

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

Application of Southern California Edison
Company (U 338E) for Approval of its Energy
Savings Assistance and California Alternate Rates
for Energy Programs and Budgets for Program
Years 2015-2017.

And Related Matters.

Application 14-11-007
(Filed November 18, 2014)

Application 14-11-009
Application 14-11-010
Application 14-11-011

**AMENDED ANNUAL REPORT ACTIVITY OF SAN DIEGO GAS & ELECTRIC
COMPANY (U 902 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR 2018**

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November 1, 2019

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Pursuant to the California Public Utilities Commission's Rules of Practice and Procedure, Rule 1.12, San Diego Gas & Electric Company (SDG&E) hereby submits its Amended Annual Report Activity of San Diego Gas & Electric Company (U 902 M) on Low Income Assistance Programs for 2018 (Amended Report). The Amended Report presents the results and expenditures for SDG&E's California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs for the 2018 program year. The purpose of the Amended Report is to consolidate activity for the CARE and ESA Programs, and provide the California Public Utilities Commission's Energy Division with all the necessary information in analyzing the low-income programs.

SDG&E provides this Amended Report to:

- Revise the CARE penetration from 92% to 91%;¹

¹ Amended Report at p. 2

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- Revise the CARE penetration from 92% to 91%;¹

¹ Amended Report at p. 2

- Revise the CARE data to be consistent with the revised penetration rate;²
- Revise the CARE expansion data for commercial and residential facilities;³
- Revise data for multifamily non-deed restricted properties in Section 1.15.1;⁴
- Revise the ESA Program unspent funds amount;⁵ and
- Revise the applicable reporting tables.⁶

The above Amended Report revisions are shown in redline and the reporting tables are shown in amended without redlines (“clean amended”) and redline versions.

Respectfully Submitted,

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November 1, 2019

² Amended Report at p. 58, 62-64.

³ Amended Report at pp. 89-90.

⁴ Amended Report at pp. 50-51.

⁵ Amended Report at p. 8.

⁶ Amended Report at Appendix E.

REDLINE

SAN DIEGO GAS & ELECTRIC COMPANY

**AMENDED ANNUAL REPORT ACTIVITY
ON LOW INCOME ASSISTANCE
PROGRAMS**

2018 RESULTS

LOW INCOME ASSISTANCE PROGRAMS ANNUAL REPORT

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2018 LOW INCOME ANNUAL REPORT EXECUTIVE SUMMARY

In 2018, SDG&E successfully met enrollment goals for both the CARE and ESA Programs. Through careful coordination of efforts between both programs, and by integrating both programs into the holistic suite of offers for all residential customers, SDG&E provided assistance to a wide range of eligible customers in order to meet commission goals while helping to relieve customers of some of their energy burden.

For the ESA Program, by year end, SDG&E exceeded its homes treated goal by treating 21,387 homes. Of those, 7,785 were first touch homes and 13,602 were retreatment homes. SDG&E managed the program in a highly cost-effective manner, making judicious use of ratepayer dollars to spend only \$22,896,182 (68%) of its authorized 2018 ESA budget. The program achieved 84% of the program energy savings target for kWh, 169% for kW and 47% for therms saved. In 2018, a combination of effective and targeted program outreach, ongoing collaboration and leveraging of other low income programs and services and coordinated communications between the ESA, Energy Efficiency (EE) and other SDG&E programs led to attainment of the annual program goal and kept SDG&E on track for meeting the 2020 strategic goal to give all eligible customers the opportunity to participate in the ESA Program.

In 2018, SDG&E reached the CARE Program eligibility target of 90% for the first time in recent program history and at year-end had surpassed the target with almost ~~92%~~ 91% of eligible customers enrolled in the bill-savings discount. As with the ESA Program, the CARE Program underspent the administrative budget, utilizing \$5,852,015 of administrative funds, or 80% of budget for the year. In total, CARE customers received \$126,165,599 in subsidies and benefits from the program in 2018. The CARE Program was the leading offer of SDG&E's customer assistance marketing campaign, which sought to connect with low income customers across a diverse population including hard-to-reach customers, seniors, customers with special

needs and multilingual/multicultural customers. The campaign drove eligible customers to apply for CARE, and through SDG&E's coordinated efforts, CARE enrollments in our system were automatically converted into ESA program leads. In 2018, the Customer Assistance Programs campaign included print, streaming TV, digital media, bill inserts, ethnic marketing, email, and direct mail. This was in addition to door-to-door, live call, and outreach through SDG&E's Energy Solutions Partner network and all of the CARE capitation agencies that help to enroll customers in the CARE Program. Of all efforts to enroll eligible customers in CARE, the "Live CARE Call Campaign" administered by The Harris Group (THG) was particularly effective, resulting in over 25,000 submitted CARE applications and enrollment of over 17,250 new CARE customers and 6,730 CARE re-certifications in 2018.

For both the ESA and CARE Programs, SDG&E found great value in leveraging with partners such as the California Department of Community Services & Development (CSD). This partnership demonstrated SDG&E's commitment to utilize every feasible effort to reach out to customers in need. SDG&E promoted the CSD's Low Income Home Energy Assistance Program (LIHEAP) bill payment assistance and weatherization services programs, and included CSD LIHEAP's phone number on SDG&E's CARE applications and program materials so that customers could have direct contact information to access services. SDG&E's CARE staff also informed customers about services offered by CSD and referred customers to CSD for additional bill assistance through the Home Energy Assistance Program (HEAP). Lastly, SDG&E's agreement with 2-1-1 San Diego included a directive for referral to LIHEAP agencies Campesinos Unidos, Inc. (CUI) and Metropolitan Area Advisory Committee (MAAC), as appropriate. In 2018, 2-1-1 San Diego handled approximately 25,120 utility-related calls and referred 16,903 of those to the aforementioned LIHEAP agencies.

The Expanded CARE Program successfully served approximately 640 facilities and over 7,100 customers in 2018 with a bill discount. The Expanded CARE Program utilized targeted and coordinated outreach via SDG&E's skilled and knowledgeable customer team, including assigned account executives, energy solutions advisors, customer contact center representatives and outreach advisors. These employees worked directly with facilities who may be eligible for Expanded CARE and with Community Based Organizations (CBOs) who work directly with customers who may be eligible.

During 2018, SDG&E shifted CARE funds as allowed, leveraging excess funds in the General Administration category to cover budget overages in the Processing, Certification and Recertification category. A total of \$99,637 was shifted. There was no ESA Program or CARE Program fund shifting activity that occurred that fell outside of the fund shifting rules laid out in Section 20.1 of D.08-11-031, as modified by D.10-10-008, D.16-11-022, and D.17-12-009.

ENERGY SAVINGS ASSISTANCE PROGRAM ANNUAL REPORT

1 ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

SDG&E's ESA Program⁷ offers its low income natural gas and electric customers weatherization services, energy efficient lighting, energy efficient appliances, energy education, and other services at no cost. In recognition of the changes in the energy markets and the environment, as well as the needs of low income customers and the larger community, the California Public Utilities Commission (Commission) updated its policy objectives for the ESA Program in Decision (D.) 07-12-051, stating:

[T]he key policy objective for the LIEE programs, like that of our non-LIEE energy efficiency programs, is to provide cost-effective energy savings that will serve as an energy resource and to promote environmental benefits. We retain our commitment to ensuring the LIEE programs add to the participant's quality of life, which implicates equity, energy affordability, bill savings, and safety and comfort for those customers who participate in the LIEE programs.⁸

To achieve these objectives, the Commission adopted an ESA Program initiative “to provide all eligible LIEE customers the opportunity to participate in LIEE programs and to offer those who wish to participate, all cost-effective energy efficiency measures in their residences by 2020.”⁹

The long-term California Energy Efficiency Strategic Plan (Strategic Plan) lays out two goals in achieving the vision: 1) by 2020, all eligible customers will be given the opportunity to

⁷ The Energy Savings Assistance Program was formerly known as the Low-Income Energy Efficiency Program or “LIEE”.

