

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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

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

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Dated: July 21, 2010

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and tenth monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through June 2010.

Respectfully submitted,

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/s/

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July 21, 2010

Pacific Gas and Electric Company

Low Income Energy Efficiency (LIEE)

AND

California Alternate Rates for Energy (CARE)

**Program Monthly Report
For June 2010**

(July 21, 2010)

PACIFIC GAS AND ELECTRIC COMPANY

**LOW INCOME ENERGY EFFICIENCY PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR JUNE 2010**

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PACIFIC GAS AND ELECTRIC COMPANY

**LOW INCOME ENERGY EFFICIENCY PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR JUNE 2010**

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

1. LIEE Executive Summary

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

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

**1.1. Low Income Energy Efficiency Program
Overview**

The 2009-2011 LIEE program was adopted in D.08-11-031. PG&E's authorized LIEE program budget for 2009-2011 is \$416.9 million, plus any remaining unspent carryover.

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

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

PG&E's LIEE program has treated 59,700 customers in 2010.

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

LIEE Program Summary for Month			
2010	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 151,067,347	\$62,582,567	41%
Homes Treated	124,991	59,700	48%
kWh Saved	42,600,000	22,092,339	52%
kW Demand Reduced	7,560	4,372	58%
Therms Saved	1,510,000	1,208,526	80%

1.2. Whole Neighborhood Approach Evaluation

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

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

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

To identify potential neighborhoods to target for the LIEE programs, PG&E starts with its estimates of LIEE eligibility by ZIP-7, derived from census data.² PG&E has ranked ZIP-7 areas with the highest populations of estimated LIEE-eligible

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

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

customers³ in its service area, and correlates them with PG&E billing information, including: information on PG&E customer energy use;⁴ the number of 48-hour shut-off notices sent; actual shut-offs over the last year; and the number of customers in PG&E's Third-Party Notification Program. PG&E also correlates this data with the current CARE penetration rate, and the number of customers who have already participated in LIEE since 2002 (thus making them ineligible for participation at this time).

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

Using this information to help determine potential neighborhoods to approach with the LIEE program, PG&E's LIEE program managers are working with both internal and external groups to target and select neighborhoods. PG&E works closely with its LIEE implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state LIHEAP agencies to help establish contact with government representatives and neighborhood leaders.

In addition to neighborhoods identified and selected by PG&E for Whole Neighborhood Approach events, PG&E's contractors are also encouraged to suggest neighborhoods to target based on their knowledge of the areas in which

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

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

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

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

they work. PG&E contractors are very familiar with the local neighborhoods in their assigned areas and currently use many strategies to enroll LIEE customers, including canvassing neighborhoods; targeted direct mail; outbound calls; advertising in local venues; speaking to local groups; and outreaching at community events.

PG&E coordinates LIEE neighborhood events with scheduled CARE events such as “We CARE” events, and publicizes them in advance through targeted mailings, door hangers, local community partners (e.g., civic and social leaders, churches, and low income service agencies), and local print, radio and television media. PG&E’s new LIEE community coordinator works to publicize and promote events with local community and civic leaders, and to enlist their support and partnership in making neighborhood events a success. PG&E contractors all carry door hangers to leave behind at the homes of customers that were not home at the time of the neighborhood visit. The door hangers include program and contact information so that the customer can schedule a visit.

1.3. LIEE Customer Outreach and Enrollment Update

PG&E increases outreach within the Company by coordinating activities and advertising with other PG&E energy efficiency and rate programs likely to reach low income customers and service providers. PG&E’s LIEE contractors are required to inform customers about other programs (such as CARE) for which they may be eligible. LIEE contractors help qualified customers not on the CARE rate to fill out applications.

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

PG&E employees regularly make presentations about the Company’s low income programs to the media and at community events throughout PG&E’s service area. These presentations educate customers about energy efficiency and inform them about assistance programs and opportunities available to them through PG&E. PG&E employees make presentations and design media initiatives about LIEE and CARE in multiple languages, including: English, Spanish, Chinese and Vietnamese.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 33 installation contractors including 10 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E’s service area. Of the 10 CBOs, six are Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has six contracts with LIHEAP agencies that are not working within PG&E’s LIEE program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the LIEE and LIHEAP programs to

leverage their resources and help additional low income homes. Through June, 47 refrigerators have been installed, which equates to \$37,600 leveraged through this program.

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

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

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

1.3.1. Provide a summary of the LIEE Program outreach and enrollment strategies deployed this month.

PG&E's LIEE program assigns LIEE program staff to manage community outreach. LIEE outreach staff work closely with CARE outreach staff, PG&E Energy Efficiency, Government Partnerships, Third Party Programs, and PG&E communities to promote LIEE awareness and facilitate successful neighborhood efforts.

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

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

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

In June, LIEE focused much of its outreach efforts on planning for the launch of several new initiatives which will include a bill message, bill insert, outbound calling, public service announcements and new partnerships. Marketing staff met with several cities and counties to discuss implementation of a Whole Neighborhood Approach.

The outreach staff continues to attend community meetings and provide informational presentations at various events and forums and to create marketing opportunities and further develop relationships that will help the program reach and enroll eligible customers.

During the month of June, LIEE participated in the following outreach events:

- Pacific Service Employees Association (PSEA) Retiree Picnic in Lodi on 06/03/2010;
- 2nd Annual Senior Summer Festival in Kern on 06/03/2010;
- Standing Bear Powwow in Bakersfield from 06/04/2010 through 06/06/2010;
- Pista Sa Nayon in Vallejo on 06/05/2010;
- Answer Center in Oakland on 6/07/2010;
- Answer Center in Woodland from 06/08/2010 through 06/09/2010;
- 2010 Downtown San Rafael Market Festival on 06/10/2010;
- Answer Center in Red Bluff from 06/10/2010 through 06/12/2010
- Philippine Independence Day in San Francisco on 06/12/2010;
- Answer Center in San Jose from 06/13/2010 through 06/15/2010;
- Answer Center in Salinas from 06/14/2010 through 06/18/2010;
- 2010 DBA Street Faire in Bakersfield on 06/17/2010;
- 2010 SF 60th Annual Juneteenth Festival in San Francisco on 06/19/2010;
- 2010 9th Annual Juneteenth Festival in Sacramento on 06/19/2010;
- 7th Annual Healthy and Active Kids Multicultural Fair in Concord on 06/19/2010;
- 2010 Downtown San Rafael Market Festival on 06/24/2010;
- CPUC Consumer Workshop in San Francisco on 06/25/2010;

- Living Hope's Block Party in Emeryville on 06/26/2010; and
- Consumer Appreciation Open House BBQ in Stockton on 06/30/2010.

1.4. Leveraging Success Evaluation, Including CSD

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

PG&E, SCE, SDG&E, and SoCalGas met with CSD staff, representatives from several LIHEAP agencies and CPUC staff in Downey on April 29, 2009 to discuss leveraging opportunities. Ideas discussed included: developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and sharing utility information with LIHEAP agencies about LIEE customers who are found to be over the LIEE income guidelines or require HVAC or other services which the utilities are unable to provide under LIEE guidelines. PG&E has also had conversations with individual LIHEAP agencies to come up with workable strategies and discuss how we can work together to implement them.

