair
- Dia de San Ysidro
- Nestor Community Health Fair
- Toys for Tots

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Armenian	250	250
Chinese	0	353,845
Dari	0	200
Farsi	0	200
English	0	1,000
Hmong	0	1,000
Korean	0	500
Pashto	0	100
Spanish	250	11,243
Tagalog	0	1,100
Vietnamese	0	36,020
Total All Companies	500	405,906

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

Television interviews were not conducted in February 2012.

In previous months, the following television outreach was conducted:

- Univision
- Adelante Media Group
- VNA -TV 57.3

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	0	2,500
TOTAL Edison	0	52,500

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	0	2,500
TOTAL So Cal Gas	0	52,500

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	140,000
Vietnamese	0	5,000
TOTAL All Companies	0	145,000

Radio outreach was not conducted in February 2012.

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM
- KKUP 91.5 FAM Indian Time
- Radio Adelante
- Heavenly Radio, AM 1430
- Lazer Broadcasting
- Evening News Talk, AM 1400

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	30,000
English	0	30,000
Spanish	0	150,000
TOTAL PG&E	0	210,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Spanish	0	70,000
Korean	0	600,000
TOTAL Edison	0	820,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Korean	0	600,000
Spanish	0	70,000
TOTAL So Cal Gas	0	820,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	330,000
English	0	30,000
Korean	0	1,200,000
Spanish	0	280,000
TOTAL All Companies	0	1,850,000

Newspaper outreach as not conducted in February 2012.

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record
- Frontera San Diego
- The Voice
- Goldenlink
- Asian Journal
- La Prensa

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	5,000
English	0	60,000
TOTAL PG&E	0	65,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500

English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	282	2,926	3,208
Safety Tips	43	1,002	1,045
Level Pay Plan	0	699	699

Energy Conservation	137	2,032	2,169
CARE/FERA and Other Assistance Programs	369	3,074	3,443
Avoiding Disconnection	35	1,229	1,264
TOTAL PG&E	866	10,962	11,828

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	300	942	1,242
Safety Tips	0	339	339
Level Pay Plan	0	196	196
Energy Conservation	0	444	444
CARE/FERA and Other Assistance Programs	211	943	1,154
Avoiding Disconnection	63	262	325
TOTAL Edison	574	3,126	3,700

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	300	942	1,242
Safety Tips	0	339	339
Level Pay Plan	0	196	196
Energy Conservation	0	45	45
CARE/FERA and Other Assistance Programs	211	944	1,155
Avoiding Disconnection	63	262	325
TOTAL So Cal Gas	574	3,128	3,702

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	0	637	637
Safety Tips	0	522	522
Level Pay Plan	30	168	198
Energy Conservation	30	500	530
CARE/FERA and Other Assistance Programs	30	680	710
Avoiding Disconnection	30	99	129
TOTAL SDG&E	120	2,606	2,726

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	882	5,599	6,481
Safety Tips	43	2,202	2,245
Level Pay Plan	30	1,258	1,288
Energy Conservation	167	3,221	3,388
CARE/FERA and Other Assistance Programs	821	5,643	6,464
Avoiding Disconnection	191	1,852	2,043
TOTAL All Companies	2,134	19,775	21,909

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	1	18	19
Amharic	0	71	71
Burmese	0	6	6
Chinese	108	1,451	1,559
English	179	747	926
Farsi	4	12	16
French	2	0	2
German	1	0	1
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	11	152	163
Hungarian	1	0	1
Italian	1	3	4
Japanese	4	82	86
Khmer	0	248	248
Korean	0	1	1
Lao	45	337	382
Latvian	1	0	1
Mien	0	54	54
Portuguese	1	0	1
Punjabi	6	438	444
Russian	3	129	132
Romanian	0	1	1

Spanish	232	1,509	1,741
Tagalog	2	86	88
Thai	0	2	2
Turkish	1	0	1
Urdu	0	4	4
Vietnamese	8	1,505	1,513
TOTAL PG&E	611	6,864	7,475

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Arabic	0	1	1
Armenian	50	201	251
Chinese	20	436	456
English	0	107	107
Farsi	0	110	110
Hmong	3	0	3
Indonesian	2	435	437
Khmer	3	0	3
Korean	154	63	217
Punjabi	0	1	1
Spanish	113	1,178	1,291
Tagalog	0	285	285
Vietnamese	42	510	552
TOTAL Edison	387	3,327	3,714

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Amharic	0	1	1
Arabic	0	1	1
Armenian	50	202	252
Chinese	20	437	457
English	0	108	108
Farsi	0	110	110
Hatian	0	1	1

Hmong	3	0	3
Indonesian	2	4	6
Japanese	0	1	1
Khmer	3	0	3
Korean	154	63	317
Russian	0	1	1
Spanish	113	1,177	1,290
Tagalog	0	197	197
Vietnamese	42	511	553
TOTAL So Cal Gas	387	2,814	3,201

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Khmer	12	0	12
Korean	9	0	9
Spanish	0	451	451
Vietnamese	100	679	779
TOTAL SDG&E	121	1,130	1,251

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Amharic	0	71	71
Arabic	1	20	21
Armenian	100	404	504
Burmese	0	6	6
Chinese	148	2,323	2,471
English	179	964	1,143
Farsi	4	222	226
French	2	0	2

German	1	0	1
Haitian/French	0	1	1
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	17	152	169
Hungarian	1	0	1
Italian	1	3	4
Indonesian	4	8	12
Japanese	4	83	87
Khmer	18	248	266
Korean	317	127	444
Lao	45	337	382
Latvian	1	0	1
Mien	0	54	54
Portuguese	1	0	1
Punjabi	6	71	77
Romanian	0	1	1
Russian	3	16	19
Spanish	458	4,314	4,772
Tagalog	2	537	539
Thai	0	2	2
Turkish	1	0	1
Urdu	0	4	4
Vietnamese	192	3,205	3,397
TOTAL All Companies	1,506	13,181	14,687

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment arrangements, enrollment into consumer programs, or referrals to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	10	157	167
Needs Assistance	33	707	740
TOTAL PG&E	43	864	907

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	1	48	49
Needs Assistance	12	252	264
TOTAL Edison	13	300	313

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	7	79	86
Needs Assistance	28	271	299
TOTAL So Cal Gas	35	350	385

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	32	32
Needs Assistance	0	111	111
TOTAL SDG&E	0	143	143

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	18	316	334
Needs Assistance	73	1,341	1,414
TOTAL All Companies	91	1,657	1,748

**Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in March 2012.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs. Additional CBOs in the San Diego, Los Angeles and Orange County areas have been selected and we are completing the subcontracting process.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Chinese	0	352,825
English	0	1,000
Hmong	0	1,000
Spanish	0	2,843
Tagalog	0	100
Vietnamese	0	3,300
Total PG&E	0	361,516

This Month:

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
- Pacific Rim Street Fest
- Fresno Summer Resource Event
- Fresno Migrant Center Opening Day
- Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
- 45th Connection Fair
- Vallejo Intertribal Pow-Wow
- 8th Annual Family Health Day
- Deaf Nation
- Great American Deaf Awareness Day
- Fresno Adult School Parent University Summit
- Fresno Link Community Holiday Dinner
- Chinese New Year Festival

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Armenian	0	125
Chinese	0	510
Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	0	3,100
Tagalog	0	500
Vietnamese	0	860
Total Edison	0	5,595

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Armenian	0	125
Chinese	0	510
Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	0	3,100
Tagalog	0	500
Vietnamese	0	860
Total Edison	0	5,595

This Month:

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show
- Eid-Al-Adha
- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair
- National Women and Girls HIV/AIDS Awareness Day
- 16th Annual Asian American Harvest Moon Festival
- Koreatown Youth and Community Center Summer Day Camp
- Westminster Health Fair
- Student Awareness Day

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D
Spanish	0	2,200
Vietnamese	0	31,000

Total SDG&E	0	33,200
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This Month:

Previous Months:

- San Diego Lunar new Year Tet Festival
- Vietnamese Youth Alliance Conference
- Linda Vista Multicultural Fair
- Dia de San Ysidro
- Nestor Community Health Fair
- Toys for Tots

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Armenian	0	250
Chinese	0	353,845
Dari	0	200
Farsi	0	200
English	0	1,000
Hmong	0	1,000
Korean	0	500
Pashto	0	100
Spanish	0	11,243
Tagalog	0	1,100
Vietnamese	0	36,020
Total All Companies	0	405,906

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

Television interviews were not conducted in March 2012.

In previous months, the following television outreach was conducted:

- Univision
- Adelante Media Group
- VNA -TV 57.3

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	0	2,500
TOTAL Edison	0	52,500

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	0	2,500
TOTAL So Cal Gas	0	52,500

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	140,000
Vietnamese	0	5,000

TOTAL All Companies	0	145,000
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Radio outreach was not conducted in March 2012.

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM
- KKUP 91.5 FAM Indian Time
- Radio Adelante
- Heavenly Radio, AM 1430
- Lazer Broadcasting
- Evening News Talk, AM 1400

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	30,000
English	0	30,000
Spanish	0	150,000
TOTAL PG&E	0	210,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Spanish	0	70,000
Korean	0	600,000
TOTAL Edison	0	820,000

Radio Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	150,000
Korean	0	600,000
Spanish	0	70,000
TOTAL So Cal Gas	0	820,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	330,000
English	0	30,000
Korean	0	1,200,000
Spanish	0	280,000
TOTAL All Companies	0	1,850,000

Newspaper outreach was not conducted in March 2012.