⁸ D. 07-12-051 at p. 2.

⁹ *Id.*

participate in the ESA Program; and 2) the ESA Program will be an energy resource by delivering increasingly cost-effective and longer-term savings.

On March 28, 2014, Southern California Edison Company (SCE) filed a motion on behalf of itself and other interested parties, requesting an extension of time for the large investor-owned utilities to file their 2015-2017 Applications until January 30, 2015¹⁰ and requesting a one-year bridge funding period.¹¹ The motion stated that bridge funding will afford the investor-owned utilities (IOUs) sufficient time to incorporate those changes in their portfolios without putting the continuity of the ESA Program at risk. In D.14-08-030, the Commission granted the request for one-year bridge funding for program year 2015 to minimize disruption to the ESA and CARE Programs and to allow administrative flexibility to meet any unforeseen program needs during the bridge period, subject to the Commission's adopted fund shifting rules. The IOUs were directed to treat 2015 as the fourth program year and continuation of the 2012-2014 program cycle for fund shifting purposes.¹²

As directed in D.14-08-030, SDG&E filed its Application for the 2015-2017 program cycle on November 18, 2014. The funding for the 2015 program cycle was authorized in D.14-08-030. The Commission also issued D.15-12-024 and D.16-06-018, interim decisions for

¹⁰ Contingent on a Final Commission Decision on Phase II of the issues in A. 11-05-007, et. al. by no later than October 1, 2014.

¹¹ Southern California Edison Company's (U338-E) Motion For An Extension Of Time To File Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets Applications for the Next Program Cycle and for a 2015 Bridge Funding Period, filed on behalf of Pacific Gas and Electric Company (PG&E), Southern California Gas Company (SoCalGas), San Diego Gas & Electric Company (SDG&E), Natural Resources Defense Council (NRDC), The Utility Reform Network (TURN), Office of Ratepayer Advocates, (ORA), Proteus Incorporated (Proteus), The East Los Angeles Community Union (TELACU), Energy Efficiency Council (EEC), Maravilla Foundation, and the Association of California Community and Energy Services (ACCES) (collectively Joint Parties).

¹² D.14-08-030, Ordering Paragraph 3.

program year 2016 to authorize bridge funding until a final decision was rendered by the Commission.

On November 21, 2016 the Commission issued D.16-11-022 which approved SDG&E's Low-Income Application (A.) 14-11-009 filed on November 18, 2014. D.16-11-022 set forth the parameters for the administration of and participation in the ESA and CARE Programs for years 2017 through 2020. The Commission extended the program cycle for these programs from 2017 through 2020 considering the delays resulting in bridge funding decisions, the significant program changes adopted in D.16-11-022, and the changes in electric rate structure as default Time of Use rates are implemented.¹³

On March 24, 2017, the IOUs filed a Joint Petition for Modification (PFM) of D.16-11-022 requesting changes, corrections, and clarifications to the decision. On April 24, 2017, California Housing Partnership Corporation, the Natural Resources Defense Council, and the National Consumer Law Center filed a joint PFM recommending modifications to D.16-11-022. The Commission issued D.17-12-009 resolving the PFM of D.16-11-022 for the ESA and CARE Programs through program years 2017-2020.

This report provides information on SDG&E's ESA Program accomplishments and expenditures for program year 2018. In 2018, the ESA Program treated 21,387 homes, or 100% of the 2018 goal. The program spent \$22,780,528 of its authorized 2018 budget, plus \$115,654 from 2009-2016 unspent funds totaling \$22,896,182. At year end, there was a total of \$8,851,393 in unspent 2018 gas and electric ESA Program funds which represents \$5,931,205 unspent gas funds and \$2,920,188 unspent electric funds. These 2018 unspent funds represent authorized 2018 budget minus 2018 expenditures and does not reflect the dollars in SDG&E

¹³ D.16-11-022, p. 6.

collections in its gas and electric balancing accounts. SDG&E's collections in its ESA Program balancing accounts at 2018 year-end totaled \$37,077,411 in unspent electric and gas funds (represents prior years 2009-2016 unspent funds, plus 2017 and 2018 unspent funds) which represents \$16,299,641 over-collection unspent gas funds and \$20,777,770 over-collection unspent electric funds. Of the noted over-collection, Resolution E-4884 authorized \$12,959,793 to be utilized for specific new initiatives above and beyond the base ESA Programs. The remaining balancing account available funds total \$4,117,618~~3,861,378~~ as outlined in ESA Table 12 in the attachments. D.16-11-022, as modified by D.17-12-009, directs the IOUs to use unspent ESA Program funds to achieve program and policy objectives and to offset future revenue collections.¹⁴ In meeting the Commission's program and policy objectives in 2018, SDG&E exceeded its ESA program homes treated goal and achieved its policy objectives to provide all eligible low income gas and electric customers an opportunity to participate in the ESA program. SDG&E believes the underspending in part is attributed to SDG&E's projection of the measure installations compared to the actual measure installations. It is difficult to determine the measures a dwelling may need until the contractor is at the home to make an assessment. Consistent with Commission directive to offset future revenue collections by using unspent ESA program funds, beginning in January 2019, SDG&E will partially offset its electric revenue collections in the amount of \$10 million¹⁵ using unspent electric funds and partially

¹⁴ Section 5.1.6. in D.16-11-022 and D.17-12-009 states "All current unspent funds shall be utilized to fund program and policy objectives adopted in this decision, and to offset the program collections that would otherwise have been required."

¹⁵ The Commission approved SDG&E Advice Letter 3280-E which requested the electric revenue requirement effective January 1, 2019.

offset its gas revenue collections in the amount of \$10 million¹⁶ using unspent gas funds during the 2019 program year.

1.1 Alignment of Energy Savings Assistance Program with Strategic Plan Goals and Strategy

The long-term Strategic Plan vision for the ESA Program is to have 100% of all eligible and willing low-income customers receive all cost-effective ESA Program measures by 2020. The Strategic Plan lays out two goals in achieving the ESA Program vision: 1) by 2020, all eligible customers will be given the opportunity to participate in the ESA Program, and 2) the ESA Program will be an energy resource by delivering increasingly cost-effective and longer-term savings.

During 2018, SDG&E continued to have great success moving towards the long-term Strategic Plan vision to provide ESA Program measures to all eligible and willing low income customers and to provide cost effective and long-term savings. SDG&E is currently on track to meet its 2020 homes treated goal. In the table below, it reflects the 2018 through 2020 homes treated goal authorized each year for homes receiving first-time treatment. This cumulative 2018 through 2020 goal is 16,540 homes.¹⁷ In 2018, SDG&E treated 7,785 homes out of the total 16,540 first-time treatment and has a total of 8,755 homes remaining to be treated over the 2019 and 2020 program years.

¹⁶ The Commission approved SDG&E Advice Letter 2713-G which requested the gas revenue requirement effective January 1, 2019.

¹⁷ The Commission's Energy Division approved SDG&E Advice Letter 3250-E/2688-G which, among other things, increased the homes treated goal for 2019 and 2020 adding 243 homes per year.