1.5. Workforce Education & Training

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

All contractors and subcontractors responsible for implementing the LIEE program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these LIEE energy specialists and installation contractors are from the local communities in which they work. Because of the increased size of the 2010 LIEE program, more contractor crews have been hired to implement the LIEE program, and 503 individuals have been trained to deliver the LIEE program year-to-date.

PG&E is actively involved with the California Energy Efficiency Long Term Strategic Plan's Workforce Education and Training team that is developing plans to conduct green workforce needs assessment research. PG&E is also working with Energy Division staff as it hires a consultant to develop a low income workforce education and training plan.

In 2009, PG&E prepared a Request for Proposal (RFP) for an on-line training pilot (authorized in D.08-11-031). This pilot will explore what LIEE training currently conducted on-site at the ETC can be moved to a web-based and/or off-site curriculum without decreasing effectiveness or results. Specifically, the pilot will evaluate the effectiveness of selected topics for on-line training in lieu of sending all students to a single location for all elements of the certification

program. The integration of an on-line training component may reduce the training costs of LIEE Weatherization Specialists by the participating LIEE contractor, which could lead to the training of more individuals.

1.6. Miscellaneous

LIEE Coordination with the Single Family Affordable Solar Housing Program (SASH)

PG&E's Energy Partners program works with Grid Alternatives to deliver LIEE services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in LIEE, the customer is placed in the program. The home is assessed, and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. In 2010, LIEE has treated 24 homes that were selected for SASH program participation. In addition, PG&E supplied LIEE measure installation data for another 41 SASH-selected homes that were treated through the LIEE program in prior years.

2. CARE Executive Summary

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

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

2.1. CARE Program Summary

The 2009-2011 CARE Program was adopted in D.08-11-031. The authorized CARE administrative budget is \$9,216,000 for 2010. This includes \$400,000 for PG&E's Cooling Centers program.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	5,700,000	2,188,388	38%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,900,000	734,136	39%
Information Tech / Programming	150,000	74,590	50%
Pilots	75,000	651	0%
Measurement and Evaluation	0	0	0%
Regulatory Compliance	110,000	59,977	55%
General Administration	525,000	140,169	27%
CPUC Energy Division Staff	206,000	64,186	31%
Cooling Centers	400,000	107,260	27%

Total Expenses	9,216,000	3,369,356	37%
Subsidies and Benefits	470,115,337	346,364,297	74%
Total Program Costs and Discounts	479,331,337	349,733,653	73%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,463,197	1,616,201	91%

2.2. Outreach

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

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

- Recertification Direct Mail – 5,634 direct mail pieces in English/Spanish/Chinese/Vietnamese were mailed to customers who failed to recertify. This direct mail reoccurs on the 15th of every month. Year-to-date, PG&E’s CARE Program has re-enrolled 4,801 customers back to the program.
- Bill Insert – 3.2 million applications in English/Spanish were inserted in customers’ monthly energy bills. Year-to-date, this effort resulted in 3,290 new enrollments.

As part of its mass media campaign, PG&E promoted the CARE Program via ethnic radio media in June.

- Previously Over Income (POI) Direct Mail – 10,000 direct mail pieces in English/Spanish were mailed to customers who were previously over the old CARE income guidelines. This direct mail has yet to generate any new enrollments.
- Employee Involvement – the initiative was kicked off in June to educate employees and to encourage them to reach out to customers, friends and neighbors about the CARE program. Year-to-date, this initiative generated 38 new enrollments.

To help income-qualified customers enroll in CARE, PG&E contracted with 156 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian,

Hmong), Native Americans, seniors, rural communities, agricultural workers, sub-metered tenants, and nonprofit living facilities.

To reach new customers that are tech and web savvy, PG&E created a CARE Facebook fan page in October 2009. The fan page allowed PG&E to generate awareness about the program and encourage customers to apply online through the fan page itself. As part of its on-going enhancement, PG&E shared a powerful success story about the Vega family via a three minute video vignette in June.

PG&E's CARE Program worked with third-party vendors to enroll eligible customers via automated telephone enrollment and door-to-door canvassing:

- Automated Telephone Enrollment – PG&E contracted with a third-party vendor, SoundBite Communications, to enroll new customers by telephone and recertify existing customers. Year-to-date, PG&E has enrolled 50,494 new customers and recertified 33,330 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with a third-party vendor, Energy Save, who conducted a door-to-door campaign to enroll hard-to-reach customers who typically would not respond to traditional outreach initiatives such as direct mail or a bill insert. Year-to-date, PG&E has enrolled 15,469 new customers through Energy Save's efforts.

In June, PG&E's CARE Program participated in the following 21 outreach events where program representatives were available to answer questions and help customers enroll in the program:

- CARE with Neighborhood Payment Center (NPC) at Richmond Local Office on 06/01/2010;
- Answer Center in Santa Rosa from 06/01/2010 through 06/04/2010;
- Pacific Service Employees Association (PSEA) Retiree Picnic in Lodi on 06/03/2010;
- 2nd Annual Senior Summer Festival in Kern on 06/03/2010;
- Standing Bear Powwow in Bakersfield from 06/04/2010 through 06/06/2010;
- Pista Sa Nayon in Vallejo on 06/05/2010;
- Answer Center in Oakland on 6/07/2010;
- Answer Center in Woodland from 06/08/2010 through 06/09/2010;
- 2010 Downtown San Rafael Market Festival on 06/10/2010;
- Answer Center in Red Bluff from 06/10/2010 through 06/12/2010

- Philippine Independence Day in San Francisco on 06/12/2010;
- Answer Center in San Jose from 06/13/2010 through 06/15/2010;
- Answer Center in Salinas from 06/14/2010 through 06/18/2010;
- 2010 DBA Street Faire in Bakersfield on 06/17/2010;
- 2010 60th Annual Juneteenth Festival in San Francisco on 06/19/2010
- 2010 9th Annual Juneteenth Festival in Sacramento on 06/19/2010
- 7th Annual Healthy and Active Kids Multicultural Fair in Concord on 06/19/2010;
- 2010 Downtown San Rafael Market Festival in San Rafael on 06/24/2010;
- CPUC Consumer Workshop in San Francisco on 06/25/2010;
- Living Hope's Block Party in Emeryville on 06/26/2010; and
- Consumer Appreciation Open House BBQ in Stockton on 06/30/2010.

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

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

PG&E utilizes an internal report to automatically enroll customers who receive LIHEAP payments, as authorized in D.02-07-033. 2,465 LIHEAP customers have been automatically enrolled in CARE in 2010.

Through PG&E's Low Income Energy Efficiency Program (known as Energy Partners for PG&E), each home that receives LIEE services where the customer is not on the CARE rate is then signed up for the CARE discount. 1,910 LIEE participants were enrolled in CARE in June.