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record
- Frontera San Diego
- The Voice
- Goldenlink
- Asian Journal
- La Prensa

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	5,000
English	0	60,000
TOTAL PG&E	0	65,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*

Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	0	3,208	3,208
Safety Tips	39	1,045	1,084

Level Pay Plan	0	699	699
Energy Conservation	145	2,169	2,314
CARE/FERA and Other Assistance Programs	111	3,443	3,554
Avoiding Disconnection	100	1,264	1,364
TOTAL PG&E	395	11,828	12,223

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	473	1,242	1,715
Safety Tips	10	339	349
Level Pay Plan	10	196	206
Energy Conservation	63	444	507
CARE/FERA and Other Assistance Programs	66	1,154	1,220
Avoiding Disconnection	10	325	335
TOTAL Edison	632	3,700	4,332

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	473	1,242	1,715
Safety Tips	10	339	349
Level Pay Plan	10	196	206
Energy Conservation	63	445	508
CARE/FERA and Other Assistance Programs	66	1,155	1,221
Avoiding Disconnection	10	325	335
TOTAL So Cal Gas	632	3,702	4,334

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	30	637	667
Safety Tips	41	522	563
Level Pay Plan	44	198	242
Energy Conservation	30	530	560
CARE/FERA and Other Assistance Programs	37	710	747
Avoiding Disconnection	0	129	129
TOTAL SDG&E	182	2,726	2,908

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	976	6,481	7,457
Safety Tips	100	2,245	2,345
Level Pay Plan	64	1,288	1,352
Energy Conservation	301	3,388	3,689
CARE/FERA and Other Assistance Programs	280	6,464	6,744
Avoiding Disconnection	120	2,043	2,163
TOTAL All Companies	1,841	21,909	23,750

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	0	19	19
Amharic	0	71	71
Burmese	0	6	6
Chinese	21	1,559	1,580
English	89	926	1,015
Farsi	0	16	16
French	1	2	3
German	0	1	1
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	7	163	170
Hungarian	0	1	1
Italian	0	4	4
Japanese	0	86	86
Khmer	7	248	255
Korean	0	1	1
Lao	57	382	439
Latvian	0	1	1
Mien	0	54	54
Portuguese	0	1	1
Punjabi	0	444	444
Russian	1	132	133

Romanian	0	1	1
Spanish	37	1,741	1,778
Tagalog	1	88	89
Thai	0	2	2
Turkish	0	1	1
Urdu	0	4	4
Vietnamese	49	1,513	1,562
TOTAL PG&E	270	7,475	7,745

Consumer Education by Language -- Edison			
Language	This Month	Previous Months	YTD Total
Arabic	0	1	1
Armenian	30	251	281
Chinese	64	456	520
English	19	107	126
Farsi	0	110	110
Hmong	0	3	3
Indonesian	2	437	439
Japanese	1	0	1
Khmer	0	3	3
Korean	188	217	405
Punjabi	0	1	1
Spanish	235	1,291	1,526
Tagalog	7	285	292
Vietnamese	37	552	589
TOTAL Edison	583	3,714	4,297

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Amharic	0	1	1
Arabic	0	1	1
Armenian	31	252	283
Chinese	64	457	521

English	20	108	128
Farsi	0	110	110
Hatian	0	1	1
Hmong	0	3	3
Indonesian	2	6	8
Japanese	1	1	2
Khmer	0	3	3
Korean	188	317	505
Russian	0	1	1
Spanish	235	1,209	1,444
Tagalog	7	197	204
Thai	1	0	1
Vietnamese	38	553	591
TOTAL So Cal Gas	587	3,220	3,807

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Khmer	0	12	12
Korean	0	9	9
Spanish	62	451	513
Vietnamese	120	779	899
TOTAL SDG&E	182	1,251	1,433

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Amharic	0	71	71
Arabic	0	21	21
Armenian	61	504	565
Burmese	0	6	6
Chinese	149	2,471	2,620
English	128	1,143	1,271

Farsi	0	226	226
French	1	2	3
German	0	1	1
Haitian/French	0	1	1
Hawaiian	0	2	2
Hindi	0	6	6
Hmong	7	169	176
Hungarian	0	1	1
Italian	0	4	4
Indonesian	4	12	16
Japanese	2	87	89
Khmer	7	266	273
Korean	376	444	820
Lao	57	382	439
Latvian	0	1	1
Mien	0	54	54
Portuguese	0	1	1
Punjabi	0	77	77
Romanian	0	1	1
Russian	1	19	20
Spanish	569	4,772	5,341
Tagalog	15	539	554
Thai	1	2	3
Turkish	0	1	1
Urdu	0	4	4
Vietnamese	244	3,397	3,641
TOTAL All Companies	1,622	14,687	16,309

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment arrangements, enrollment into consumer programs, or referrals to to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total

Dispute Resolution	24	167	191
Needs Assistance	51	740	791
TOTAL PG&E	75	907	982

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	49	49
Needs Assistance	14	264	278
TOTAL Edison	14	313	327

Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	7	86	93
Needs Assistance	24	299	323
TOTAL So Cal Gas	31	385	416

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	32	32
Needs Assistance	0	111	111
TOTAL SDG&E	0	143	143

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	31	334	365
Needs Assistance	89	1,414	1,503
TOTAL All Companies	120	1,748	1,868

**Consumer Help and Awareness for Natural Gas and Electric Services
(CHANGES) Program**

**MONTHLY REPORT
For Activity Completed in April 2012.**

CHANGES is a CPUC program which the CPUC jointly developed with Pacific Gas and Electric Company (PG&E), San Diego Gas and Electric (SDG&E), Southern California Edison (SCE), and Southern California Gas Company (SCG) and contractor Self Help for the Elderly and lead staff from Milestone Consulting.

The program provides outreach, education, and needs and dispute resolution assistance to Limited English Proficient consumers in the language of their choice. This monthly report documents activity by the Contractor and the 22 Community Based Organizations (CBOs) involved in the program. It is arranged by activity with subsets showing activity provided in each utility's service territory and then totaled.

I. ADMINISTRATIVE ACTIVITIES

Administrative activities centered around refining database functionality, ongoing training and technical assistance visits with CBOs. Additional CBOs in the San Diego, Los Angeles and Orange County areas have been selected and we are completing the subcontracting process. Delhi Center in Orange County completed training and was set up to begin providing services.

II. OUTREACH ACTIVITIES

CHANGES CBOs complete outreach activities to inform their local non-English speaking communities of the services available through the program.

1. Community Events/Fairs

CBOs distribute outreach and educational materials at local community events.

Community Event Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Chinese	0	352,825
English	0	1,000
Hmong	0	1,000
Spanish	0	2,843
Tagalog	0	100
Vietnamese	0	3,300
Total PG&E	0	361,516

This Month:

Previous Months:

- Technology for the Future Conference -- Chicana/Latina Foundation
- 2011 CTA Equity and Human Rights Conference
- Songkran New Year's Celebration
- San Jose Health Fair
- Hmong Cancer Coalition Health Fair
- Migrant Parent Conference
- Pacific Rim Street Fest
- Fresno Summer Resource Event
- Fresno Migrant Center Opening Day
- Asian Heritage Street Celebration
- Farmworker Appreciation Day Resource Fair
- Cesar Chavez Celebration Day
- 5th Annual Chinese Alzheimers Forum
- 45th Connection Fair
- Vallejo Intertribal Pow-Wow
- 8th Annual Family Health Day
- Deaf Nation
- Great American Deaf Awareness Day
- Fresno Adult School Parent University Summit
- Fresno Link Community Holiday Dinner
- Chinese New Year Festival

Community Event Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D
Armenian	0	125
Chinese	0	510
Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	0	3,100
Tagalog	0	500
Vietnamese	0	860
Total Edison	0	5,595

Community Event Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D
Armenian	0	125
Chinese	0	510
Dari	0	100
Farsi	0	100
Korean	0	250
Pashto	0	50
Spanish	0	3,100
Tagalog	0	500
Vietnamese	0	860
Total Edison	0	5,595

This Month:

Previous Months:

- CPUC Bills Fairs, San Bernardino and Orange County
- L.A. Downtown Community Job & Resource Expo
- Cabrillo Economic Development 30th Anniversary
- “Isang Bansa” Filipino Culture Night
- Head Start Community Fair
- Fontana Community Resource Fair
- Health Fair “Por La Familia”
- El Concilio Car and Cycle Show
- Eid-Al-Adha
- 45th Annual Watts Summer Festival
- 2011 Annual Historic Filipinotown Festival and Health Fair
- National Women and Girls HIV/AIDS Awareness Day
- 16th Annual Asian American Harvest Moon Festival
- Koreatown Youth and Community Center Summer Day Camp
- Westminster Health Fair
- Student Awareness Day

Community Event Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D

Spanish	0	2,200
Vietnamese	0	31,000
Total SDG&E	0	33,200

This Month:

Previous Months:

- San Diego Lunar new Year Tet Festival
- Vietnamese Youth Alliance Conference
- Linda Vista Multicultural Fair
- Dia de San Ysidro
- Nestor Community Health Fair
- Toys for Tots

Community Event Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D
American Sign Language	0	448
Armenian	0	250
Chinese	0	353,845
Dari	0	200
Farsi	0	200
English	0	1,000
Hmong	0	1,000
Korean	0	500
Pashto	0	100
Spanish	0	11,243
Tagalog	0	1,100
Vietnamese	0	36,020
Total All Companies	0	405,906

2. Media Outreach

Media outreach consists of disseminating program information in in-language television, radio and newspaper outlets. Outreach conducted by CBOs resulted in the following:

Television interviews were not conducted in March 2012.