2018 - 2020 Household Treatment Goals

| | Authorized | | | |
|-----------------------------|------------|-------|------|--------|
| | 2018 | 2019 | 2020 | Total |
| First-time Treatment | 11,667 | 4,630 | 243 | 16,540 |

In addition to the goals to serve all eligible customers by 2020, D.17-12-009 authorized changes to the ESA Program design to allow more flexibility to accomplish ESA Program statutory goals and “reduce hardship on low-income customers in a cost-effective manner.”¹⁸ The changes included the inclusion of energy savings targets, the elimination of the three-measure minimum (3MM) rule, the elimination of the go-back rule, removal of measure caps, authorization to leverage CSD multifamily in-unit with ESA Program funds, and the authorization of treating common areas of eligible deed-restricted multifamily properties.

1.1.1 Please identify the IOU strategies employed in meeting Goal 1: Improve Customer Outreach

SDG&E uses various strategies to help target and market to customers and improve customer outreach efforts. In addition to using customer analytics, SDG&E has also built a large network of partnering agencies which have helped in providing customers with valuable information regarding the ESA Program. Additionally, SDG&E has partnered with the IOUs to streamline In-Home Energy Education and training materials for the program, which will make sure there is consistent program messaging to customers throughout the State.

¹⁸ D.17-12-009, page 6.

In the table immediately following, SDG&E has provided the activity for 2018 based upon the Strategic Plan update in 2011 to reflect the long-term strategy implementation plan and timeline.

| Implementation Plan and Timeline | | |
|---|--|--|
| Strategies | Term 2017-2020 | IOU strategy employed this program year |
| 1: Strengthen program outreach using segmentation analysis and social marketing tools. | <ul style="list-style-type: none"> Continue to assess and evaluate customer behavior and energy savings; improve upon outreach to eligible communities. | <ul style="list-style-type: none"> Used a coordinated and integrated mix of general awareness channels, targeted campaigns, and collaborative partnerships. Promoted ESA as the secondary or next best offer to qualifying CARE customers. Completed development of a new statewide energy education booklet that customers receive as part of the in-home assessment. The energy education booklet was the primary tool for this process in 2018. The leave-behind booklet includes information on energy costs and behavioral changes that can lead to a reduction in energy and water costs. It also includes appliance safety tips and information. The booklet is available in both English and Spanish. |
| 1.2: Develop a recognizable and trustworthy Brand/Tagline for the programs. | <ul style="list-style-type: none"> Evaluate progress/refine strategy. | <ul style="list-style-type: none"> In 2018, the IOUs built on the established ESA brand and collaborated on a statewide energy education booklet to continue to drive recognition. The statewide approach ensures that a consistent message is being provided to all ESA customers across the state. A fact sheet was also developed as an insert to provide utility specification information to |

| Implementation Plan and Timeline | | |
|--|--|---|
| Strategies | Term 2017-2020 | IOU strategy employed this program year |
| | | customers. In 2019, SDG&E plans to add research questions to monthly surveys regarding brand recognition. |
| 1.3: Improve program delivery | <ul style="list-style-type: none"> Ongoing: Use information from segmentation analysis to achieve efficiencies in program delivery. Ongoing: Leverage with Local, State, and Federal agencies as well as other organizations to increase seamless coordination, efficiency and enrollment. | <ul style="list-style-type: none"> SDG&E used the most current Athens Research data in conjunction with SDG&E’s recent residential segmentation data to identify high opportunity areas to target for outreach efforts. SDG&E also identified high population density of targeted audiences (i.e., seniors) by zip code and targeted customers within these opportunity areas (in particular, the hard to reach customers) through community-based outreach activities. SDG&E continued to partner with local LIHEAP agencies to leverage enrollment opportunities for the ESA Program. Both local San Diego LIHEAP agencies partner with SDG&E as ESA contractors and leverage enrollment opportunities whenever possible. In January 2018, SDG&E provided CSD with usage information for SDG&E customers who participated in the LIHEAP process. SDG&E also partners with San Diego 2-1-1 to offer ESA Program services when a client is calling to receive support from Local or Federal programs. |
| 1.4: Promote the growth of a trained ESA Program workforce. | <ul style="list-style-type: none"> Implement ESA Program workforce | <ul style="list-style-type: none"> In 2018, SDG&E worked with PG&E, SCE and SCG to begin developing a computer-based |

| Implementation Plan and Timeline | | |
|----------------------------------|---|--|
| Strategies | Term 2017-2020 | IOU strategy employed this program year |
| | education and training. <ul style="list-style-type: none"> • Coordinate ESA Program workforce and service providers with broader market. | training module, which could be utilized statewide. The utilities are targeting a 2019 implementation. <ul style="list-style-type: none"> • SDG&E partnered with the Workforce Education and Training team to offer training to ESA Program contractors. SDG&E also provided ESA Program contractors with information on available trainings relevant to their employees. |

1.1.2 Please identify the IOU strategies employed in meeting Goal 2: Energy Savings Assistance Program is an Energy Resource

SDG&E has leveraged opportunities, both internally and externally, to improved program participation in order to meet the program goals. Through partnerships with local water agencies and state agencies, leveraging internal programs, and the utilization of data analytics, SDG&E maximized opportunities to offer the ESA Program to its customers. In the table immediately following, SDG&E has provided the activity for 2018 based upon the Strategic Plan update in 2011 to reflect the long-term strategy implementation plan and timeline.

| Implementation Plan and Timeline | | |
|---|--|--|
| Strategies | Term 2017 – 2020 | IOU strategy employed this program year |
| 2.1: Increase collaboration and leveraging of other low income programs and services | <ul style="list-style-type: none"> • Continue to expand partnerships with stakeholders and seek new opportunities for data sharing. | <ul style="list-style-type: none"> • SDG&E continued to partner with local LIHEAP agencies to leverage enrollment opportunities for the ESA Program. In addition, SDG&E partnered with San Diego County Water Authority |

| Implementation Plan and Timeline | | |
|---|--|---|
| Strategies | Term 2017 – 2020 | IOU strategy employed this program year |
| | | (SDCWA) to develop a leveraging process for customers receiving water savings measures as part of the ESA Program. Additional information can be found in Section 1.6.4. |
| 2.2: Coordinate and communicate between ESA Program, energy efficiency and DSM Programs to achieve service offerings that are seamless for the customer. | <ul style="list-style-type: none"> Continually reevaluate and update programs to take advantage of new technologies. | <ul style="list-style-type: none"> The ESA Program partnered with the EE and Demand Response (DR) programs to identify opportunities to offer new measures into the program. In 2018, as part of the Mid-Cycle Advice Letter filing, SDG&E proposed the addition of pool pumps and Smart Thermostats for greater energy savings opportunities. |
| 2.3: Provide low income customers with measures that result in the most savings in the ESA Program. | <ul style="list-style-type: none"> Continue to evaluate. Assess opportunities to incorporate new energy efficiency measures into the ESA Program, e.g., plug-load reduction, new HVAC technology. | <ul style="list-style-type: none"> As part of the Mid-Cycle review, and in consideration for the program delivery beyond 2020, SDG&E continued to evaluate opportunities by working with SDG&E energy efficiency engineers, Emerging Technologies staff, and other utilities to identify opportunities to provide customers with greater energy savings. |
| 2.4: Increase delivery of efficiency programs by identifying segmented concentrations of customers. | <ul style="list-style-type: none"> Continue to evaluate. Evaluate approach and determine whether additional segments are needed. | <ul style="list-style-type: none"> SDG&E used Residential Segmentation data overlaid with the Athens Research Study to effectively identify customers and manage the program. See Section 1.3 for detailed Market Segmentation information. |

1.2 Energy Savings Assistance Program Overview

1.2.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D. 14-08-030, D. 16-11-022, and D. 17-12-009:

| Program Summary | | | |
|------------------------------|---|---------------|----------|
| | Authorized Budget / Planning Assumptions | Actual | % |
| Budget ¹⁹ | 33,744,223 | 22,896,182 | 68% |
| Homes Treated | 21,332 | 21,387 | 100% |
| kWh Saved | 6,560,000 | 5,514,622 | 84% |
| kW Demand Reduced | 2,148 | 3,627 | 169% |
| Therms Saved | 380,000 | 178,048 | 47% |
| GHG Emissions Reduced (Tons) | 5,831 | 4,075 | 70% |

1.3 Marketing, Education, and Outreach

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

SDG&E understands the importance of customer segmentation, as it enables SDG&E to identify hard-to-reach customers and gain insights to barriers and solutions. When organizing SDG&E’s residential population into detailed profiles of individual segments, there are several ways to describe them by energy-related attitudes and behaviors, including: demographics, energy conservation behaviors, media consumption habits, lifestyle preferences, mobile usage, propensity to engage and more.