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

2.2.3. Recertification Complaints

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

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

2.3. Miscellaneous

D.08-11-031, Ordering Paragraph 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with 10 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

As authorized in D.08-11-031, PG&E partnered with The Center to Promote HealthCare Access, Inc., (The Center) to launch the CARE One-E-App Pilot on September 22, 2009. One-E-App is a Web-based, one-stop eligibility system accessible at a variety of community organizations, which connects families with a range of publicly funded health and human service programs. The pilot is currently taking place in Fresno, San Joaquin, Solano, Napa, Sacramento, Humboldt, and Sonoma Counties. Income-qualified customers in these counties are able to meet with a Certified Application Assister and enroll in CARE through the One-E-App system. The Center submitted the One-E-App CARE Pilot Report to Energy Division on March 17, 2010. The pilot has resulted in 32 new enrollments to date.

3. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Measure Installations and Savings

LIEE- Table 3- Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3- Standard Random Verification Results

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

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End

Pacific Gas and Electric Company LIEE and CARE Monthly Report

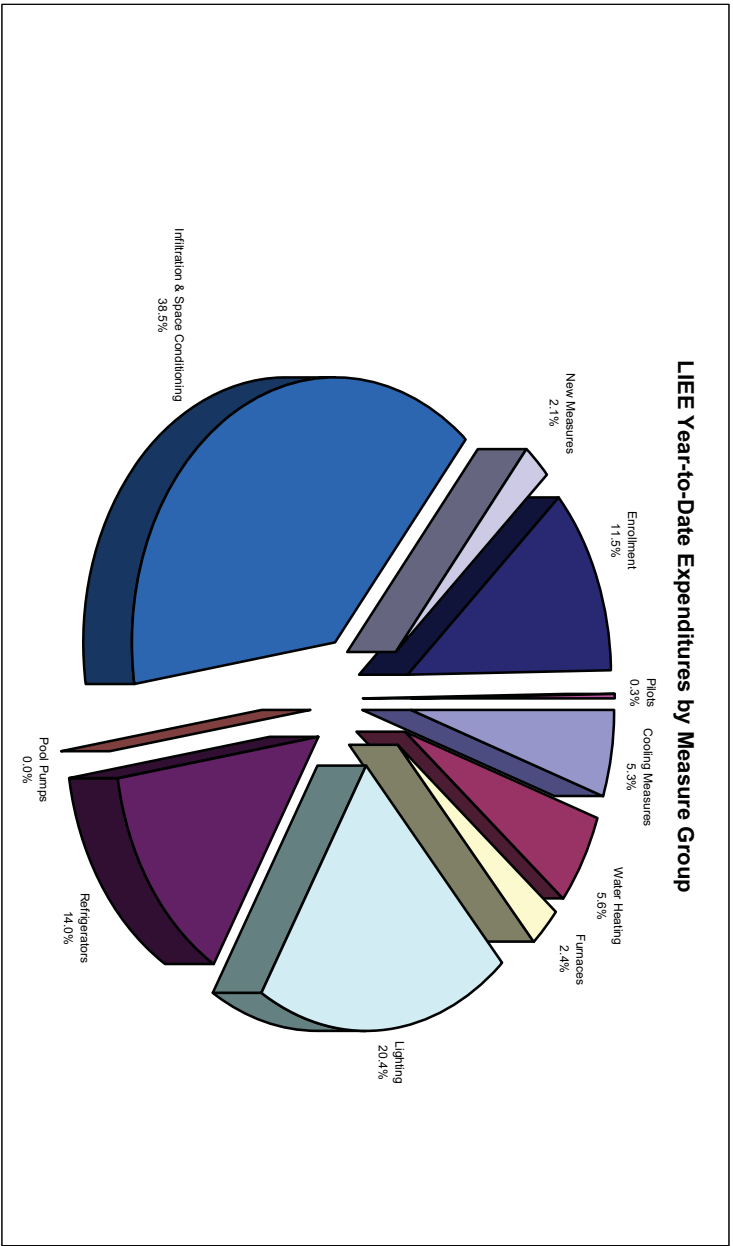
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses - PG&E												
2	Through June 30, 2010												
3		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent YTD		
4	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	- Gas Appliances		\$ 15,833,701	\$ 15,833,701	\$ -	\$ 1,116,863	\$ 1,116,863	\$ -	\$ 5,772,848	\$ 5,772,848	0.0%	36.5%	36.5%
7	- Electric Appliances	\$ 63,334,805	\$ -	\$ 63,334,805	\$ 5,336,927	\$ -	\$ 5,336,927	\$ 24,735,952	\$ -	\$ 24,735,952	39.1%	0.0%	39.1%
8	- Weatherization	\$ 6,957,536	\$ 35,671,660	\$ 42,629,196	\$ 653,313	\$ 3,702,109	\$ 4,355,423	\$ 3,156,821	\$ 17,888,653	\$ 21,045,475	45.4%	50.1%	49.4%
9	- Outreach and Assessment	\$ 1,033,994	\$ 556,766	\$ 1,590,760	\$ 86,664	\$ 46,665	\$ 133,330	\$ 421,007	\$ 226,696	\$ 647,703	40.7%	40.7%	40.7%
10	- In Home Energy Education	\$ 9,305,949	\$ 5,010,895	\$ 14,316,844	\$ 829,233	\$ 446,510	\$ 1,275,743	\$ 4,018,155	\$ 2,163,622	\$ 6,181,778	43.2%	43.2%	43.2%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
12	- Pilot	\$ 155,813	\$ 372,938	\$ 528,751	\$ 62,075	\$ (28,497)	\$ 33,578	\$ 175,467	\$ 5,418	\$ 180,885	112.6%	1.5%	34.2%
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
14	Energy Efficiency TOTAL	\$ 80,788,097	\$ 57,445,960	\$ 138,234,057	\$ 6,968,213	\$ 5,283,651	\$ 12,251,864	\$ 32,507,403	\$ 26,057,238	\$ 58,564,641	40.2%	45.4%	42.4%
15													
16	Training Center	\$ 589,191	\$ 317,257	\$ 906,448	\$ 20,703	\$ 11,148	\$ 31,850	\$ 122,064	\$ 65,727	\$ 187,790	20.7%	20.7%	20.7%
17	Inspections	\$ 3,723,057	\$ 2,004,723	\$ 5,727,780	\$ 265,297	\$ 142,852	\$ 408,150	\$ 1,464,290	\$ 788,464	\$ 2,252,755	39.3%	39.3%	39.3%
18	Marketing	\$ 1,239,965	\$ 667,673	\$ 1,907,638	\$ 11,471	\$ 6,177	\$ 17,648	\$ 249,885	\$ 134,554	\$ 384,439	20.2%	20.2%	20.2%
19	M&E Studies	\$ 121,867	\$ 65,620	\$ 187,487	\$ 15,270	\$ 8,222	\$ 23,493	\$ 15,270	\$ 8,222	\$ 23,493	12.5%	12.5%	12.5%
20	Regulatory Compliance	\$ 188,339	\$ 101,413	\$ 289,752	\$ 8,906	\$ 4,796	\$ 13,702	\$ 51,416	\$ 27,685	\$ 79,101	27.3%	27.3%	27.3%
21	General Administration	\$ 2,414,077	\$ 1,299,888	\$ 3,713,965	\$ 171,021	\$ 92,088	\$ 263,109	\$ 695,739	\$ 374,629	\$ 1,070,368	28.8%	28.8%	28.8%
22	CPUC Energy Division	\$ 65,142	\$ 35,077	\$ 100,220	\$ 5,427	\$ 2,922	\$ 8,349	\$ 12,987	\$ 6,993	\$ 19,981	19.9%	19.9%	19.9%
23													
24	TOTAL PROGRAM COSTS	\$ 89,129,735	\$ 61,937,612	\$ 151,067,347	\$ 7,466,309	\$ 5,551,856	\$ 13,018,165	\$ 35,119,055	\$ 27,463,512	\$ 62,582,567	39.4%	44.3%	41.4%
25	Funded Outside of LIEE Program Budget												
26	Indirect Costs				\$ 82,479	\$ 44,412	\$ 126,890	\$ 431,219	\$ 234,007	\$ 665,227			
27													
28	NGAT Costs				\$ 231,869	\$ 231,869		\$ 1,104,888	\$ 1,104,888				