In previous months, the following television outreach was conducted:

- Univision
- Adelante Media Group
- VNA -TV 57.3

Television Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	40,000
TOTAL PG&E	0	40,000

Television Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	0	2,500
TOTAL Edison	0	52,500

Television Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	50,000
Vietnamese	0	2,500
TOTAL So Cal Gas	0	52,500

Television Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Television Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	140,000
Vietnamese	0	5,000
TOTAL All Companies	0	145,000

Radio outreach conducted in April 2012 included the following:

- Rainbow Under the Sky

In previous months, radio outreach was conducted on the following stations:

- Radio Bilingue
- Radio Korea
- Aliso Alicia Llanes Radio
- KIQI 1010 AM
- KATD 990 AM
- Evening Talk AM
- KKUP 91.5 FAM Indian Time
- Radio Adelante
- Heavenly Radio, AM 1430
- Lazer Broadcasting
- Evening News Talk, AM 1400

Radio Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	30,000
English	0	30,000
Spanish	0	150,000
TOTAL PG&E	0	210,000

Radio Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	150,000	300,000
Spanish	0	70,000
Korean	0	600,000
TOTAL Edison	150,000	970,000

Radio Outreach – So Cal Gas

Language	# Reached This Month	# Reached Y-T-D*
Chinese	150,000	300,000
Korean	0	600,000
Spanish	0	70,000
TOTAL So Cal Gas	150,000	970,000

Radio Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
	0	0
TOTAL SDG&E	0	0

Radio Outreach – All Companies		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	300,000	630,000
English	0	30,000
Korean	0	1,200,000
Spanish	0	280,000
TOTAL All Companies	300,000	2,150,000

Newspaper outreach was not conducted in March 2012.

Previous months:

- New Armenia
- Koreatown Daily
- Vietnamerican Weekly
- Little Saigon News
- Nor Hyastan
- Trong Dong
- Stockton Record
- Frontera San Diego
- The Voice
- Goldenlink
- Asian Journal
- La Prensa

Newspaper Outreach – PG&E		
Language	# Reached This Month	# Reached Y-T-D*
Chinese	0	5,000

English	0	60,000
TOTAL PG&E	0	65,000

Newspaper Outreach – Edison		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – So Cal Gas		
Language	# Reached This Month	# Reached Y-T-D*
Armenian	0	37,500
English	0	5,000
Korean	0	10,000
Spanish	0	25,000
Tagalog	0	15,000
Vietnamese	0	7,500
TOTAL Edison	0	100,000

Newspaper Outreach – SDG&E		
Language	# Reached This Month	# Reached Y-T-D*
Spanish	0	30,000
Vietnamese	0	5,000
TOTAL SDG&E	0	35,000

III. CONSUMER EDUCATION

Consumer education consists of educational workshops to small groups and one-to-one education with individuals.

Consumer Education by Topic

Consumer Education by Topic -- PG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	61	3,208	3,269
Safety Tips	20	1,084	1,104
Level Pay Plan	5	699	704
Energy Conservation	197	2,314	2,511
CARE/FERA and Other Assistance Programs	351	3,554	3,905
Avoiding Disconnection	25	1,364	1,389
TOTAL PG&E	659	12,223	12,882

Consumer Education by Topic -- Edison			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	140	1,715	1,855
Safety Tips	33	349	382
Level Pay Plan	38	206	244
Energy Conservation	29	507	536
CARE/FERA and Other Assistance Programs	135	1,220	1,355
Avoiding Disconnection	44	335	379
TOTAL Edison	419	4,332	4,751

Consumer Education by Topic -- So Cal Gas			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	141	1,715	1,856
Safety Tips	33	349	382
Level Pay Plan	38	206	244
Energy Conservation	29	508	537
CARE/FERA and Other Assistance Programs	135	1,221	1,356
Avoiding Disconnection	44	335	379
TOTAL So Cal Gas	420	4,334	4,754

Consumer Education by Topic -- SDG&E			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	70	667	737
Safety Tips	20	563	583
Level Pay Plan	20	242	262
Energy Conservation	20	560	580
CARE/FERA and Other Assistance Programs	20	747	767
Avoiding Disconnection	20	129	149
TOTAL SDG&E	170	2,908	3,078

Consumer Education by Topic -- All Companies			
Topic	This Month	Previous Months	YTD Total
Understanding Your Bill	412	7,457	7,869
Safety Tips	106	2,345	2,451
Level Pay Plan	102	1,352	1,454
Energy Conservation	275	3,689	3,964
CARE/FERA and Other Assistance Programs	641	6,744	7,385
Avoiding Disconnection	133	2,163	2,296
TOTAL All Companies	1,669	23,750	25,419

Consumer Education by Language

Consumer Education by Language -- PG&E			
Language	This Month	Previous Months	YTD Total
Arabic	0	19	19
Amharic	0	71	71
Burmese	0	6	6
Chinese	113	1,580	1,693
English	32	1,015	1,047
Farsi	0	16	16
French	0	3	3
German	0	1	1
Hawaiian	0	2	2
Hebrew	1	0	1
Hindi	3	6	9
Hmong	4	170	174

Hungarian	0	1	1
Italian	0	4	4
Japanese	4	86	90
Khmer	0	255	255
Korean	39	1	40
Lao	39	439	478
Latvian	0	1	1
Mien	0	54	54
Portuguese	1	1	2
Punjabi	0	444	444
Russian	0	133	133
Romanian	0	1	1
Spanish	177	1,778	1,955
Tagalog	1	89	90
Thai	0	2	2
Turkish	0	1	1
Urdu	0	4	4
Vietnamese	127	1,562	1,689
TOTAL PG&E	541	7,745	8,286

Consumer Education by Language -- So Cal Edison			
Language	This Month	Previous Months	YTD Total
Arabic	0	1	1
Armenian	12	281	293
Chinese	72	520	592
English	22	126	148
Farsi	0	110	110
Hmong	2	3	5
Indonesian	3	439	442
Japanese	0	1	1
Khmer	2	3	5
Korean	105	405	510
Punjabi	0	1	1
Spanish	125	1,526	1,651
Tagalog	0	292	292
Vietnamese	81	589	670
TOTAL Edison	424	4,297	4,721

Consumer Education by Language -- So Cal Gas			
Language	This Month	Previous Months	YTD Total
Amharic	0	1	1
Arabic	0	1	1
Armenian	13	283	296
Chinese	73	521	594
English	23	128	151
Farsi	0	110	110
Haitian	0	1	1
Hmong	2	3	5
Indonesian	3	8	11
Japanese	0	2	2
Khmer	2	3	5
Korean	105	505	610
Russian	0	1	1
Spanish	126	1,444	1,570
Tagalog	0	204	204
Thai	0	1	1
Vietnamese	81	591	672
TOTAL So Cal Gas	428	3,807	4,235

Consumer Education by Language -- SDG&E			
Language	This Month	Previous Months	YTD Total
Khmer	0	12	12
Korean	0	9	9
Spanish	50	513	563
Vietnamese	120	899	1,019
TOTAL SDG&E	170	1,433	1,603

Consumer Education by Language -- All Companies			
Language	This Month	Previous Months	YTD Total
Amharic	0	71	71
Arabic	0	21	21
Armenian	25	565	590
Burmese	0	6	6
Chinese	258	2,620	2,878
English	77	1,271	1,348
Farsi	0	226	226
French	0	3	3
German	0	1	1
Haitian/French	0	1	1
Hawaiian	0	2	2
Hebrew	1	0	1
Hindi	3	6	9
Hmong	8	176	184
Hungarian	0	1	1
Italian	0	4	4
Indonesian	6	16	22
Japanese	4	89	93
Khmer	4	273	277
Korean	249	820	1,069
Lao	39	439	478
Latvian	0	1	1
Mien	0	54	54
Portuguese	1	1	1
Punjabi	0	77	77
Romanian	0	1	1
Russian	0	20	20
Spanish	478	5,341	5,819
Tagalog	1	554	555
Thai	0	3	3
Turkish	0	1	1
Urdu	0	4	4
Vietnamese	409	3,641	4,050
TOTAL All Companies	1,563	16,309	17,872

IV. DISPUTE RESOLUTION and NEEDS ASSISTANCE – This may include helping clients resolve problems with their services or bills, or assisting with payment arrangements, enrollment into consumer programs, or referrals to financial assistance agencies.

Dispute Resolution and Needs Assistance – PG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	12	191	203
Needs Assistance	28	791	819
TOTAL PG&E	40	982	1,022

Dispute Resolution and Needs Assistance – Edison			
	This Month	Previous Months	YTD Total
Dispute Resolution	3	49	52
Needs Assistance	8	278	286
TOTAL Edison	11	327	338