¹⁹ Commission Disposition Letter dated December 27, 2018 approved SDG&E Advice Letter 3250-E/2688-G which updates 2018 authorized budgets (based budget plus unspent funds), homes treated, and energy savings.

SDG&E used a variety of factors to help identify customers that are more likely to qualify for the ESA Program. These include using the most current Athens Research Study and SDG&E's recent Residential Segmentation model. The purpose of the refresh was to modernize SDG&E's residential customer segments to account for market changes and ever-changing customer dynamics. This segmentation allowed for targeted messaging to customers with high potential for eligibility. Likewise, the utilization of customers' preferred channels of communication enabled SDG&E to drive customer enrollment. A series of communication tactics such as direct mail, outbound calling, and door-to-door canvassing were deployed to potentially eligible customers within specific neighborhoods. In addition, SDG&E's branch office locations continue to provide customers with the ability to apply for the ESA Program.

An example of this multi-touch integrated approach is the 2018 ESA Program targeted marketing campaign in which SDG&E sent 115,666 emails and/or direct mail postcards to currently enrolled CARE customers, encouraging them to save more through the ESA Program. SDG&E then provided a canvassing list from the direct mail list to its three ESA Program outreach contractors, providing ESA Program penetration rates and PRIZM10 code information for each zip code. See Appendix A for a sample of this campaign.

SDG&E's outreach team engaged its network of more than 250 Energy Solutions Partners, made up of CBOs, to reach specific geographic areas and multicultural communities. These partners were established based on zip code data that was obtained to identify organizations that were in areas within the low-

income population and in various pockets throughout San Diego. These areas include harder to reach rural, multi-cultural / multi-lingual and special needs communities. The ability for CBOs to penetrate these harder to reach customer segments was very valuable in securing enrollments. These partner organizations have established relationships and trust with their communities, so SDG&E coordinated tactics with the CBOs to promote its CARE, Family Electric Rate Assistance (FERA), and ESA Programs to their customers, leading to more enrollment opportunity. These tactics included presentations, events, workshop trainings and messaging to help increase awareness and to drive enrollments in the ESA Program. As part of its customer engagement outreach plan, SDG&E educated its partners with training materials on the ESA Program, including utilizing the CARE, FERA, and ESA Programs' online enrollment process to help streamline the enrollment process for their organization. The Energy Solutions Partner Network²⁰ leveraged both traditional messaging (e-mail, newsletters, direct mail) and social media (Facebook, Twitter) platforms to effectively deliver tailored messages to customers from organizations they are aligned with and trust. SDG&E also worked with our Energy Solutions Partners to provide education and engagement opportunities at over 750 presentations and events throughout its service territory. At the events with multicultural/multilingual partners or communities, SDG&E secured bilingual representatives to communicate

²⁰ SDG&E's Energy Solutions Partner Network consists of over 250 local, grassroots and community based organizations.

effectively with non-English speaking customers who often represent SDG&E's hardest-to-reach populations.

1.3.2 Provide a summary of the customer segmentation strategies employed (i.e. tools and analysis used to identify customers based on energy usage, energy burden and energy insecurity) and how these customer segments are targeted in the Whole Neighborhood Approach to program outreach.

SDG&E continued to utilize its Residential Segmentation data overlaid with the Athens Research Study. Using this information, SDG&E has distinct segments among residential customers based on various factors such as:

- Perceived ability and willingness to take action to change energy consumption patterns and behaviors;
- Motivations for adopting new behaviors, including underlying values that drive decisions;
- Attitudes toward energy efficiency and environmental issues;
- Affinity for new technologies and energy management tools;
- Technology and communication tools used (internet, smart phones, etc.); and
- Limited or specialized communications needs and preferences.

SDG&E continued to use the creative execution in 2018 that was newly developed for its 2017 campaign. The 2018 campaign focused on informing qualified customers on how they can save on their energy through an emotional connection with customers by giving them one less thing to worry about. The campaign ran in English, Spanish and Asian languages and included TV (live plus streamed), newspaper, digital (including paid search), email, direct mail and bill inserts.

SDG&E Outreach and Assessment contractors also utilized target segmentation to develop lead lists. These lists are utilized to canvass neighborhoods and provide a “whole neighborhood approach” during canvassing efforts.

1.3.3 Describe how the current program delivery strategy differs from previous years, specifically relating to Identification, Outreach, Enrollment, Assessment, energy Audit/Measure Installation, and Inspections.

Outreach and Enrollment Strategies:

In 2018, outreach and enrollment strategies remained similar to 2017, utilizing a mix of strategies to focus on first-touch customers and customers eligible for retreatment. SDG&E continued to focus on customers with the most opportunity to benefit from retreatment, those enrolled prior to 2009 higher users, and customer who received some ESA Program measures in the past but did not receive full weatherization. SDG&E also continued to focus on converting more enrollments to weatherization and noticed a significant improvement in weatherization conversion rates, with over 40% of enrollments receiving full weatherization.

In-Home Education Strategies:

In compliance with D.16-11-022 and D.17-12-009, SDG&E worked with the other IOUs to develop collateral materials for the new statewide In-Home Education and contractor training collateral materials. The goal was to have consistent program delivery from all participating ESA Program contractors statewide. The IOUs developed individual utility inserts for information specific to their respective utility, such as My Account which is specific to SDG&E. The

materials were developed in English and Spanish languages and five additional languages, Chinese, Vietnamese, Hmong, Korean and Russian. Feedback from contractors on the new format has been positive.

In 2018, the utilities continued to work on statewide contractor training modules and anticipate completing the modules in early 2019.

Audit/Measure Installation:

In D.16-11-022 and D.17-12-009, SDG&E received Commission approval to offer several new measures in the ESA Program. Those new measures included, low emission diode (LED) lighting, Tier II smart power strips, heat pump water heaters, energy efficient fan controllers, thermostatic tub spouts, and prescriptive duct sealing. SDG&E began integrating these measures into the program in 2017, however challenges were identified that impacted the ability to offer some of the measures as planned. During 2018, SDG&E contractors were challenged in identifying opportunities to install the heat pump water heater measure, and the prescriptive duct sealing measure proved to be too costly to implement as intended. Additionally, thermostatic tub spouts have been slow to integrate due to contractor hesitation to change-out the tub spout. In 2018, SDG&E continued to work with the product vendor and participating ESA Program contractors to improve opportunity for the installation of the measure in order to maximize the energy savings provided to customers. The product vendor has been working on improving product installation training based on statewide field findings and will be providing updated contractor training in 2019.