**LIEE Table 2 - LIEE Measure Installations & Savings
Pacific Gas & Electric Company
Through June 30, 2010**

	A	B	C	D	E	F	G	H
				Year-To-Date Completed & Expensed Installations				
			Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Expenses [6] (\$)	% of Expenditures
		Units						
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[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
 [2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.
 [3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
 [4] Based on Attachment H of D0811031
 [5] All savings are calculated based on the following sources:
 M&E is from Impact Evaluation of the 2005 California LIEE Program, Final Report submitted to SCE by West Hill Energy & Computing, Inc., December 19, 2007.
 M&E is from the Report on the Assessment of Proposed New Program Year 2006, LIEE Program Measures by LIEE Standardization Team, April 25, 2005.
 M&E is from the LIEE Measure Cost Effectiveness, Final Report, June 2, 2003.
 [6] Costs exclude support costs that are included in Table 1.
 [7] Includes both Replacement and Repair.
 [8] Microwave savings are calculated on the basis of microwave electric use displacing larger, less efficient electric or gas oven/cooktop use to heat food. Where the customer has an electric oven/cooktop, electric microwave use is less than the total electric oven savings, resulting in net kWh savings. Where the customer has a gas oven/cooktop, electric microwave use is shown as a net usage increase because savings are attributed to therms. The savings assumptions used for this pilot will be verified in an impact evaluation.

	A	B	C	D	E	F	G
1	Year-to-Date Expenses from LIEE Table 2L						
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	A	B
LIEE Table 3 - Average Bill Savings per Treated Home		
Pacific Gas & Electric Company		
Through June 30, 2010		
1		
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	22,092,339
6	Annual Therm Savings	1,208,526
7	Lifecycle kWh Savings	304,367,465
8	Lifecycle Therm Savings	13,056,565
9	Current kWh Rate	\$ 0.0908
10	Current Therm Rate	\$ 0.8102
11	Number of Treated Homes	59,700
12	Average 1st Year Bill Savings / Treated Home	\$ 49.96
13	Average Lifecycle Bill Savings / Treated Home	\$ 481.63

**LIEE Table 4 - LIEE Homes Treated
Pacific Gas & Electric Company
Through June 30, 2010**

	A	B	C	D	E	F	G
1							
2							
3	County	Eligible Customers			Homes Treated Year to Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	ALAMEDA	19	189,671	189,690	0	7,513	7,513
6	ALPINE	171	36	206	0	0	0
7	AMADOR	5,347	124	5,470	96	12	108
8	BUTTE	47,121	248	47,369	1,562	0	1,562
9	CALAVERAS	7,985	893	8,878	61	21	82
10	COLUSA	3,669	118	3,786	130	3	133
11	CONTRA COSTA	634	93,031	93,665	6	3,211	3,217
12	EL DORADO	12,723	96	12,819	533	5	538
13	FRESNO	15,402	135,292	150,693	281	5,580	5,861
14	GLENN	5,006	485	5,490	121	13	134
15	HUMBOLDT	28,445	681	29,126	717	5	722
16	KERN	47,948	51,149	99,097	2,393	1,003	3,396
17	KINGS	9,735	175	9,910	216	0	216
18	LAKE	16,858	1,445	18,302	133	0	133
19	LASSEN	194	121	315	5	24	29
20	MADERA	20,130	987	21,117	457	0	457
21	MARIN	2,615	20,652	23,267	72	517	589
22	MARIPOSA	1,401	2,469	3,870	5	3	8
23	MENDOCINO	15,119	450	15,569	43	0	43
24	MERCED	13,387	24,349	37,735	962	884	1,846
25	MONTEREY	7,747	41,441	49,188	668	469	1,137
26	NAPA	2,351	13,561	15,912	171	305	476
27	NEVADA	11,219	606	11,825	164	0	164
28	PLACER	5,477	19,965	25,442	367	359	726
29	PLUMAS	3,332	12	3,344	278	2	280
30	SACRAMENTO	956	153,592	154,548	25	3,308	3,333
31	SAN BENITO	4,819	212	5,031	96	1	97
32	SAN BERNARDINO	412	1	413	11	0	11
33	SAN FRANCISCO	-	151,466	151,466	0	2,590	2,590
34	SAN JOAQUIN	10,086	83,150	93,236	640	3,279	3,919
35	SAN LUIS OBISPO	35,664	324	35,988	505	0	505
36	SAN MATEO	1,478	60,366	61,844	20	2,089	2,109
37	SANTA BARBARA	10,625	8,213	18,838	699	317	1,016
38	SANTA CLARA	3,568	141,118	144,686	76	3,565	3,641
39	SANTA CRUZ	6,585	25,709	32,294	126	929	1,055
40	SHASTA	10,858	17,768	28,626	287	462	749
41	SIERRA	315	-	315	28	0	28
42	SISKIYOU	24	-	24	0	0	0
43	SOLANO	3,110	40,741	43,851	47	2,016	2,063
44	SONOMA	15,516	38,731	54,247	222	1,297	1,519
45	STANISLAUS	11,324	53,705	65,030	629	2,627	3,256
46	SUTTER	14,643	113	14,757	678	0	678
47	TEHAMA	12,545	421	12,966	296	6	302
48	TRINITY	859	2	861	1	0	1
49	TULARE	7,522	1,133	8,655	445	31	476
50	TUOLUMNE	10,423	372	10,794	511	2	513
51	YOLO	14,227	19,580	33,807	437	1,174	1,611
52	YUBA	14,298	25	14,324	858	0	858
53	Total	473,890	1,394,795	1,868,685	16,078	43,622	59,700