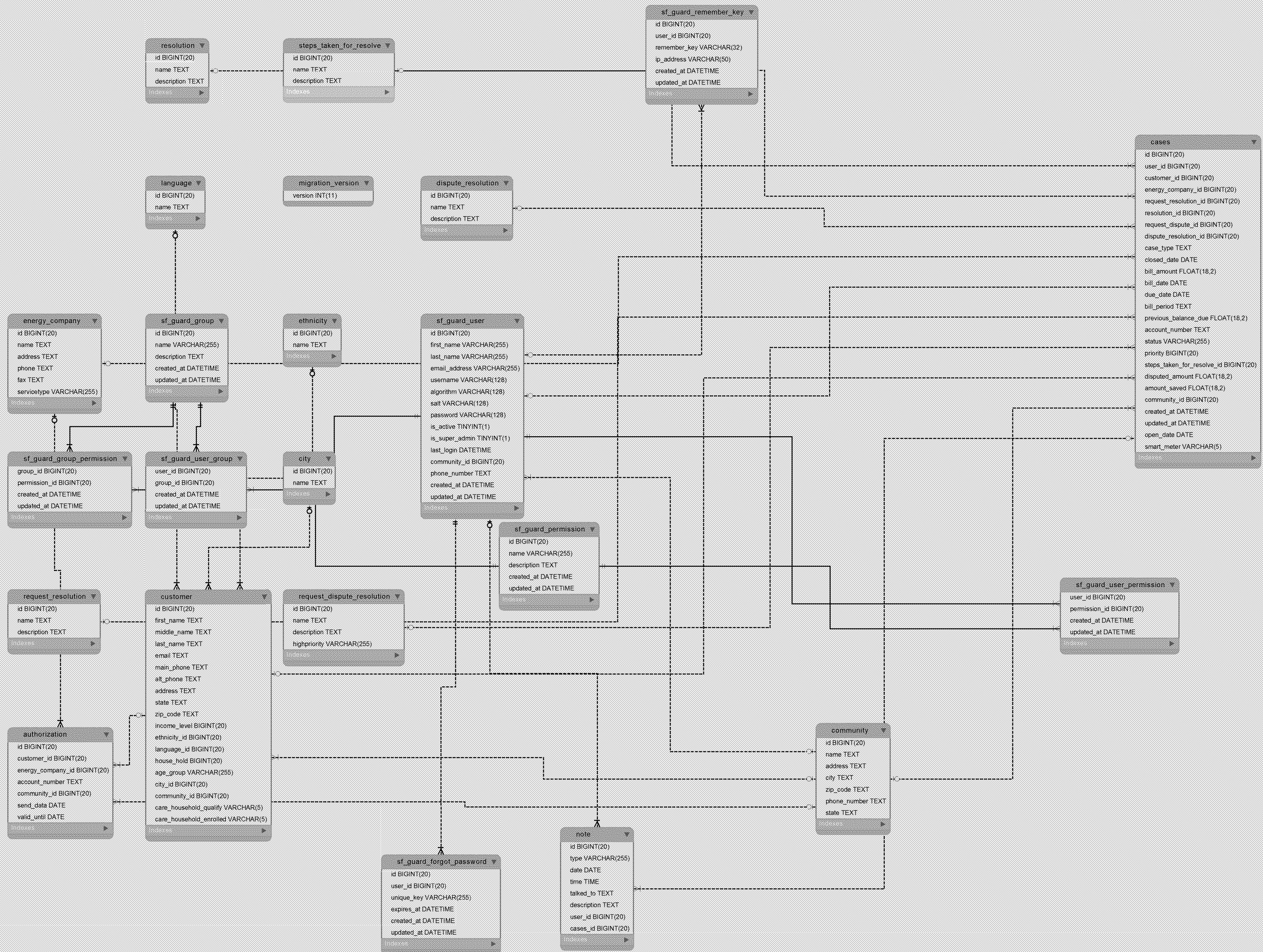
Dispute Resolution and Needs Assistance – So Cal Gas			
	This Month	Previous Months	YTD Total
Dispute Resolution	6	93	99
Needs Assistance	22	323	345
TOTAL So Cal Gas	28	416	444

Dispute Resolution and Needs Assistance – SDG&E			
	This Month	Previous Months	YTD Total
Dispute Resolution	0	32	32
Needs Assistance	0	111	111
TOTAL SDG&E	0	143	143

Dispute Resolution and Needs Assistance – All Companies			
	This Month	Previous Months	YTD Total
Dispute Resolution	21	365	386

Needs Assistance	58	1,503	1,561
TOTAL All Companies	79	1,868	1,947

Appendix E
CHANGES Database Schema



Appendix F Analysis Data Set

The complete, raw analysis data set is available in Excel format as CHANGES_Eval_Data_Set.XLS. The data set contains the following tabs:

- Other Program Budgets: Current and planned program budget numbers for CARE and ESAP for the four IOUs (SDG&E, SoCalGas, SCE, and PG&E);
- County Analysis: County demographic and language analysis;
- Language Demographics: Census and CHANGES language demographic data;
- DB-Customers: CHANGES database customer demographic data (sanitized);
- DB-Cases: CHANGES database case data (sanitized);
- MR-Com Outreach: Monthly report outreach statistics;
- MR-Training: Monthly report training statistics;
- MR-Train_Lang: Monthly report training statistics, broken down by language;
- Admin Fees: Admin fees typical ranges;
- Cases-Language: CHANGES case data analysis by language;
- Cases-Ing- anal: CHANGES case data summary data by language;
- CHANGES Lang Raw: CHANGES language breakdown for training, outreach, and needs assessment;
- CHANGES Lang Proc; CHANGES language breakdown for training, outreach, and needs assessment mapped to Census languages and with subtotals;
- Changes Lang Proc2: CHANGES summary data for language breakdowns for training, outreach, and needs assessment;
- Language distribution: Language distribution broken down by IOU territory; and
- Census Data: Raw 2010 census data for California.

Appendix G

Interview Topics

CPUC Interviews

- Please describe your role with respect to CHANGES.
- Please describe your objectives for the CHANGES evaluation.
- What existing documents or sources of data might be useful in conducting the CHANGES evaluation?

IOU Interviews

- Please describe your role with respect to CHANGES.
- What existing documents or sources of data might be useful in conducting the CHANGES evaluation?
- Please describe your contractual relationship with SHE. Do you have a copy of your contract with SHE that I can review?
- Please describe how you pay SHE. What procedures do you have in place to ensure that services that are paid for were actually provided?
- What programs do you already have in place involving the LEP population?
- What aspects of CHANGES seem to be working well?
- What aspects of CHANGES do not seem to be working well?
- If your organization was asked to implement the CHANGES mission by working directly with the CBOs, would this be a positive thing? A negative thing?

CHANGES Contractor Interviews

For each element of the SHE Statement of Work: Do you currently do this? Do you have documentation to support that you do this? Can I see that documentation?

- How do you pay your CBOs? What documentation do you have to support your payments? Can I see that documentation?

- How often do you visit the CBOs?
- How do you train the CBOs?
- What access controls are present in the CHANGES database?
- How do you perform integrity/quality checks on the data in the CHANGES database?
- What aspects of the CHANGES program are working well?
- What aspects of the CHANGES program need to be improved?

CBO Interviews

- What documentation do you have to support payments to you under the CHANGES program? Can I see that documentation?
- How do you conduct CHANGES training?
- Can you show me a list of clients you have helped through CHANGES, either on-line or in hard copy? For evaluator selected clients, can you show me the physical file that corresponds to this client?
- How often does someone from SHE visit you?
- How often does someone from the utility visit you?
- What's your working relationship like with he utility representatives? Good? Bad? In what ways?
- Describe a typical CHANGES client interaction. How long does that normally take? Is there a lot of down-time involved for things like missed appointments, preparing for appointments, follow-up, and so on?
- What aspects of the CHANGES are working well?
- What aspects of the CHANGES program need to be improved?
- If the CHANGES program were to go away, what specifically would be the impact on your organization? What would you need to stop doing that you are currently doing?

- If the CHANGES program were to double in size, what specifically would be the impact on your organization? What would you start doing that you are not currently doing?

Appendix H Organizations Interviewed

CPUC	Tory	Francisco
CPUC	Peter	Franzese
CPUC	Kyle	DeVine
CPUC	Karen	Miller
CPUC	Hazlyn	Fortune
PG&E	Redacted	
PG&E		
PG&E		
CPUC	Ava	Tran
SDG&E	Eleanor	Tamayo
SDG&E	Aida Velasquez	
SCE	Maricela Carlos	
SCE	John Fasana	
SCE	Flor	Tolley
SoCalGas	Eustolia Castillo	
SoCalGas	Rosa	Wise
China Town Service Center	Jenny Vuong	
Asian-American Resource Center	Hoa Nguyen	
Union of Pan Asian Communities	Hien Tran	
Milestone Consulting	Casey McFall	
Milestone Consulting	Ahmad	Noorzayee
Self Help for the Elderly	Andy	Bryant
Self Help for the Elderly	Anni Chung	
Self Help for the Elderly	Ella	Lee
Self Help for the Elderly	Christina	Wong
Streamline Social	Hadar	wissotzky
Southeast Asian Community Center	Anthony	Nguyen

Appendix I
CHANGES CBO Roster

CHANGES CBO List

PG&E

Asian Community Center (ACC Park City)		www.accsv.org
Languages: Cantonese, Hmong, Korean		
7311 Greenhaven Drive #187	Sacramento	(916) 393-9026
7801 Rush River Drive	Sacramento	(916) 393-9020
1180 Corporate Way	Sacramento	(916) 395-0210
Central California Legal Services, Inc.		www.centralcallegal.org
Languages: Spanish		
2115 Kern Street, Suite 1	Fresno	(559) 570-1200
357 West Main Street, Suite 201	Merced	(209) 723-5466
1208 North Douty Street	Hanford	(559) 582-1621
El Concilio of San Mateo County		www.el-concilio.com
Languages: Spanish		
1419 Burlingame Avenue, Suite N	Burlingame	(650) 373-1080
Lao Khmu Association, Inc.		www.laokhmu.com
Languages: Cambodian, Cantonese, Hmong, Laotian, Mandarin, Vietnamese		
1044 North El Dorado Street	Stockton	(209) 463-3401
Self-Help for the Elderly		www.selfhelpelderly.org
Languages: Cantonese, Mandarin, Russian, Spanish, Tagalog, Taiwanese, Toisanese, Vietnamese		
50 East Fifth Avenue	San Mateo	(650) 342-0822
777 Stockton Street	San Francisco	(415) 677-7553
5757 Geary Boulevard	San Francisco	(415) 677-7571
1483 Mason Street	San Francisco	(415) 677-7581
848 Kearny Street, Room 306	San Francisco	(415) 398-3250
737 Folsom Street	San Francisco	(415) 243-9018
2601 40th Avenue	San Francisco	(415) 566-2845
801 Howard Street	San Francisco	(415) 495-0931
407 Sansome Street	San Francisco	(415) 677-7600
66 Raymond Avenue	San Francisco	(415) 987-9915