1.3.4 Track Costs of AB 793 related Energy Management Technologies programs (identify all of the programs or initiatives that will be able to benefit from the availability of the end-use and electric usage profiles, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings' cost-effectiveness decision-making), including costs for Energy Education

SDG&E is currently in the process of determining the benefits of end-use and usage profiles for energy education, TOU, and Advanced Metering Infrastructure related to energy management technologies. AB 793, among other things, directs the IOUs to incorporate energy management technologies into the ESA Program measure offerings.²¹

The following activities were conducted in 2018 related to energy management technologies and costs through the ESA Program have been reflected.

Energy Education:

In 2018, SDG&E, Pacific Gas and Electric Company (PG&E), SCE, and SoCalGas collaboratively developed a statewide energy education booklet, with each utility paying the printing cost for any new booklets needed by their respective contractors. SDG&E program contractors were instructed to transition to the new booklet once stock was depleted. In December 2018, SDG&E program contractors began ordering the new booklet, however those cost were incurred in 2019. The new booklet also included more targeted utility specific materials such as energy management information that was developed by each individual IOU. As part of In-Home Education, contractors are required to offer

²¹ D.17-12-009, Section 4.5.

My Account enrollment to customers and help walk the customer through the enrollment process. The SDG&E contractors walk customers through “Manage your energy use and save” leave behind, which includes information on My Account, benefits, smart home appliances and devices information, and Reduce Your Use rewards.

Time of Use:

Also, as described in Section 1.12.1 below, SDG&E began implementation of the Time of Use (TOU)/Smart Thermostat pilot (Pilot) to identify if Smart Thermostat technology can help customers manage their usage as they are transitioned to TOU rates.

On July 16, 2018, SDG&E filed Advice Letter 3250-E/2688-G, which requested authorization to include the Smart Thermostat measure as part of the ESA Program offering. On December 27, 2018, the Commission approved SDG&E’s Advice Letter 3250-E/2688-G with modifications approving the installation of Smart Thermostats through 2020, anticipating information from the above mentioned Pilot to help determine if Smart Thermostats are helpful as an energy management tool. In 2019, SDG&E will begin integrating the Smart Thermostat measure as part of the ESA Program offering. The cost of the Pilot through December 2018 was \$11,076. SDG&E anticipates most of the cost will be incurred in 2019.

End Use Load Profiles:

A Request for Proposals (RFP) for a vendor to provide load disaggregation services was released in March 2018. A contract was signed with

the selected bidder, Ecotagious Inc., in November 2018. The project scope is divided into two phases. Phase one will produce end use load profiles and a segmentation report for a sample of CARE customers in the PG&E, SCE and SDG&E service areas. Phase two will expand the analysis to a wider group of customers and provide delivery of results to customers and ESA contractors. The statewide group meets biweekly. In 2018, three milestones were met: the contract was signed, the project plan for phase 1 was finalized, and the customer segmentation design was completed. The results for phase 1 are expected by mid-year 2019. The costs incurred for this project in 2018 are shown in the following table.

Load Disaggregation Services Contract Costs for 2018

| Total Costs Incurred in 2018 | PG&E Portion (43.7%) | SCE Portion (46%) | SDG&E Portion (10.3%) |
|-------------------------------------|---------------------------------|--------------------------|----------------------------------|
| \$160,000 | \$69,920 | \$73,600 | \$16,480 |

1.4 Energy Savings Assistance Program Customer Enrollment

1.4.1 Distinguish between customers treated as “retreated or go backs” and “first touch” customers so that the Commission has a clear idea of how many new customers the IOUs are adding to the Energy Savings Assistance Program.

In 2018, SDG&E’s ESA Program treated a total of 21,387 homes, of which 7,785 were first touch homes and 13,602 were retreatment home. The details regarding the homes treated can be found in ESA Program Table 2 of this report.

1.4.2 Please summarize new efforts to streamline customer enrollment strategies, including efforts to incorporate categorical eligibility and self-certification.

SDG&E used categorical eligibility and targeted self-certification for customers in identified low income areas based on PRIZM codes. Additionally, SDG&E leveraged CARE post-enrollment verification income documents, including CARE high users, to enroll ESA Program qualified customers. The ESA Program implemented a new system in 2018 which continued integration efforts between the CARE and ESA Programs. While new efforts were not initially implemented in 2018, the new system will allow additional opportunities to improve leveraging between the ESA Program and other EE programs in the future. Those opportunities will be evaluated and prioritized to make sure the values of the automation are appropriate.

1.4.3 If the IOU has failed to meet its annual goal of number of households served, please provide an explanation of why the goal was not met. Explain the programmatic modifications that will be implemented in order to accomplish future annual goals of number of households served.

In 2018, SDG&E exceeded its homes treated goal of 21,332 as directed in D.17-12-009, by treating 21,387 homes.

1.5 Disability Enrollment Efforts

1.5.1 Provide a summary of efforts to which the IOU is meeting the 15% penetration goal.

In 2018, SDG&E conducted outreach efforts with organizations serving disabled customers (listed below) to help improve ESA Program engagement. Throughout the year, SDG&E partnered with these organizations in nearly 40 events and presentations reaching over 1,900 customers. These events and

presentations took place to educate staff and volunteers of these organizations so they in turn, can help those in the community that utilize their services. Events were also held in partnership with these organizations to reach out directly to the communities they serve. Additional information about these organizations and our joint efforts can be found in the following sections below. SDG&E partnered with the following organizations in an effort to better reach disabled customers:

- 2-1-1 San Diego
- Access to Independence
- County Health and Human Services Agency
- Deaf Community Services
- Elder Help
- Foundation for Senior Care
- Horn of Africa
- Julian Cuyamaca Resource Center
- La Jolla Community Center
- La Maestra
- Lawrence Family Jewish Services
- Mamas Kitchen
- Meals on Wheels
- North County Health Services
- Park Avenue Health
- St. Madelein Sophie's Center
- Unions of Pan Asian Communities (UPAC)

1.5.2 Describe how the Energy Savings Assistance Program customer segmentation for ME&O and program delivery takes into account the needs of persons with disabilities.

SDG&E's ME&O activities are designed to specifically support the needs of customers with disabilities. SDG&E has worked diligently to partner with various CBOs, including nonprofit organizations, community clinics, and county/city agencies that provide direct services to this customer segment providing education and engagement opportunities in support of the ESA Program. Partner segments with outreach activities include:

- Hearing & Vision

- I. San Diego Center for the Blind.

- Delivered presentations about SDG&E's energy solutions and services that include low income and Medical Baseline Programs in English and Spanish languages.

- II. Deaf Community Services

- Resource initiatives and programs that affect or benefit the deaf community in SDG&E's service territory.

- a. Provided an annual in-service presentation at one of the organization's monthly staff meetings listing out a comprehensive overview of:

- i. Programs, services, and online resources.

- ii. Residential rebates, initiatives, energy savings tips, and programs.

- b. Participated with a booth at Deaf Community Services annual Deaf Festival.

- c. Hosted Deaf Community Services at SDG&E's annual partner roundtable that included a sign-language interpreter where SDG&E provides another opportunity to learn about all the services available to residential customers.

- d. On a monthly basis all Deaf & Community Services marketing materials are shared through all of its communication channels.
- e. Worked with Deaf & Community Services to produce short news videos in American Sign Language (ASL) and closed captioning to help reach out to their stakeholders and patrons.

III. Mental & Health & Services Several Energy Solutions Partners offered services targeting mental health.

- a. Partners attended SDG&E Partner Roundtable events.
- b. SDG&E conducted presentations to partners on CARE, FERA and ESA Programs.
- c. Monthly messages posted on social media.

IV. Senior Centers

- a. Outreach Advisors conduct presentations to the Senior Centers throughout San Diego with information on SDG&E's programs.