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	LIEE Table 5 - LIEE Customer Summary - Pacific Gas & Electric																	
2	Through June 30, 2010																	
3	Month	Gas & Electric				Gas Only				Electric Only				Total				
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			
5			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	
6	January 2010	3,385	67,416	967,434	180.5	536	15,616	7,456	3.4	961	559	381,538	75.4	4,882	83,591	1,356,427	259	
7	Jan-28	10,247	220,873	3,703,715	689.7	1,418	44,153	23,821	10.2	2,469	1,859	1,222,354	252.4	14,134	266,885	4,949,890	952	
8	March 2010	18,672	415,069	7,136,979	1,318.2	2,943	88,219	41,648	18.1	4,369	3,927	2,324,868	492.6	25,984	507,214	9,503,495	1,829	
9	April 2010	26,111	589,419	10,085,685	1,866.6	4,421	134,550	55,083	25.9	6,179	5,613	3,322,537	709.6	36,711	729,582	13,463,305	2,602	
10	May 2010	33,550	759,768	13,058,465	2,434.5	5,750	179,453	71,227	32.9	7,878	7,161	4,310,882	926.1	47,178	946,381	17,440,574	3,394	
11	June 2010	42,616	968,782	16,623,955	3,166.0	7,254	231,035	92,772	42.2	9,830	8,709	5,375,612	1,163.4	59,700	1,208,526	22,092,339	4,372	
12	July 2010																	
13	August 2010																	
14	September 2010																	
15	October 2010																	
16	November 2010																	
17	December 2010																	
18	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in LIEE Table 2.																	

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 6 - Expenditures for Pilots and Studies												
2	Pacific Gas & Electric Company												
3	Through June 30, 2010												
4		Authorized 3-Year Budget			Current Month Expenses ¹			Expenses Since January 1, 2009 ¹			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	-Meals On Wheels	\$ 300,000	\$ -	\$ 300,000	\$ 67,104	\$ -	\$ 67,104	\$ 184,835	\$ -	\$ 184,835	62%	0%	62%
8	-On Line EP Training	\$ 67,500	\$ 382,500	\$ 450,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	City of San Joaquin	\$ 61,500	\$ 348,500	\$ 410,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10	High Efficiency Clothes Washers	\$ 112,500	\$ 637,500	\$ 750,000	\$ (5,029)	\$ (28,497)	\$ (33,526)	\$ 3,669	\$ 20,792	\$ 24,462	3%	3%	3%
11													
12													
13													
14	Total Pilots	\$ 541,500	\$ 1,368,500	\$ 1,910,000	\$ 62,075	\$ (28,497)	\$ 33,578	\$ 188,504	\$ 20,792	\$ 209,296	35%	2%	11%
15													
16	Studies:												
17	Low Income Non-Energy Benefits	\$ 58,500	\$ 31,500	\$ 90,000	\$ 8,168	\$ 4,398	\$ 12,566	\$ 8,168	\$ 4,398	\$ 12,566	14%	14%	14%
18	2009 Process Evaluation	\$ 48,750	\$ 26,250	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Household Segmentation Study	\$ 78,000	\$ 42,000	\$ 120,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	Impact Evaluation	\$ -	\$ -	\$ -	\$ 7,102	\$ 3,824	\$ 10,926	\$ 7,102	\$ 3,824	\$ 10,926	0%	0%	0%
21	Refrigerator Degradation Study	\$ 43,334	\$ 23,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22													
23													
24													
25	Total Studies	\$ 228,584	\$ 123,083	\$ 351,667	\$ 15,270	\$ 8,222	\$ 23,493	\$ 15,270	\$ 8,222	\$ 23,493	7%	7%	7%

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E
1	LIEE Table 7 - PG&E				
2	Whole Neighborhood Approach				
3	Through June 30, 2010				
4	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year to Date
6	Census tract 125, San Francisco*	8050	6826	2241	902
7	Sacramento, 95824	8545	5223	879	569
8	Fairfield, 94533-52	462	208	88	47
9	Fairfield, 94533-39	431	237	63	128
10	Fairfield, 94533-38	180	65	9	20
11	Fairfield, 94533-37	412	145	25	93
12	Oakland, 94607-42	1,414	971	145	152
13	Santa Rosa 95403-24	839	173	14	112
14	Clovis 93612-24	825	473	102	55
15	Calistoga 94515-12	552	166	57	54
16	Rohnert Park 94928-26	961	342	132	50
17	Windsor 95492-94	1,074	505	68	57
18	Calistoga 94515-97	1,026	435	55	52
19					
20	*Based on information for ZIP code 94102				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through June 30, 2010												
3	Final	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Outreach ^[1]	\$ 4,960,000	\$ 1,140,000	\$ 6,100,000	\$ 255,236	\$ 44,940	\$ 300,176	\$ 1,857,970	\$ 437,678	\$ 2,295,647	37%	38%	38%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,520,000	\$ 380,000	\$ 1,900,000	\$ 96,519	\$ 24,130	\$ 120,649	\$ 587,309	\$ 146,827	\$ 734,136	39%	39%	39%
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 7,390	\$ 1,847	\$ 9,237	\$ 59,672	\$ 14,918	\$ 74,590	50%	50%	50%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	\$ 60,000	\$ 15,000	\$ 75,000			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ 165	\$ 41	\$ 206	\$ 521	\$ 130	\$ 651	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ 60,000	\$ 15,000	\$ 75,000	\$ 165	\$ 41	\$ 206	\$ 521	\$ 130	\$ 651	0%	0%	0%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 88,000	\$ 22,000	\$ 110,000	\$ 7,375	\$ 1,844	\$ 9,218	\$ 47,982	\$ 11,995	\$ 59,977	55%	55%	55%
18	General Administration	\$ 420,000	\$ 105,000	\$ 525,000	\$ 47,223	\$ 11,806	\$ 59,028	\$ 112,135	\$ 28,034	\$ 140,169	27%	27%	27%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 15,585	\$ 3,896	\$ 19,482	\$ 51,349	\$ 12,837	\$ 64,186	31%	31%	31%
20													
21	SUBTOTAL MANAGEMENT COSTS	\$ 7,452,800	\$ 1,763,200	\$ 9,216,000	\$ 429,492	\$ 88,504	\$ 517,996	\$ 2,716,937	\$ 652,419	\$ 3,369,356	36%	37%	37%
22													
23	CARE Rate Discount	\$ 377,728,580	\$ 92,386,757	\$ 470,115,337	\$ 47,985,295	\$ 5,691,915	\$ 53,677,211	\$ 288,067,100	\$ 58,297,197	\$ 346,364,297	76%	63%	74%
24	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25													
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 385,181,380	\$ 94,149,957	\$ 479,331,337	\$ 48,414,788	\$ 5,780,419	\$ 54,195,207	\$ 290,784,037	\$ 58,949,616	\$ 349,733,653	75%	63%	73%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 3,362,421		\$ 3,362,421	\$ 18,928,703		\$ 18,928,703			
30	- CARE PPP Exemption ^[2]				\$ 3,526,212	\$ 482,196	\$ 4,008,407	\$ 19,453,460	\$ 5,988,696	\$ 25,442,156			
31	- California Solar Initiative Exemption ^[3]				\$ -		\$ -	\$ 3,419,813		\$ 3,419,813			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 6,888,633	\$ 482,196	\$ 7,370,829	\$ 41,801,976	\$ 5,988,696	\$ 47,790,672			
34													
35	Indirect Costs				\$ 45,309	\$ 11,222	\$ 56,532	\$ 221,589	\$ 55,139	\$ 276,728			
36													
37	^[1] The Outreach category includes expenses from Capitation Fees, Mass Media Advertising, Outreach, Expanded Outreach and the 2010 Cooling Centers Program.												
38	^[2] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
39	^[3] CSI collection suspended from 6/1/10 to 12/31/10 per D.10-04-017.												