CHANGES CBO List

PG&E

Southeast Asian Community Center

www.seaccusa.org

Languages: Cantonese, Mandarin, Vietnamese

2354 - 23rd Avenue

Oakland

(510) 261-8289

875 O'Farrell Street

San Francisco

(415) 885-2743

Suscol Intertribal Council

suscol.nativeweb.org

Languages:

PO Box 5386

Napa

(707) 256-3561

San Diego Gas & Electric Company

Casa Familiar

www.casafamiliar.org

Languages: English, Spanish

119 West Hall Avenue

San Ysidro

(619) 428-1115

368 East San Ysidro Boulevard

San Ysidro

1902 Del Sur Boulevard

San Ysidro

212 West Park Avenue

San Ysidro

268 East Park Avenue

San Ysidro

Catholic Charities

www.ccdsd.org

Languages: Spanish

349 Cedar Street

San Diego

(619) 231-2828

Union of Pan Asian Communities

www.upacsd.com

Languages: Cambodian, Cantonese, English, Laotian, Mandarin, Spanish, Tagalog, Vietnamese

525 14th Street

San Diego

200 North Ash Street

Escondido

920 West San Marcos Boulevard, Suite 3

San Marcos

5348 University Avenue, Suite 101

San Diego

1031 25th Street

San Diego

(619) 232-6454

3288 El Cajon Boulevard, Suite 13

San Diego

8745 Aero Drive

San Diego

CHANGES CBO List

Southern California Edison

Asian American Educational & Cultural Center, Inc. (Asian-American Resource Cen	www.aarc-ie.org
Languages: Cambodian, Cantonese, Hmong, Indonesian, Japanese, Korean, Laotian, Mandarin, Sign Language, Spanish, Tagalog, Thai, Vietnamese	
1115 South "E" Street	San Bernardino (909) 383-0164
Delhi Center	www.delhicenter.com
Languages: Spanish	
505 East Central Avenue	Santa Ana (714) 481-9600
El Concilio del Condado de Ventura	www.elconcilio1.vpweb.com
Languages: Spanish	
301 South "C" Street	Oxnard (805) 486-9777
600 Saratoga Street	Fillmore
545 Central Avenue	Oxnard
500 West Bard Road	Oxnard
Vietnamese Community of Orange County, Inc.	www.thevncoc.org
Languages: Vietnamese	
5015 West Edinger Avenue, #JL	Santa Ana (714) 418-2040
1618 West First Street	Santa Ana (714) 558-6009
12421 Magnolia Street	Garden Grove (714) 534-9060
14541 Brookhurst Street, Suite #C9-10	Westminster (714) 839-4441
YMCA of Greater Long Beach	www.lbymca.org
Languages:	
3605 Long Beach Blvd, Suite 210	Long Beach (562) 279-1700

Southern California Gas Company

Campaign for Social Justice	www.campaign4justice.org
Languages: Arabic, Armenian, Bosnian, Croatian, Dari, Farsi, Korean, Pashto, Perisan, Russian, Spanish, Urdu	
18375 Ventura Boulevard, Suite 358	Tarzana (818) 987-3939
1248 South Glendale Aveue, Suite D	Glendale (818) 662-8051
Chinatown Service Center	www.cscla.org
Languages: Cantonese, Korean, Mandarin, Spanish, Toisanese	

CHANGES CBO List

Southern California Gas Company

Chinatown Service Center

www.cscla.org

Languages: Cantonese, Korean, Mandarin, Spanish, Toisanese

521 West Cesar East Chavez Avenue	Los Angeles	(213) 617-4914
112 North Chandler Avenue, Suite 105	Monterey Park	(626) 293-8733
767 North Hill Street, Suite 400	Los Angeles	(213) 808-1700
727 North Broadway, Suite 211	Los Angeles	(213) 972-8840

International Institute of Los Angeles

www.iilosangeles.org

Languages: Cantonese, Farsi, Spanish, Vietnamese

11100 East Valley Boulevard, Suite 105	El Monte	
1314 West Glenoaks Boulevard, Suite 105	Glendale	
3845 Selig Place	Los Angeles	(323) 224-3800
435 Boyle Avenue	Los Angeles	

Koreatown Youth & Community Center

www.kyccla.org

Languages: Korean, Spanish

3727 West 6th Street, Suite 300	Los Angeles	(213) 365-7400
680 South Wilton Place	Los Angeles	(213) 365-7400
1140 Crenshaw Boulevard	Los Angeles	(323) 297-0038
1319 West Pico Street	Los Angeles	(213) 743-8750

Search to Involve Pilipino Americans

www.esipa.org

Languages: Ilokano, Korean, Spanish, Tagalog, Visayan

3200 West Temple Street	Los Angeles	(213) 382-1819
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Appendix J
IOU CARE Capitation Partners

	A	B	C	D	E	F	G	H
1	2011 CARE Annual Report							
2	CARE Table 7 - Capitation Contractors							
3	Pacific Gas and Electric Company							
4	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
5		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Advancing Vibrant Communities, Inc.					0	1	1
7	Airport Neighbors United Inc.					0	0	0
8	Alameda County Associated Community Action (ACAP)		X			0	3	3
9	Allen Temple Health and Social Services Ministries					0	10	10
10	Amador-Tuolumne Community Action Agency		X			48	0	48
11	American Canyon Family Resource Center		X			0	9	9
12	Anderson Cottonwood Christian Assistance					0	21	21
13	Arc of San Francisco					0	0	0
14	Area 12 Agency on Aging					6	0	6
15	Area Agency on Aging Serving Napa and Solano					0	2	2
16	Arriba Juntos					0	1	1
17	Asian Community Center		X			1	33	34
18	Asian Community Mental Health Services		X			0	3	3
19	Asian Pacific American Community Center		X			0	2	2
20	Asian Resources					0	16	16
21	Berkeley Housing Authority	X				0	7	7
22	Boys and Girls Clubs of Stockton					0	0	0
23	Breathe California of the Bay Area					0	1	1
24	Building A Generation					0	0	0
25	California Association of Area Agencies on Aging	X			X	36	394	430
26	California Council of the Blind					0	0	0
27	California Diversified Services					0	0	0
28	California Human Development Corporation					1	5	6
29	California Welfare To Independence Network 2000, Inc.					0	0	0
30	Canal Alliance		X			0	3	3
31	Capture the Dream, Inc.					0	0	0
32	CARECEN Family Services Program					0	0	0
33	Catholic Charities Diocese of Fresno					18	86	104
34	Catholic Charities of the Diocese of Stockton					1	1	2
35	Catholic Council for the Spanish Speaking of the Diocese of Stockton					0	0	0
36	Center for Employment and Training					0	0	0
37	Center for Training and Careers, Inc.					0	3	3
38	Center of Vision Enhancement					3	3	6
39	Central California Legal Services, Inc.					0	12	12
40	Central Coast Center for Independent Living					0	1	1
41	Central Coast Energy Services, Inc.					25	279	304
42	Central Sierra Planning Council					6	0	6
43	Central Valley Opportunity Center					1	4	5
44	Centro La Familia Advocacy Services					0	6	6
45	Centro Legal de la Raza, Inc.					0	1	1
46	Charles P. Foster Foundation					0	0	0
47	Charterhouse Center for Families					1	4	5
48	Child Abuse Prevention Council of San Joaquin County					1	8	9
49	Child Care Links					0	3	3
50	Chinese Christian Herald Crusades					0	9	9
51	Chinese Newcomers Service Center					0	13	13
52	Christ Temple Community Church					0	0	0
53	Civicorps Schools					0	0	0
54	Communication Services, LLC					1	44	45
55	Community Action Marin		X			6	368	374
56	Community Action of Napa Valley		X			1	4	5
57	Community Action Partnership of Madera County, Inc.		X		X	25	90	115
58	Community Action Partnership of Sonoma County		X			0	9	9
59	Community Alliance for Career Training and Utility Solutions		X			0	0	0
60	Community Gatepath		X			0	0	0
61	Community Legal Services in East Palo Alto, Inc.		X			0	1	1
62	Community Pantry of San Benito County		X			4	0	4
63	Community Resource Project, Inc.		X		X	0	354	354
64	Community Resources for Independent Living		X			0	2	2
65	County of San Benito					11	1	12
66	CSU Chico Research Foundation - Passages					0	0	0
67	Davis Street Community Center		X			0	6	6