1.5.3 Identify the various resources the IOUs utilize to target the disabled community and the enrollments as a result:

SDG&E's ME&O communications are designed to specifically address the communication needs of its customers with disabilities as detailed below.

For customers with visual impairments, SDG&E has provided large-font printed collateral materials and provides program information booklets in Braille. In 2018, SDG&E updated and refreshed the Braille booklet with the most up-to-date energy saving tips and resources.

For customers with hearing impairments, SDG&E worked with its CBO's to produce videos in ASL and closed-captioning to promote SDG&E's ESA Program.

In addition, SDG&E has partnered with several CBO's serving customers with special needs to actively promote the ESA Program. The list of those organizations are in Section 1.5.1 above.

These partners provide customized messaging through email, e-blasts, newsletters, social media posts like Facebook and Twitter, as well as at events, workshops and training with the organization's staff. These efforts led to 8% of SDG&E's ESA Program enrollments identified as disabled customers for 2018.

1.5.4 If participation from the disabled community is below the 15% goal, provide an explanation why:

In 2018, SDG&E's disabled enrollment numbers totaled 8%. As in previous years, the challenges with reaching this goal is in part because of the limitation in how identification of a disabled customer takes place. Customers are not required to provide disability status, and often customers are not comfortable doing so. Contractors are reliant on the customers providing that information, or by using visual indicators, which may not be visually apparent. As done in previous years, SDG&E continued to partner with local organizations serving disabled customers, such as Deaf Community Services, 2-1-1 San Diego, and others to help increase enrollments within its service territory. To help support future efforts, SDG&E began partnering with the National Braille Press to provide translation for the Statewide Energy Education booklet into Braille. Copies will become available to partnering agencies in 2019.

1.6 Leveraging Success, Including LIHEAP

Decision 08-11-031 defines leveraging as “an IOU’s effort to coordinate its ESA Programs with programs outside the IOU that serve low income customers, including programs offered by the public, private, non-profit or for-profit, local, state, and federal government sectors that result in energy

efficiency measure installations in low income households”. Progress will be measured by tracking the following criteria:

- **Dollars saved:** Leveraging efforts are measurable and quantifiable in terms of dollars saved by the IOU (shared/contributed/donated resources, elimination of redundant processes, shared/contributed marketing materials, discounts or reductions in the cost of installation, replacement, and repair of measures, are just some examples of cost savings to the IOU).
- **Energy savings/benefits:** Leveraging efforts are measurable and quantifiable in terms of home energy benefits/savings to the eligible households.
- **Enrollment increases:** Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served.

1.6.1 Describe the efforts taken to reach out and coordinate the Energy Savings Assistance Program with other related low-income programs offered outside the IOU that serve low income customers.

SDG&E has established partnerships with over 250 organizations in the community. These partners include Women, Infant and Children (WIC) agencies, Catholic Charities, 2-1-1 San Diego, and many more similar agencies. As part of the intake process, 2-1-1 San Diego enrolls the customer in CARE and FERA and also offers leads to the ESA Program. Over 170 customers were enrolled in the ESA Program from SDG&E partnership efforts in 2018.

SDG&E has also coordinated collaboration efforts between the Solar on Multifamily Affordable Housing (SOMAH) and the ESA Program multifamily (MF) Common Area Measure (CAM) initiative. SDG&E’s single point of contact (SPOC) began facilitating meetings in 2018 to establish a process that will leverage leads across both programs; once the SOMAH Program launches in 2019 SDG&E expects to see great success out of this collaborative process and will begin tracking the enrollments from this leveraging effort.

As directed in D.17-12-009, SDG&E entered into a Non-Disclosure Agreement with the Single-family Affordable Solar Homes (SASH) Program Administrator, currently GRID Alternatives, to provide lists of owner-occupied single-family households that have completed the ESA Program requirements of the CARE Program high usage process. Additional information regarding this effort is provided in Section 1.7.6 below.

1.6.2 In addition to tracking and reporting whether each leveraging effort meets the above criteria in order to measure the level of success, please describe the Other Benefits resulting from this particular partnership not captured under the 3 criteria described above.

SDG&E's robust network of local agency partnerships helped the utility promote programs and services offered quickly and efficiently to customers in need. Partnerships with organizations such as 2-1-1 San Diego also helped streamline the enrollment processes for the programs and increased the ability of customers to receive comprehensive services, from payment assistance to ESA Program measure installation, providing for a simplified customer experience.

1.6.3 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented for this program year? What was the result in terms of new enrollments?

SDG&E has been working closely with local LIHEAP agencies to improve leveraging opportunities between CSD's LIHEAP and the ESA Program. The agencies are leveraging LIHEAP payment assistance customers as the leads for ESA Program treatment efforts. In 2018, LIHEAP contractors enrolled over 856 LIHEAP participants in the ESA Program, demonstrating that the current leveraging efforts are working (see ESA Table 14 included in this report). This effort helped reduce cost associated with outreach, and reduced cost of

verification by leveraging the LIHEAP income verification process which occurs at the time the customer receives payment assistance.

Over the course of 2017 and continuing into 2018, SDG&E worked with CSD to finalize Non-Disclosure Agreements to provide customer usage information for customers treated by CSD. In December 2017, SDG&E received the first data request from CSD for usage data. SDG&E compiled the data and submitted it to CSD on January 30, 2018. The data sharing activity frequency will be annually and will be submitted by CSD. In December 2018, SDG&E received a second data request from CSD and SDG&E provided the response to CSD in early January 2019. SDG&E was in discussion with CSD on developing an application-programming interface (API), which would automate the data exchange process between SDG&E and CSD and allow for greater frequency of the data exchange. Given current frequency and volume of data, the current process for providing the data is efficient and cost effective. Automating the process using an API can be discussed further should the frequency, data volume or other factors be identified that would justify the cost to implement an API.

In SDG&E's Advice Letter 3250-E/2688-G, it included plans on coordination efforts with local LIHEAP agencies to support customers with non-IOU fuels with high-energy burdens. As part of the long-standing partnerships with local LIHEAP payment assistance agencies, these organization support customers by offering various payment assistance programs available and maximizing measures offered through the ESA Program and LIHEAP. This

partnership also allows for the installation of measures to renters that may not be available through the ESA Program.

1.6.4 Describe the coordination efforts with water agencies or companies (wholesalers or retailers).

In 2017, SDG&E and San Diego Water County Water Authority (SDWCA) began developing a plan to improve partnership efforts between the two organizations. The partnership between SDG&E and SDWCA is known as the Water Energy Partnership (WEN) and its purpose is to provide increased incentives (water and energy) through a simplified process by using one contractor to install measures for both. Additional benefits include streamlined communications and marketing efforts, increased installation of measures for larger savings, and improving the ability to use available funds to benefit the customer.

In June 2018, the SDCWA and SDG&E entered into an agreement to implement a residential low-income water-energy collaboration. This effort allows SDCWA to augment ESA Program funding for certain measures that save both energy and water, thereby expanding the number of customers served and the amount of energy and water saved. Additionally, SDG&E and SDCWA leverage outreach opportunities to raise awareness of their respective programs. SDCWA promoted the ESA Program as part of their customer education efforts, while SDG&E included SDCWA water saving educational materials as part of the In-Home Education process under the ESA Program. This collaboration will continue through December 31, 2020. SDG&E will work with other water agencies within its service territory to explore other opportunities for leveraging.

In December 2018, SDG&E provided SDCWA with information on water measures installed for ESA Program customers. SDCWA is in the process of reconciling the customer information with their records to identify which customers are within their water district. Once that information has been reconciled, SDCWA will rebate SDG&E for the eligible water measures installed through the ESA Program.