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																	
Through June 30, 2010																	
2010	Gross Enrollment						Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Offs)	Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)							Net (L-M)	Net Adjusted (N-K)			
January	0	2,028	0	0	0	2,028	1,161	34,350	37,539	32,761	70,300	21,280	49,020	16,259	1,367,674	1,607,597	85%
February	0	3,762	0	0	0	3,762	776	43,062	47,600	36,232	83,832	15,517	68,315	32,083	1,399,757	1,607,597	87%
March	868	1,986	0	19	0	2,873	285	46,979	50,137	42,609	92,746	19,005	73,741	31,132	1,430,889	1,607,597	89%
April	0	2,079	0	4	0	2,083	742	27,848	30,673	29,942	60,615	19,636	40,979	11,037	1,441,926	1,616,201	89%
May	79	3,366	0	2	0	3,447	308	28,871	32,626	36,202	68,828	25,597	43,231	7,029	1,448,955	1,616,201	90%
June	1,704	1,903	1,588	2	0	5,197	329	34,107	39,633	37,468	77,101	25,391	51,710	14,242	1,463,197	1,616,201	91%
July																	
August																	
September																	
October																	
November																	
December																	
YTD Total	2,651	15,124	1,588	27	0	19,390	3,601	215,217	238,208	215,214	453,422	126,426	326,996	111,782	1,463,197	1,616,201	91%

¹ Enrollments via data sharing between the IOUs.

² Enrollments via data sharing between departments and/or programs within the utility.

³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.

⁴ One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or reapplications for related low income health and social welfare services (e.g., MediCAL, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.

⁵ Not including Recertification.

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through June 30, 2010								
3	2010	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped¹	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,367,674	1,476	0.11%	804	122	926	62.74%	0.07%
5	February	1,399,757	1,258	0.09%	564	152	716	56.92%	0.05%
6	March	1,430,889	10,807	0.76%	3,891	801	4,692	43.42%	0.33%
7	April	1,441,926	1,555	0.11%					
8	May	1,448,955	765	0.05%					
9	June	1,463,197	12,494	0.85%					
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,463,197	28,355	1.94%	5,259	1,075	6,334	46.78%	0.43%
17									
18	¹ Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through June 30, 2010						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	9,485,681	413,582	383,874	3,806	25,902	50,605
5	Percentage ³		100.00%	92.82%	0.92%	6.26%	12.24%
6							
7	Footnotes:						
8	¹ Includes sub-metered customers.						
9	² Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	³ Percent of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						

**CARE Table 5 - Enrollment by County - PG&E
Through June 30, 2010**

1	A	B	C	D	E	F	G	H	I	J												
											Estimated Eligible				Total Participants				Penetration Rate			
											Urban	Rural ⁽¹⁾	Total	Urban	Rural ⁽¹⁾	Total	Urban	Rural ⁽¹⁾	Total			
2	County																					
3	ALAMEDA	146,467	19	146,485	138,953	12	138,965	95%	63%	95%												
4	ALPINE	34	168	202	0	17	17	0%	10%	8%												
5	AMADOR	123	5,265	5,388	126	4,272	4,398	102%	81%	82%												
6	BUTTE	235	44,418	44,654	160	35,113	35,273	68%	79%	79%												
7	CALAVERAS	872	7,973	8,845	689	5,369	6,058	79%	67%	68%												
8	COLUSA	114	3,568	3,682	70	3,037	3,107	61%	85%	84%												
9	CONTRA COSTA	80,122	618	80,741	87,948	247	88,195	110%	40%	109%												
10	EL DORADO	95	12,688	12,784	74	13,074	13,148	78%	103%	103%												
11	FRESNO	126,523	14,903	141,426	124,724	13,196	137,920	99%	89%	98%												
12	GLENN	472	4,909	5,381	499	4,066	4,565	106%	83%	85%												
13	HUMBOLDT	668	26,619	27,287	424	20,366	20,790	64%	77%	76%												
14	KERN	49,353	46,745	96,098	48,946	43,750	92,696	99%	94%	96%												
15	KINGS	174	9,698	9,872	126	8,358	8,484	72%	86%	86%												
16	LAKE	1,430	16,642	18,072	962	11,389	12,351	67%	68%	68%												
17	LASSEN	121	193	315	88	104	192	73%	54%	61%												
18	MADERA	984	19,803	20,787	917	18,989	19,906	93%	96%	96%												
19	MARIN	16,636	2,221	18,857	13,104	1,930	15,034	79%	87%	80%												
20	MARIPOSA	2,463	1,339	3,801	1,920	729	2,649	78%	54%	70%												
21	MENDOCINO	449	14,849	15,299	287	11,260	11,547	64%	76%	75%												
22	MERCED	23,438	13,206	36,644	22,090	13,169	35,259	94%	100%	96%												
23	MONTEREY	35,792	7,178	42,970	30,271	7,542	37,813	85%	105%	88%												
24	NAPA	12,220	2,060	14,280	10,244	1,550	11,794	84%	75%	83%												
25	NEVADA	606	10,909	11,515	389	9,401	9,790	64%	86%	85%												
26	PLACER	19,183	5,442	24,625	16,716	6,155	22,871	87%	113%	93%												
27	PLUMAS	12	3,311	3,323	8	1,990	1,998	65%	60%	60%												
28	SACRAMENTO	130,186	805	130,991	108,242	419	108,661	83%	52%	83%												
29	SAN BENITO	202	4,669	4,871	113	4,797	4,910	56%	103%	101%												
30	SAN BERNARDINO	1	420	420	1	359	360	126%	86%	86%												
31	SAN FRANCISCO	89,609	0	89,609	72,869	0	72,869	81%	n/a	81%												
32	SAN JOAQUIN	76,357	9,726	86,083	71,634	10,727	82,361	94%	110%	96%												
33	SAN LUIS OBISPO	313	35,378	35,692	90	23,233	23,323	29%	66%	65%												
34	SAN MATEO	46,583	1,419	48,001	41,889	1,288	43,177	90%	91%	90%												
35	SANTA BARBARA	8,012	10,475	18,487	7,687	9,897	17,584	96%	94%	95%												
36	SANTA CLARA	109,730	3,291	113,021	115,251	3,305	118,556	105%	100%	105%												
37	SANTA CRUZ	20,832	6,134	26,965	17,245	5,381	22,626	83%	88%	84%												
38	SHASTA	17,330	10,402	27,732	12,864	8,845	21,709	74%	85%	78%												
39	SIERRA	0	309	309	0	152	152	n/a	49%	49%												
40	SSKIYOU	0	24	24	0	9	9	n/a	38%	38%												
41	SOLANO	36,044	3,034	39,078	36,436	2,887	39,323	101%	95%	101%												
42	SONOMA	34,965	14,633	49,598	35,193	11,120	46,313	101%	76%	93%												
43	STANISLAUS	51,278	11,257	62,535	42,825	9,928	52,753	84%	88%	84%												
44	SUTTER	109	13,175	13,284	84	13,310	13,394	77%	101%	101%												
45	TEHAMA	414	12,343	12,757	263	10,925	11,188	63%	89%	88%												
46	TRINITY	2	850	851	1	358	359	58%	42%	42%												
47	TULARE	1,101	7,452	8,553	871	7,885	8,756	79%	106%	102%												
48	TUOLUMNE	372	10,393	10,765	122	7,409	7,531	33%	71%	70%												
49	YOLO	16,546	13,040	29,585	11,277	9,854	21,131	68%	76%	71%												
50	YUBA	25	13,633	13,658	18	11,314	11,332	72%	83%	83%												
51	Total	1,158,598	457,603	1,616,201	1,074,710	388,487	1,463,197	93%	85%	91%												