	A	B	C	D	E	F	G	H
2	CARE Table 7 - Capitation Contractors							
3	Pacific Gas and Electric Company							
4	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
5		Private	CBO	WMDVBE	IHEAP	Rural	Urban	Total
68	Delta Community Services, Inc.		X			0	7	7
69	Disability Resource Agency for Independent Living					2	1	3
70	Dixon Family Services					0	2	2
71	Eastern European Service Agency					0	0	0
72	Ebony Counseling Center					2	1	3
73	Enlightened Minds Groups, Inc.					0	0	0
74	Familia Center					0	2	2
75	Familia Unidas					0	0	0
76	Filipino American Deveopment Foundation					1	1	2
77	Folsom-Cordova Community Partnership		X			0	0	0
78	Food Bank of El Dorado County					1	0	1
79	Fort Ord Environment Justice Network					2	26	28
80	Fresno Center for New Americans		X			0	17	17
81	Fresno Rescue Mission					0	0	0
82	Friends of Emeryville Senior Center					0	0	0
83	Give Every Child A Chance					0	0	0
84	Global Center for Success					0	8	8
85	GOD Financial Plan, Inc.					78	81	159
86	Golden Umbrella					2	2	4
87	Greater Hill Zion Missionary Baptist Church					0	0	0
88	Habitat for Humanity, Stanislaus					1	1	2
89	Help Line Information & Assistance/Area 4 Agency on Aging					2	0	2
90	Heritage Institute for Family Advocacy					0	14	14
91	Hip Housing Human Investment Project, Inc.					0	3	3
92	Housing Authority of Alameda County	X				0	12	12
93	Housing Authority of Kings County	X				1	1	2
94	Housing Authority of the City and County of San Francisco	X				0	0	0
95	Housing Authority of the City of Fresno	X				0	18	18
96	Housing Authority of the County of Kern	X				44	7	51
97	Housing Authority of the County of Stanislaus	X				17	19	36
98	Housing Rights					0	0	0
99	Independent Living Center of Kern County, Inc.					9	8	17
100	Independent Living Resource Center of San Francisco					0	2	2
101	Independent Living Resource of Contra Costa					0	0	0
102	Independent Living Services of Northern California					0	1	1
103	Indian Health Center of Santa Clara Valley					0	0	0
104	Instituto Laboral de la Raza					0	0	0
105	International Humanities Center dba The Companion Line					0	0	0
106	Jewish Family and Children Services East Bay					0	0	0
107	KidsFirst					0	21	21
108	Kimochi, Inc.					0	1	1
109	Kings Community Action Organization, Inc.		X			4	0	4
110	La Luz Bilingual Center					0	15	15
111	Lao Family Community of Fresno Inc.		X			0	4	4
112	Lao Family Community of Stockton		X			0	1	1
113	Lao Khmu Association, Inc.		X			1	38	39
114	Lighthouse Learning Resource Center, Inc.					0	0	0
115	Local Indians for Education					0	0	0
116	Marin Center for Independent Living					0	0	0
117	Mendocino Latinos Para La Comunidad, Inc.					4	1	5
118	Merced County Community Action Agency		X	X	X	30	35	65
119	Merced Lao Family Community Inc.		X			5	26	31
120	Mission Economic Development Agency					0	0	0
121	Mission Language & Vocational School					0	0	0
122	Moncada Outreach	X				0	9	9
123	Monument Crisis Center					0	4	4
124	Mutual Assistance Network of Del Paso Heights		X	X	X	0	13	13
125	National Alliance on Mental Illness-Santa Clara County					1	10	11
126	National Asian American Coalition					0	3	3
127	Native American Health Center					0	3	3
128	Network for Elders					0	1	1
129	New Connections					0	2	2
130	New Direction Christian Center					0	0	0

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE 2011 Annual Report

	A	B	C	D	E	F	G	H
2	CARE Table 7 - Capitation Contractors							
3	Pacific Gas and Electric Company							
4	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
5		Private	CBO	WMDVBE	IHEAP	Rural	Urban	Total
131	North Peninsula Neighborhood Services Center					0	1	1
132	Northeast Community Federal Credit Union					0	1	1
133	Nuestra Alianza de Willits					0	0	0
134	NuGate Group					0	5	5
135	Oakland Citizens Committee for Urban Renewal (OCCUR)		X			1	36	37
136	Opportunity Junction		X			0	0	0
137	Pack N Ship					0	1	1
138	People of Purpose					0	0	0
139	People Resources					0	0	0
140	Pilipino Senior Resource Center					0	0	0
141	Plumas County Community Development Commission					2	0	2
142	Plumas Crisis Intervention & Resource Center					2	0	2
143	Progress Financial Corporation, Inc., dba Progreso Financiero					0	0	0
144	Project Access, Inc.					0	6	6
145	Promise Land Ministries					0	6	6
146	Q Foundation DBA Aids Housing Alliance SF					0	5	5
147	Rebuilding Together Sacramento					0	0	0
148	REDI (Renewable Energy Development Institute)					6	0	6
149	Redwood Community Action Agency		X			51	0	51
150	Redwood Empire Food Bank					0	49	49
151	Resources for Independence - Central Valley					0	6	6
152	Resources for Independent Living Inc. - Sacramento					0	1	1
153	Richland School District	X				4	0	4
154	Rising Sun Energy Center		X			1	47	48
155	Ritter Center					0	4	4
156	Roseville Housing Authority	X				0	4	4
157	Sacramento Housing and Redevelopment Agency		X			0	24	24
158	Sacred Heart Community Service		X		X	0	52	52
159	Salvation Army Golden State Divisional Headquarters					30	120	150
160	San Francisco Community Power					0	54	54
161	San Francisco Women's Center					0	0	0
162	Second Harvest Food Bank of Santa Cruz County					0	1	1
163	Self-Help Federal Credit Union					0	4	4
164	Self-Help for the Elderly		X	X	X	0	48	48
165	Seniors First, Inc.					0	0	0
166	Shasta County Child Abuse Prevention Council		X			1	3	4
167	Shasta Women's Refuge					0	0	0
168	Silicon Valley Independent Living Center					0	1	1
169	Slavic Community Center		X			0	0	0
170	Southeast Asian Assistance Center		X			0	0	0
171	Southeast Asian Community Center		X			0	9	9
172	St. Helena Family Center					0	11	11
173	Suscol Intertribal Council					7	8	15
174	The Resource Connection of Amador and Calaveras Counties, Inc.					11	0	11
175	Transitions Mental Health Association					1	1	2
176	Tri-County Independent Living, Inc.					0	0	0
177	Tri-Valley Haven					0	1	1
178	United Way of Fresno County					0	8	8
179	Upwardly Global					0	0	0
180	Valley Oak Children's Services, Inc.					9	11	20
181	Vietnamese Elderly Mutual Assistance Association					0	2	2
182	Volunteer Center of Sonoma County					1	6	7
183	West Bay Pilipino Multi-Service Center		X			0	0	0
184	West Valley Community Services		X			0	5	5
185	YMCA of the East Bay West Contra Costa Branch		X			0	2	2
186	Yolo County Housing Authority	X				0	10	10
187	Yolo Family Resource Center					0	21	21
188	Yuba Sutter Legal Center					0	3	3
189	Total Enrollments and Expenditures					530	2821	3351

	A	B	C	D	E	F	G	H
1	PY2011 ESA and CARE Annual Report CARE Table 7 Capitation Contractors Southern California Edison							
2	Contractor Name ^[1]	Contractor Type (Check one or more if applicable)				Enrollments ^[2]		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
4	ABRAZAR, INC.		x					
5	ARMENIAN RELIEF SOCIETY		x					
6	ASIAN PACIFIC WOMEN'S CENTER		x					
7	A&PI OLDER ADULTS TASK FORCE		x					
8	ACCESS CALIFORNIA SERVICES		x			-	1	1
9	ALPHA ENTERPRISE	x						
10	ALTADENA COMM IMPROVEMENT CTR		x					
11	ALTAMED HEALTH SVCS CORP		x					
12	ANOTHER HURRICANE PROJECT, INC		x					
13	ANTELOPE VLY BOYS & GIRLS CLUB		x					
14	APAC SERVICE CENTER	x				-	273	273
15	ASIAN AMERICAN RESOURCE CENTER		x			-	10	10
16	ASIAN PAC. HLTH CARE VENTURE		x					
17	ASIAN PACIF AM DISPUTE RES CTR		x					
18	ASIAN YOUTH CENTER		x					
19	ATLANTIC COMM ECON DEV CORP		x					
20	BAPAC		x					
21	BELL GARDENS CHAMBER		x			-	2	2
22	BEST BUY STORES LP (102)	x						
23	BEST BUY STORES LP (103)	x						
24	BEST BUY STORES LP (111)	x				-	2	2
25	BEST BUY STORES LP (1018)	x				-	1	1
26	BEST BUY STORES LP (119)	x						
27	BEST BUY STORES LP (1782)	x				-	1	1
28	BETHEL BAPTISH CHURCH		x			-	1	1
29	BISHOP PAIUTE TRIBE	x				1	-	1
30	BOYS & GIRLS CLUB OF EAST LA		x			-	1	1
31	BOYS & GIRLS CLUB OF STANTON		x					
32	BOYS&GIRLS CLUB OF SAN GABRIEL		x					
33	BRIDGES OF HOPE COMM RESOURCE CENTER		x			-	1	1
34	BURGERS INC DBA ENERGY SAVE	x				27	8,308	8,335
35	CA COUNCIL OF THE BLIND		x					
36	CAMPESINAS UNIDAS		x					
37	CAP OF SAN BERNARDINO CTY		x		x	67	173	240
38	CAREGIVERS VOLUNTEERS ELDERLY		x					
39	CATHEDRAL OF PRAISE		x					
40	CASA RAMONA, INCORPORATED		x					
41	CATHEDRAL CITY SENIOR CENTER		x					
42	CATHOLIC CHARITIES OF LA INC		x					
43	CATHOLIC CHARITIES-GOOD NEWS CENTER		x					
44	CATHOLIC CHARITIES-OASIS		x					
45	CATHOLIC CHARITIES OF ORANGE C		x					
46	CATHOLIC CHARITIES-SB/RIVERSID		x					
47	CB INVESTMENT	x						
48	CENTRO SHALOM		x					