In 2018, SDG&E expanded its work with Moulton Niguel Water District (MNWD) by initiating discussions to expand the WEN initiatives forged with SDCWA into MNWD's service territory. SDG&E's 2018 work included in-person planning meetings, program design, and contracting. Implementation is expected in 2019.

1.7 Integration Success

Per D.08-11-031:

“Integration constitutes an organization's internal efforts among its various departments and programs to identify, develop, and enact cooperative relationships that increase the effectiveness of customer demand side management programs and resources. Integration should result in more economic efficiency and energy savings than would have occurred in the absence of integration efforts.”

1.7.1 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the CARE Program.

The CARE and ESA Programs have had extensive coordination efforts in place over the past several years which are intended to simplify the enrollment process and eliminate duplication of efforts by customers. Efforts include but are not limited to: leveraging income documents information to simplify enrollment for customers, a single online application form for the CARE and ESA Programs, and CARE enrollment on the ESA Program agreement forms. SDG&E's

Customer Outreach team also coordinates outreach opportunities when working with contractors and customers in the community. These efforts continued in 2018.

1.7.2 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Energy Efficiency Residential Program.

Within the residential energy efficiency portfolio, SDG&E works to minimize confusion that property owners/managers may have regarding various program participation and eligibility requirements through the Single Point of Contact for multifamily properties (MF SPOC.) The MF SPOC approach was authorized in D.16-11-022 to provide a one-stop shop for MF property owners and managers. The SPOC leverages the current list of residential energy efficiency measure offerings available through the Multifamily Energy Efficiency Rebate (MFEER) Program, Comprehensive Mobile Home Program (CMHP), California Advanced Homes Program (CAHP), and Energy Upgrade California Multifamily (EUC MF) Program in addition to all of the common area and tenant focused measures offered through the ESA Program. When the SPOC evaluates multifamily properties, internal analytics are used to help determine the likelihood of ESA Program eligibility for tenants while also working to support enrollment efforts in SDG&E's bill assistance programs, such as CARE, FERA, and the Medical Baseline Programs.

Through this SPOC approach, SDG&E also facilitates multifamily property participation in other internal SDG&E programs, such as the electric vehicle Power Your Drive Program. The SPOC also coordinates collaboration efforts between the SOMAH program administrator and ESA Multifamily

Common Area Measure (ESA MF CAM) initiatives so that leads are leveraged across all programs that are relevant to the customer.

The SPOC coordinates all common area and in-unit enrollments across low income and energy efficiency programs so that they appear to be one comprehensive whole building approach from the participant's perspective. The SPOC approach also allows for better visibility into what is and is not working by identifying areas where refinements in the programs may be needed to improve property owner/manager satisfaction with utility programs. In 2019, SDG&E plans to implement similar collaboration efforts across other programs in order to maximize property owner touchpoints being made by program implementers.

1.7.3 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Energy Efficiency Government Partnerships Program.

See Section 1.6.4 describing the current partnership with the SDCWA.

1.7.4 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with any additional Energy Efficiency Programs.

As described above, SDG&E's MF SPOC coordinates efforts targeted toward multifamily properties for energy efficiency programs. In cases where a multifamily property's common area meter is on a non-residential (commercial rate,) the SPOC is able to leverage non-residential energy efficiency programs to provide a property owner additional energy efficiency options, including Business Energy Solutions (BES) Program, Energy Efficiency Business Rebate (EEBR) Program, Energy Efficiency Business Incentive (EEBI) Program, the Midstream Lighting Program, and the On-Bill Financing (OBF) Program. The process for intake and qualification for the non-residential energy efficiency offerings is the

same as the residential programs, allowing for a seamless and simple customer experience.

1.7.5 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Demand Response programs, including successes in Air Conditioning Cycling or other Demand Response programs.

On May 3, 2018, the Commission approved SDG&E's Advice Letter 3197-E/2655-G to implement the PCT or Smart Thermostat TOU Pilot directed in D.17-12-009. The objective of the pilot is to explore and evaluate whether a PCT paired with a mobile application impacts the behavior of high usage customers as they transition to TOU. As part of this effort, the SDG&E internal ESA Program and Demand Response (DR) program teams coordinated closely to capture lessons learned from installations of PCTs as part of the DR program. Additionally, DR and EE program data was shared to support targeting efforts and to minimize targeting of customers who have previously received a PCT or a rebate for the installation of a PCT.

1.7.6 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the California Solar Initiative Programs.

As mentioned in Section 1.6.1, SDG&E began collaborating with the SOMAH program administrators to develop opportunities to coordinate enrollment with ESA MF CAM. Additionally, SDG&E continued to work with GRID Alternatives, the SASH Program Administrator, to provide them a list of CARE High Energy User (HEU) customers who had participated in the ESA Program. The referrals contained contact information, including: customer of record, address, phone number, preferred language, household size and income.

Customers are notified that they may be contacted by GRID Alternatives as part of the CARE approval letter received once the customer has completed the HEU verification process. In 2018, SDG&E experienced some delays in getting the monthly list to GRID Alternatives due to a new system implementation. SDG&E communicated the issues to GRID Alternatives and provided information to them retroactively to make sure they received all relevant data.

1.7.7 Provide the number of referrals to the Single Family Affordable Solar Homes Program Administrator.

In 2018, SDG&E provided GRID Alternatives with 201 referrals of ESA Program participants identified as CARE Program high users. SDG&E did not receive any follow-up inquiries from GRID Alternatives on the information provided.

1.8 Workforce Education & Training

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

In 2018, SDG&E provided email notifications to ESA Program contractors with relevant workforce, education, and training (WE&T) that may benefit their staff. Contractors can take advantage of classes offered and are encouraged to do so.

Additionally, in September and December 2018, SDG&E notified its ESA Program inspectors and ESA Program contractors of a training opportunity for Natural Gas Appliance Testing (NGAT). Over 20 participants attended the training. The training consisted of two parts, both classroom and field.

Participants took a pre and post-test to assess their knowledge achieved from the

NGAT training. The training was a refresher course for the existing NGAT contractor staff to ensure proper NGAT protocols and best practices are consistently practiced across contractors. The ESA Program contractors were also provided an overview of how properly operating appliances can provide additional energy efficiency benefits. This was the first time this training has been offered directly by SDG&E.

1.8.2 Please list the different types of training conducted and the various recruitment efforts employed to train and hire from the low income energy efficiency workforce.

See above section for training conducted.

SDG&E contractors utilize various business development organizations as part of recruitment and hiring efforts. San Diego Workforce Partnership, San Diego Health and Human Services, San Diego Community College are just some of the organizations that are utilized to find workforce resources for the ESA Program. With the low employment rates, these organizations are helpful in providing needed resources to successfully implement the ESA Program.

1.9 Legislative Lighting Requirements Status

1.9.1 Provide a summary on current and future CFL supply issues, as experienced by the IOU. Any current / future problems as well as potential solutions should be discussed in this paragraph.

Effective January 1, 2018, compact fluorescent lamps (CFLs) were no longer offered through the ESA Program pursuant to D.16-11-022. Therefore, SDG&E did not offer this measure in 2018.

1.9.2 Provide a summary explaining how IOU promotes the recycling/ collection rules for CFLs.

See Section 1.9.1 above. SDG&E did not offer CFLs in 2018 and no recycling provisions were provided.

1.9.3 Complete Table 15 (in Appendix). In addition, please briefly summarize the CFL procurement process for the IOU, including manufacturers, distributors, warehousing, and contractor delivery.

See Section 1.9.1 above. SDG&E did not offer CFLs in 2018.