[1] "Rural" includes ZIP Codes classified as such by either the Rural Health Council or the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through June 30, 2010							
3	2010	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ²	Participants Dropped ²	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
4	January	1,367,674	23,516	1.72%	19,510	4,006	82.96%	0.29%
5	February	1,399,757	27,151	1.94%	21,503	5,648	79.20%	0.40%
6	March	1,430,889	24,287	1.70%	18,316	5,971	75.41%	0.42%
7	April	1,441,926	26,821	1.86%				
8	May	1,448,955	29,758	2.05%				
9	June	1,463,197	22,560	1.54%				
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16	YTD Total	1,463,197	154,093	10.53%	59,329	15,625	79.15%	1.07%
17								
18	¹ Does not include participants who closed their accounts during the 90-day response period.							
19	² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							

	A	B	C	D	E	F	G	H
CARE Table 7 - Capitation Contractors - PG&E								
Through June 30, 2010								
	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
		Private	CBO	WMID/VBE	LH/EAP	Rural	Urban	Total
1								
2								
3								
4	Contractor Name							
5	Advancing Vibrant Communities, Inc		X			0	0	0
6	Airport Neighbors United		X			0	0	0
7	Alameda County Associated Community Action (ACAP)		X			0	7	7
8	Allen Temple Health and Social Services Ministries					0	203	203
9	Amador-Tuolumne Community Action Agency		X			34	0	34
10	Anderson Cottonwood Christian Assistance		X			0	5	5
11	ARC of San Francisco		X			0	0	0
12	Arriba Juntos		X			0	0	0
13	Area 4 Agency on Aging / Helpline Information and Assistance		X			0	3	3
14	Area 12 Agency on Aging		X			0	1	1
15	Asian Community Center			X		0	7	7
16	Asian Community Mental Health Services		X			0	2	2
17	Asian Pacific American Community		X			0	0	0
18	Asian Resources		X			0	14	14
19	Berkeley Housing Authority		X			0	17	17
20	Boys and Girls Club of Stockton		X			0	0	0
21	California Association of Area Agencies on Aging		X			23	145	168
22	California Association of the Physically Handicapped, Inc.(Fresno)		X			0	0	0
23	California Council of the Blind		X			0	1	1
24	California Diversified Services		X			2	0	2
25	California Human Development Corporation		X			0	2	2
26	California Welfare To Independence Network 2000, Inc				X	0	3	3
27	Canal Alliance		X			0	2	2
28	Carecen Family Services Program		X			0	0	0
29	Catholic Charities Diocese of Fresno		X			21	102	123
30	Catholic Charities Diocese of Stockton		X			0	1	1
31	Center for Training and Careers, Inc		X			0	1	1
32	Center of Vision Enhancement		X			0	6	6
33	Central Coast Center for Independent Living		X			0	0	0
34	Central Coast Energy Services, Inc		X			40	194	234
35	Central Valley Opportunity Center		X			0	12	12
36	Centro La Familia Advocacy Services		X			0	0	0
37	Centro Legal de La Raza, Inc		X			0	2	2
38	Chabot College Foundation		X			0	3	3
39	Charterhouse Center for Families		X			3	13	16
40	Charles P. Foster Foundation			X		0	0	0
41	Child Abuse Prevention Council		X			0	3	3
42	Child Care Links		X		X	0	8	8
43	Chinese Christian Herald Crusades		X			0	8	8
44	Chinese Newcomers Service Center		X			0	21	21
45	Civicsops Schools		X			0	0	0
46	Communication Services, LLC		X			5	37	42
47	Community Action Marin		X		X	25	198	223
48	Community Action of Napa Valley		X			0	11	11
49	Community Action Partnership of Madera County, Inc		X			66	10	76
50	Community Action Partnership of Sonoma County		X			0	3	3
51	Community Alliance for Career Training and Utility Solutions		X			0	5	5
52	Community Foundation of Colusa County		X			0	1	1
53	Community Gatepath		X			0	0	0
54	Community Pantry of San Benito County		X			3	0	3
55	Community Resources for Independent Living		X			0	1	1
56	Community Resource Project, Inc		X			24	160	184
57	Council for the Spanish Speaking		X			0	0	0
58	County of San Benito		X			11	0	11
59	CSU Chico Research Foundation-Passages		X			0	0	0
60	Davis Street Community Center		X			0	2	2
61	Delta Community Services		X			0	2	2
62	Disability Resource Agency for Independent Living		X			0	5	5