	A	B	C	D	E	F	G	H
1	PY2011 ESA and CARE Annual Report CARE Table 7 Capitation Contractors Southern California Edison							
2	Contractor Name ^[1]	Contractor Type (Check one or more if applicable)				Enrollments ^[2]		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
49	CHARO COMMUNITY DEVELOPMENT CO		x			-	1	1
50	CHILDREN'S BUREAU OF SO. CAL.		x			-	2	2
51	CHINESE CHRISTIAN HERALD CRUS.		x			-	11	11
52	CHINO VLY CHAMBER OF COMMERCE		x					
53	CHINO NEIGHBORHOOD HOUSE		x					
54	CHRIST UNITY CENTER		x					
55	CITIHOUSING REAL ESTATE SERVICES	x				-	1	1
56	CITY OF REFUGE RESCUE OUTREACH		x			-	1	1
57	CITRUS VALLEY HEALTH PARTNERS		x			-	35	35
58	CITY IMPACT		x					
59	CITY OF BEAUMONT SENIOR CENTER		x			2	-	2
60	CITY OF LA QUINTA SENIOR CTR		x					
61	COACHELLA VALLEY HSG COALITION		x					
62	COASTA MESA COMMUNITY FOUNDATION		x					
63	COMMUNITY ACTION SAN BARNARDINO		x					
64	COMM ACTION OF VENTURA COUNTY		x			8	67	75
65	COMM ACTION PARTNERSHIP OF OC		x		x	-	13	13
66	COMM ASSIST PROGRAM MORENO VLY		x					
67	COMMUNITY CENTER AT TIERRA DEL SOL		x			-	2	2
68	COMM SVC & EMPLOYMENT TRAINING		x					
69	COMMUNITY ENHANCEMENT SERV		x					
70	COMMUNITY PANTRY		x			-	7	7
71	CORONA NORCO FAMILY YMCA		x					
72	COR COMM. DEVELOPMENT CORP.		x					
73	COUNCIL ON AGING-ORANGE COUNTY		x					
74	COVE COMM SENIOR ASSOC		x					
75	CRISIS MINISTRY CHURCH OF VLY		x			5	7	12
76	CROSSROADS CHRISTIAN CHURCH		x					
77	CRYSTAL STAIRS, INC		x			-	1	1
78	DESERT ARC		x			-	3	3
79	DESERT MANNA MINISTRIES INC		x					
80	DISABLED RESOURCES CTR, INC		x			-	1	1
81	DOVE ENTERPRISES		x					
82	DUARTE COMMUNITY SVC COUNCIL		x					
83	ECCLESIAS ECON-COMM DEV COLLAB		x					
84	ECONOMIC & EMPLOYMENT DVLP CTR		x					
85	EL CONCILIO DEL CONDADO DE		x			-	5	5
86	ENERGY CONSEV. CONSULTANTS, INC.	x				-	792	792
87	ESCUELA DE LA RAZA UNIDA		x					
88	FAIR HOUSING COUNCIL RIVERSIDE		x					
89	FAITH GRACE CHINESE CHURCH		x					
90	FAME ASSISTANCE CORPORATION		x					
91	FAMILIES - COSTA MESA		x					
92	FAMILIES FORWARD		x					
93	FAMILY SERVICES OF THE DESERT, INC.		x					
94	FAMILY SVC ASSOC - W RIVERSIDE		x					

	A	B	C	D	E	F	G	H
1	PY2011 ESA and CARE Annual Report CARE Table 7 Capitation Contractors Southern California Edison							
2	Contractor Name ^[1]	Contractor Type (Check one or more if applicable)				Enrollments ^[2]		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
95	FAMILY SVC ASSOC OF REDLANDS		x			-	4	4
96	FCI MANAGEMENT CONSULTANTS	x						
97	FOOD SHARE		x			-	1	1
98	FOUNDATION FOR COMMUNITY & FAMILY HEALTH		x			-	2	2
99	GOD PROVIDES MINISTRY		x					
100	GLOBAL MISSION CHURCH		x					
101	GOLD STAR MEDIA GROUP	x				-	1	1
102	GOODWILL OF ORANGE COUNTY CA		x			-	1	1
103	GOODWILL OF SO. CAL.		x			-	1	1
104	GO! THE CALENDAR STOP	x				2	1,236	1,238
105	HANNA'S HOUSE		x			-	3	3
106	HEART OF COMPASSION		x					
107	HELP OF OJAI, INC.		x			2	2	4
108	HELPING OTHERS PREPARE FOR ETERNITY		x					
109	HIGH DESERT DOMESTIC VIOLENCE PROGRAM		x			1	-	1
110	HIGH DESERT TRANSFORMING LIVING CONNECTION		x			3	-	3
111	HIGH DESERT YOUTH CENTER		x					
112	HNGTN PK-ADULT SCHOOL GAGE BR							
113	HOLLON MARKETING SYSTEM	x				-	1	1
114	HOMEMAKERS SERVICE OF IWV							
115	HOME OF NEIGHBORLY SERVICE							
116	HOUSING WITH HEART INC		x					
117	HUMAN SERVICES ASSOCIATION		x					
118	KERNVILLE UNION SCHOOL DISTRICT					1	-	1
119	KIDS COME FIRST							
120	KING/DREW'S SUPPORTERS, INC.		x					
121	KINGS CO HOUSING AUTHORITY					4	-	4
122	KINGS COMMUNITY ACTION ORG		x			2	-	2
123	KINGS CTY COMMISSION ON AGING		x					
124	KNIGHTS OF COLUMBUS - 12834		x					
125	KOMMAH SURAY INFLAM. B. CANCER FOUND							
126	KOREAN COMMUNITY SERVICE					-	3	3
127	KOREAN AM SENIORS ASSOC OF OC		x					
128	KOREAN AMERICAN FMLY SVC CTR		x					
129	KOREAN CHURCHES COMM DEV- KCCD		x					
130	LA COUNTY HOUSING					-	21	21
131	LALI MOHENO & ASSOCIATES	x						
132	LEAP THROUGH THE FIRE FTH MIN.		x					
133	LIGHTHOUSE LEARNING RESOURCE CENTER					-	6	6
134	LITTLE TOKYO SERVICE CENTER		x					
135	LONG BEACH CONSULTING GROUP							
136	LONG BCH LESBIAN AND GAY PRIDE		x					
137	LORRAINE'S LEARNING CENTER							
138	LOS ANGELES MONGOLIAN ASSOC.							

	A	B	C	D	E	F	G	H
1	PY2011 ESA and CARE Annual Report CARE Table 7 Capitation Contractors Southern California Edison							
2	Contractor Name ^[1]	Contractor Type (Check one or more if applicable)				Enrollments ^[2]		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
139	LOS ANGELES URBAN LEAGUE		x			-	3	3
140	LOVELAND CHURCH JUBILEE PARTY		x					
141	LUTHERAN SOCIAL SVC OF SO CAL		x					
142	LUTHERAN SOCIAL SVCS OF SO CA		x					
143	MABURAY ALLIANCE, INC.							
144	MAKING A WAY FOUNDATION							
145	MAYWOOD CHAMBER OF COMMERCE		x					
146	MEALS ON WHEELS WEST		x					
147	MENIFEE CHAMBER OF COMMERCE							
148	MERCI		x					
149	MERCY MINISTRY (COMM. OUTREACH OF TDMI)		x					
150	MEXICAN AMERICAN OPPORTUNITY		x					
151	MISION EBENEZER FAMILY CHURCH		x					
152	MONTCLAIRE/ONTARIO JR. WOMEN'S CLUB					-	1	1
153	MONTEBELLO HOUSING DEVELOPMENT		x					
154	MOORPARK SENIOR CITIZENS INC		x					
155	MOUNTAIN VIEW COMMUNITY CHURCH		x					
156	MTN. COMMUNITIES HEALTHY START		x					
157	MULTICULTURAL CIV ASSOC MOR VL		x					
158	NEHEMIAH MINISTRIES		x					
159	NEW DIRECTION COMMUNITY COGIC		x					
160	NEW HORIZONS CAREGIVERS GROUP		x					
161	NEW HOPE VILLAGE, INC		x			3	-	3
162	NORCO SNR CTR PET RELIEF FUND		x					
163	OC BLACK CHAMBER OF COMMERCE		x					
164	OCCC	x				-	23	23
165	ONE OC		x			-	17	17
166	OPERATION GRACE		x					
167	ORNGE CO CONGREGATION COMM ORG		x					
168	ORANGE COUNTY DEAF ADVOCACY CENTER		x					
169	OUR COMMUNITY WORKS		x			-	179	179
170	OUR LADY OF HOPE CATH COMM INC		x					
171	PACIFIC ASIAN CONSORTIUM EMPLO		x		x			
172	PACIFIC ISLANDERS HEALTH PARTNERS		x			-	1	1
173	PAVING THE WAY FOUNDATION		x					
174	PERRIS COMMUNITY PARTNERSHIP		x					
175	PEOPLE FOR PEOPLE		x					
176	PIONEER FINANCIAL GROUP	x						
177	POMONA INLAND VLY COUNCIL OF CHURCHES		x					
178	POMONA MINISTRY OF ECONOMICS		x					
179	PRIME TIME SCHOOL		x					
180	PREMIER REALTY	x						
181	PROJECT DVRSN ALT FOR YOUTHS		x					
182	PROTEUS, INC.		x		x	14	9	23
183	QUINN COMMUNITY OUTREACH CORP		x			-	1	1
184	REACH OUT 29		x					

	A	B	C	D	E	F	G	H
1	PY2011 ESA and CARE Annual Report CARE Table 7 Capitation Contractors Southern California Edison							
2	Contractor Name ^[1]	Contractor Type (Check one or more if applicable)				Enrollments ^[2]		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
185	REBUILDING TOGETHER CHRISTMAS		x					
186	RIVERSIDE DEPT COMM ACTION		x		x	3	30	33
187	ROP VIRTUAL ENTERPRISE CLASS		x					
188	SALVATION ARMY-SANTA FE SPRINGS		x					
189	SALVATION ARMY (SO. CAL DIV)		x					
190	SALVATION ARMY SOUTHEAST CORPS		x					
191	SAMARITAN'S HELPING HAND		x			3	4	7
192	SANTA ANITA FAMILY SERVICES		x			-	1	1
193	SANTA BARBARA HISPANIC CHAMBERS		x					
194	SANTA CLARITA VLY COMM AGING		x					
195	SEARCH TO INVOLVE FILIPINO		x					
196	SERVING PEOPLE IN NEED (SPIN)		x			-	2	2
197	SISTERS OF ST. JOSEPH OF ORANGE		x					
198	SMILE FOR SENIORS		x			-	1	1
199	SO. ANTELOPE VLY EMERGENCY SVC		x					
200	SOMEBODY CARES-- RANCHO CUCAMO		x					
201	SOMEBODY CARES SOUTHLAND		x					
202	SONRISE COMMUNITY OUTREACH INC		x					
203	SOUTHCOAST CHINESE CULTURAL ASSOC.		x					
204	SOUTHEAST CITIES SERVICE CENTER		x					
205	SOUTHEAST COMMUNITY DEVELOPMEN		x			-	15	15
206	SOUTHWEST MIN EC DVLP ASSOC.		x					
207	SOWING SEEDS FOR LIFE		x					
208	SPECIAL SVC FOR GROUPS		x					
209	SSG-TONGAN COMM. SERVICE CENTER		x					
210	SPIRIT OF THE EAGLE FOUNDATION		x					
211	ST ANTHONY SCHOOL		x					
212	ST FRANCIS MEDICAL CTR HLTH		x					
213	ST JOSEPH CHURCH		x					
214	ST MARY'S CHURCH		x					
215	ST MATTHIAS ELEM. SCHOOL		x					
216	ST PIUS V CHURCH		x					
217	ST VINCENT DE PAUL		x					
218	ST. MATTHIAS ELEMENTARY SCHOOL		x					
219	STA BARBARA HISP CHMBR OF COM		x					
220	STA BARBARA NGHBORHD CLINICS		x					
221	STEPPIN ACROSS AMERICA		x					
222	STOP VIOLENCE INCREASE PEACE		x			-	1	1
223	SYNERGY COMPANIES	x						
224	TEMECULA SENIOR CITIZENS SVC		x					
225	TEMPLE COMMUNITY OUTREACH		x					
226	TEMPLO CALVARIO, INC.		x					
227	THAI HEALTH & INFO SVCS		x					
228	THE AL & DOROTHY KEEN CTR		x					
229	THE CAMBODIAN FAMILY		x			-	1	1
230	THE GREEN TEAM		x					

	A	B	C	D	E	F	G	H
1	PY2011 ESA and CARE Annual Report CARE Table 7 Capitation Contractors Southern California Edison							
2	Contractor Name ^[1]	Contractor Type (Check one or more if applicable)				Enrollments ^[2]		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
231	TODEC LEGAL CENTER, INC.		x					
232	TRANSFORMING LIVES INC.		x					
233	TRI CITY MENTAL HEALTH CENTER		x					
234	TRUEVINE COMMUNITY OUTREACH		x					
235	TULARE EMERGENCY AID COUNCIL, INC.		x			1	-	1
236	TURNING POINT FOUNDATION		x					
237	UNITED CAMBODIAN COMMUNITY INC		x					
238	UNITED STEEL WKRS OF AM 2018		x					
239	UNITY SHOPPE		x					
240	UP CLOSE PROMOTIONS	x						
241	VENTURA CITY HOUSING AUTHORITY	x						
242	VETERANS IN COMMUNITY SERVICE		x		x			
243	VICTOR VLY COMM DENTAL SVC PRG		x					
244	VICTOR VALLEY COMM. SERVICES COUNCIL		x			4	-	4
245	VIETNAMESE COMMUNITY OF OC INC		x			-	29	29
246	VOICES OF INDIGENOUS PEOPLE		x					
247	VOLUNTEERS OF EAST LA		x			-	5	5
248	WAKE UP INCORPORATED		x					
249	WALKING SHIELD AM INDIAN SOC		x					
250	WBC ENTERPRISES	x				-	4	4
251	WINNING OUR WORLD		x					
252	WRAP FAMILY SERVICES		x					
253	YOUTH EMPL SVC - HARBOR AREA		x					
254	YOUNG NAK OUTREACH & TRANSF FOUND		x					
255	YWCA INTERVALE SENIOR SERVICES		x					
256	TOTAL					153	11,332	11,485
257								
258	^[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
259	^[2] Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.							

2011 CARE Annual Report
CARE Table 7 - Capitation Contractors
San Diego Gas & Electric Company

Contractor Name	Contractor Type (Check one or more if applicable)				Enrollments		
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
AFRICAN ALLIANCE		X	X		0	53	53
AKA HEAD START		X			0	19	19
AMERICAN RED CROSS WIC			X		0	3717	3717
BARRIO STATION		X			0	5	5
BAYSIDE COMMUNITY CENTER		X			0	5	5
BLACK CONTRACTORS ASSOCIATION INC	X		X		0	1	1
CAMPESINOS UNIDOS, INC		X	X		0	404	404
CASA FAMILIAR		X			0	38	38
CASH PLUS	X				0	23	23
CATHOLIC CHARITIES		X			0	1631	1631
CHICANO FEDERATION		X			0	1	1
CHILDREN'S INITIATIVE			X		0	59	59
CHINESE SERVICE CENTER OF SAN DIEGO		X	X		0	56	56
CHULA VISTA COMMUNITY COLLABORATIVE		X	X		0	79	79
CITY HEIGHTS COMMUNITY DEVELOPMENT CORP		X			0	5	5
CRISIS HOUSE		X	X		0	71	71
DEAF COMMUNITY SERVICES			X		0	1	1
ELDER HELP OF SAN DIEGO 2009		X			0	3	3
FEEDING AMERICA SAN DIEGO		X			0	308	308
FOSTER LIFT		X	X		0	53	53
HARMONIUM 2009		X			0	11	11
HEARTS AND HANDS TOGETHER		X	X		0	103	103
HOME START 2011		X	X		0	154	154
HORN OF AFRICA		X			0	110	110
INTERNATIONAL RESCUE COMMITTEE		X			0	88	88
IRAQI COMMUNITY SOCIAL SERVICES		X			0	4	4
KURISH HUMAN RIGHTS WATCH, INC			X		0	22	22
LA MAESTRA FAMILY CLINIC 2009		X	X		0	133	133
LEGAL AID SOCIETY			X		0	7	7
LIBERTY TAX SERVICE	X				0	12	12
MAAC PROJECT		X		X	0	237	237
MABUHAY ALLIANCE		X			0	115	115
MOUNTAIN HEALTH & COMMUNITY SERVICES, INC.		X			0	1	1
NEIGHBORHOOD HEALTHCARE		X			0	432	432
NEIGHBORHOOD HOUSE			X		0	111	111
NORTH COUNTY HEALTH PROJECT			X		0	108	108
NORTH COUNTY INTERFAITH		X			0	13	13
PAZZAZ			X		0	2	2
REBUILDING TOGETHER SAN DIEGO		X	X		0	52	52
SALVATION ARMY		X			0	20	20
SAN DIEGO FOOD BANK		X			0	17	17
SAN YSIDRO HEALTH CENTER			X		0	443	443
SAY SAN DIEGO		X			0	90	90
SCRIPPS HEALTH WIC			X		0	277	277
SAN DIEGO STATE UNIVERSITY WIC		X	X		0	1551	1551
SERVICENTRO SAN CLEMENTE, INC	X		X		0	112	112
SOMALI FAMILY SERVICE OF SAN DIEGO		X			0	1	1
SOMALI YOUTH UNITED, INC.		X	X		0	5	5
SOUTH BAY COMMUNITY SERVICES		X			0	4	4
SOUTHERN CALIFORNIA TRIBAL CHAIRMEN'S ASSOCIATION		X	X		0	50	50
THE HARRIS GROUP	X				0	206	206
UNION OF PAN ASIA		X			0	65	65
VISTA COMMUNITY CLINIC		X			0	300	300
YMCA YOUTH AND FAMILY SERVICES		X			0	60	60
Total Enrollments and Expenditures					0	11,448	11,448

Note:

Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Data reflected in the enrollments are based on the capitation contracts zipcode.

PY2011 CARE Annual Report
CARE Table 7 - Capitation Contractors
SOUTHERN CALIFORNIA GAS COMPANY

Contractor Name ¹	Contractor Type (Check one or more if applicable)				Enrollments		
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
Community Action Partnership of Orange County		X	X	X	0	0	0
ELA Communications Energy ED Program		X			0	0	0
PACE – Pacific Asian Consortium in Employment		X	X	X	0	1	1
Proteus, Inc.		X			0	11	11
Community Pantry of Hemet		X			0	4	4
Community Action Partnership of San Bernardino		X		X	1	103	104
LA Works		X			0	0	0
Children's Hospital of Orange County		X			0	0	0
The Companion Line		X			0	2	2
Across Amer Foundation		X			0	0	0
All Peoples Christian Center		X			0	0	0
LA County 211		X			0	34	34
Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
Coachella Valley Housing Coalition		X			0	0	0
HABBM		X			0	0	0
Second Harvest Food Bank of Orange County		X			0	0	0
Southeast Community Development Corp.		X			0	2	2
Latino Resource Organization		X			0	0	0
Independent Living Center of Southern California		X			0	0	0
Community Action Partnership - Kern County		X			0	0	0
El Concilio del Condado de Ventura		X			0	1	1
Blessed Sacrament Church		X			0	0	0
Starbright Management Services		X			0	0	0
Hermandad Mexicana		X			0	0	0
CSET		X			0	17	17
Crest Forest Family and Community Service		X			0	0	0
CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
Veterans in Community Service		X	X	X	0	0	0
Chinatown Service Center		X			0	21	21
Koreatown Youth and Community Center		X			0	2	2
MEND		X			0	0	0
Armenian Relief Society		X			0	0	0
Catholic Charities of LA – Brownson House		X			0	0	0
BroadSpectrum		X			0	0	0
OCCC, Inc. (Orange County Community Center)		X			0	9	9
Green Light Shipping	X				0	0	0
APAC Service Center		X			0	146	146
Visalia Emergency Aid Council		X			0	0	0
Total Enrollments and Expenditures					1	353	354