	A	B	C	D	E	F	G	H	
1	CARE Table 7 - Capitation Contractors - PG&E								
2	Through June 30, 2010								
	Contractor Name	Contractor Type (Check one or more if applicable)						Year to Date Enrollments	
		Private	CBO	WMD/VBE	LIHEAP	Rural	Urban	Total	
3									
4									
63	Dixon Family Services		X			2	0	2	
64	Eastern European Services		X			0	0	0	
65	EBONY Counseling Center		X			0	0	0	
66	Familia Center		X			0	5	5	
67	Familia Unidas		X			0	4	4	
68	Filipino American Development Foundation		X			0	2	2	
69	Folsom-Cordova Community Partnership		X			0	1	1	
70	Food Bank of El Dorado County		X			0	6	6	
71	Fort Ord Environmental Justice Network		X			0	1	1	
72	Fresno Rescue Mission		X			0	0	0	
73	Give Every Child a Chance		X			0	1	1	
74	God Financial Plan		X			0	582	582	
75	Golden Umbrella		X			4	15	19	
76	Greater Hill Zion Missionary Baptist Church		X			0	0	0	
77	Habitat for Humanity, Stanislaus		X			0	5	5	
78	Heritage Institute for Family Advocacy		X			0	6	6	
79	Hip Housing Human Investment Project, Inc		X			0	4	4	
80	Hotline of San Luis Obispo County		X			8	3	11	
81	Housing Authority of Alameda County		X			0	2	2	
82	Housing Authority of City and County of Fresno		X			0	14	14	
83	Housing Authority of City and County of San Francisco		X			0	0	0	
84	Housing Authority of County of Kern		X			0	10	10	
85	Housing Authority of Kings County		X			0	0	0	
86	Housing Authority of Stanislaus County		X			10	17	27	
87	Housing Rights		X			0	0	0	
88	Independent Living Center of Kern County, Inc		X			0	3	3	
89	Independent Living Resource of Contra Costa County		X			0	0	0	
90	Independent Living Resource Center SF		X			0	1	1	
91	Independent Living Services of Northern California		X			0	0	0	
92	Indian Health Center of Santa Clara Valley		X			0	0	0	
93	International Humanities Center		X			0	0	0	
94	Kings Community Action Organization, Inc		X			0	3	3	
95	La Luz Bilingual Center		X	X		10	0	10	
96	Lao Family Community of Fresno, Inc		X			0	0	0	
97	Lao Family Community of Stockton		X			0	4	4	
98	Lao Khmu Association, Inc.		X			0	17	17	
99	Lighthouse Learning Resource Center, Inc		X			0	0	0	
100	Mabuhay Alliance		X			0	5	5	
101	Marin Center for Independent Living		X			0	3	3	
102	Mendocino Latinos Para La Comunidad, Inc		X			0	5	5	
103	Merced County Community Action Agency		X		X	0	36	36	
104	Merced Lao Family Community, Inc		X			0	19	19	
105	Mission Language and Vocational School		X			0	0	0	
106	Moncada Outreach			X		0	251	251	
107	Monument Crisis Center		X			0	2	2	
108	Mutual Assistance Network of Del Paso Heights		X			0	6	6	
109	Native American Health Center		X			0	2	2	
110	New Direction Christian Center		X			0	1	1	
111	Network for Elders		X			0	0	0	
112	Nugate Group		X			0	15	15	
113	North Peninsula Neighborhood Services Ctr		X			0	4	4	
114	Northeast Community Federal Credit Union		X			0	2	2	
115	Nuestra Alianza De Willits		X			0	0	0	
116	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	3	3	
117	Pack N Ship		X			0	2	2	
118	Partners For Peace		X			0	0	0	
119	People Resources		X			0	5	5	
120	People of Purpose		X			0	0	0	

**CARE Table 7 - Capitation Contractors - PG&E
Through June 30, 2010**

	A	B	C	D	E	F	G	H
	Contractor Name	Private	CBO	WMID/VBE	LIHEAP	Rural	Urban	Total
1								
2								
3								
4								
121	Plumas County Community Development Commission	X				3	0	3
122	Plumas Crisis Intervention & Resource Center		X			9	0	9
123	Progress Financial Corporation		X			0	0	0
124	Project Access, Inc		X			0	9	9
125	Q Foundation DBA Aids Housing Alliance SF		X			0	3	3
126	REDI (Renewable Energy Development Institute)		X			1	0	1
127	Rebuilding Together Sacramento		X			0	0	0
128	Redwood Community Action Agency	X			X	18	5	23
129	Resources for Independent Living Inc. - Sacramento		X			5	4	4
130	Richland School District		X			0	0	0
131	Ritter Center		X			0	1	1
132	Sacramento Housing and Redevelopment Agency		X			0	26	26
133	Sacred Heart Community Service		X			1	1	1
134	Salvation Army Golden State Divisional Headquarters		X			29	43	72
135	San Francisco Chamber of Commerce Foundation /SF Works		X			0	18	18
136	San Francisco Community Power Cooperative		X			0	2	2
137	San Francisco Women's Center		X			0	0	0
138	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	0	0
139	Self-Help for the Elderly		X			0	33	33
140	Seniors First, Inc	X				2	7	9
141	Shasta County Child Abuse Prevention Council		X			0	1	1
142	Silicon Valley Independent Living Center		X			0	2	2
143	Slavic Community Center		X			0	4	4
144	Southeast Asian Assistance Center		X			0	1	1
145	St Helena Family Center		X			13	4	17
146	The Global Center for Success		X			0	13	13
147	The Resource Connection of Amador and Calaveras Counties, Inc		X			23	3	26
148	Tri-County Independent Living, Inc		X			0	0	0
149	Tri Valley Haven		X			0	1	1
150	Una Nueva Esperanza		X			0	0	0
151	United Way of Fresno County		X			0	0	0
152	Upwardly Global		X			0	0	0
153	Valley Oak Children's Services, Inc		X			18	0	18
154	Vietnamese Elderly Mutual Assistant Association		X			0	2	2
155	Vineyard Workers Services		X			0	0	0
156	Volunteer Center of Sonoma County		X			2	8	10
157	West Bay Pilipino Multi-Service Center		X			0	0	0
158	West Valley Community Services		X			0	6	6
159	Y-FY Consulting	X				0	685	685
160	YMCA of the East Bay West Contra Costa Branch		X			0	5	5
161	Yolo County Housing Authority		X			2	3	5
162	Yolo Family Resource Center		X			1	3	4
163	Yuba Sutter Legal Center		X			0	3	3
164	Total Enrollments and Expenditures					417	3,184	3,601
165								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End - PG&E							
2	Through June 30, 2010							
3	2010	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change ¹
4	January	816,685	223,751	327,238	1,367,674	1,607,597	85%	1.2%
5	February	832,100	230,908	336,749	1,399,757	1,607,597	87%	2.3%
6	March	848,646	235,426	346,817	1,430,889	1,607,597	89%	2.2%
7	April	856,486	237,000	348,440	1,441,926	1,616,201	89%	0.8%
8	May	860,839	236,955	351,161	1,448,955	1,616,201	90%	0.5%
9	June	868,387	240,512	354,298	1,463,197	1,616,201	91%	1.0%
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16								
17	¹ Explain any monthly variance of 5% or more in the number of participants.							

CERTIFICATE OF SERVICE BY ELECTRONIC MAIL

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the within cause; and that my business address is 77 Beale Street, San Francisco, California 94105

On July 21, 2010, I served a true copy of:

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

- [XX] By Electronic Mail – serving the enclosed via e-mail transmission to each of the parties listed on the official service lists for A.08-05-022, et al., with an e-mail address.
- [XX] By U.S. Mail – by placing the enclosed for collection and mailing, in the course of ordinary business practice, with other correspondence of Pacific Gas and Electric Company, enclosed in a sealed envelope, with postage fully prepaid, addressed to those parties listed on the official service lists for, A.08-05-022, et al., without an e-mail address.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on this 21st day of July 2010, at San Francisco, California.

/s/

JENNIFER S. NEWMAN