1.10 Studies

1.10.1 For each Study, provide 1) a summary describing the activities undertaken in the study since its inception; 2) the study progress, problems encountered, ideas on solutions; and 3) the activities anticipated in the next quarter and the next year.

D.16-11-022 authorized three statewide studies: A Low-Income Needs Assessment (LINA), an ESA Impact Evaluation, and a Non- Energy Benefits (NEBs) study. In addition, the Decision authorized funding for a low-income component of the Statewide Energy Efficiency Potential Study, and for local “rapid feedback” research. Each of these is discussed below.

Statewide Low-Income Needs Assessment (LINA) Study

The LINA Study is mandated to be conducted every three years per AB 327 and Public Utilities Code Section 382(d). During 2018 the following activities took place: Research Into Action was selected through a competitive bidding process in January 2018. A research plan was developed during Q1 of 2018 and presented at a public workshop on May 3, 2018. Data collection plans and instruments were developed over the course of Q2-Q4 2018, and Research into Action began collecting data in December 2018. Data collection will

continue in 2019 along with analysis and reporting. The draft report is expected to be completed and presented in a public workshop by Q4 2019. The study is on track to be completed by December 2019.

ESA Energy Savings Impact Evaluation

Following a competitive solicitation, the contract for this study was awarded in February 2016 to DNV GL, pending authorization of the study which was granted in D.16-11-022. SoCalGas is the contracting IOU. Activities during 2018 include the following: Preliminary Phase 1 results were provided in March 2018 and then updated in June 2018. These were used in the Midcycle Advice Letter at the direction of the Energy Division. Additional analysis for Phase 2 took place in the second half of 2018, incorporating another year of ESA measure installation data into the dataset and revising the results. Final Phase 2 results were provided in Q1 2019, and a Draft Report for the study was presented in a public webinar in Q2 2019.

ESA Non-Energy Benefits Study

The scope of work for the ESA NEB Study was developed in consultation with the ESA Cost Effectiveness Working Group in 2017 as directed in D.16-11-022. An RFP for the study was issued in March 2018 and Skumatz Economic Research Associates was chosen as the study contractor. A project initiation meeting was held on August 24, 2018 and a Draft Research Plan was presented during a public webinar on October 12, 2018. Results are expected in early 2019 and will be presented in a public webinar in Q2 2019.

Low Income Component of the Energy Efficiency Potential Study

This study is managed by the Energy Division. No work was completed on this study by the IOUs in 2018.

Rapid Feedback Local Research

No work was initiated with this funding in 2018.

D.16-11-022 and D.17-12-009 Evaluation Requirements

Ordering Paragraph 52 of D.17-12-009 states “Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall apply the latest version of the Energy Division & Program Administrator Energy Efficiency Evaluation, Measurement and Verification Plan for the oversight, formation, description, tracking, review and approval, and initiation of their Evaluation, Measurement and Verification efforts. The utilities should update its impact evaluations to be in accordance with the guidelines established within this decision.”

In accordance with this direction, the IOUs have been working with the Energy Division on the approved statewide studies as described in the sections above. Draft and final research plans for each of the studies were posted on the Commission’s public document website and noticed to the applicable service list. A webinar was held for each study to present the research plan and discuss with interested parties and encourage them to post written comments on the draft documents which were then considered for the final documents. Furthermore, for each ongoing study the IOUs met regularly with Energy Division to discuss progress and to resolve any issues.

Table 1.10.1: D.16-11-022 and D.17-12-009 Approved ESA Studies

| Study | Lead Consultant | Contracting IOU | Project Initiation | Project Completion | Statewide Budget ¹ | SDG&E Budget |
|---|----------------------|-----------------|--------------------|--------------------|-------------------------------|--------------|
| 2019 Statewide LINA | Research Into Action | SCE | 2/14/2018 | 12/2019 | \$500,000 | \$75,000 |
| PY2015 Statewide ESA Impact Evaluation | DNV GL | SoCalGas | 1/26/2017 | 2019 | \$550,000 | \$82,500 |
| Statewide NEBs Study | SERA | SDG&E | 8/24/2018 | 2019 | \$150,000 | \$22,500 |
| ESA Portion of the Statewide Energy Efficiency Potential Study ² | Navigant | CPUC, Not IOU | 2/2019 | 12/2019 | \$300,000 | \$45,000 |
| Rapid Feedback Research & Analysis ³ | TBD | SDG&E | TBD | TBD | N/A | \$200,000 |
| Total | | | | | \$1,500,000 | \$425,000 |

¹ This amount represents the total Joint Utility study budget, authorized in D.16-11-022. The authorized Joint Utility budget split for all studies is: PG&E--30%, SCE--30%, SCG--25%, and SDG&E--15%.

² Energy Division is the contracting administrator for the Potential study.

³ Rapid Feedback Research & Analysis is not a statewide study. Each IOU has its own budget with which to propose research. During 2018, no rapid feedback studies or analyses were initiated by SDG&E.

1.10.2 If applicable, submit Final Study Report describing: (1) overview of study; (2) budget spent vs. authorized budget; (3) final results of study; and (4) recommendations.

No study reports were finalized in 2018.

1.11 Pilots

1.11.1 For each Pilot, provide 1) a summary describing the activities undertaken in the study since its inception; 2) the study progress, problems encountered, ideas on solutions; 3) the activities anticipated in the next quarter and the next year; and 4) Status of Pilot Evaluation Plan (PEP).

On May 3, 2018, SDG&E received approval of Advice Letter 3197-E/2655-G for the PCT or Smart Thermostat TOU Pilot, ordered in D.17-12-009.

The goal of the pilot is to explore and evaluate whether a PCT paired with a mobile application impacts the behavior of high usage customers as they

transition to TOU. The Pilot will have a Treatment Group, which will receive a Smart Thermostat and transition to TOU, and a control group, which will transition to TOU but will not receive the Smart Thermostat. All customers will receive three surveys and will be compensated for their participation in the Pilot.

In 2018, SDG&E completed recruitment efforts, which included email campaigns and direct mail to CARE and FERA customers with higher energy use. Customers responding to the campaigns received a follow-up call to confirm their interest and to enroll them in the Pilot. Recruitment efforts did not yield the results SDG&E anticipated. Recruitment efforts for the Pilot were challenged by the short implementation timeline and by SDG&E's rollout of TOU rates to the residential market pursuant to D.15-07-001.²² SDG&E began pulling customers for the rollout in December 2018, therefore the target list of customers for the pilot needed to be completed prior to that date. As of the end of 2018, SDG&E's final recruitment efforts resulted in 168 potential participants rather than the 600-1000 participants originally anticipated. Similar recruitment challenges were experienced by the other IOUs. As a result of the limited participation, the pilot may not be able to provide statistically significant results on differences in consumption or energy shifting; however, the qualitative findings are still expected to be informative and valuable for program planning.

In October 2018, PG&E hired Evergreen Economics to perform a statewide evaluation of the pilot on behalf of the IOUs. Evergreen Economics is also responsible for randomly assigning the pilot participants into treatment and

²² D.15-07-001, Decision on Residential Rate Reform for IOUs in transition to TOU rates.

control groups and for conducting three customer surveys during 2018. A final report will be provided at the end of the evaluation in Q1 2020.

1.11.2 If applicable, submit Final Pilot Report describing: 1) Overview of pilot; 2) Description of Pilot Evaluation Plan (PEP); 3) Budget spent vs. authorized budget; 4) Final results of pilot (including effectiveness of the program, increased customer enrollments or enhanced program energy savings); and 5) Recommendations.

The pilot is ongoing.

1.12 “Add Back” Measures

For measures that fall below the cost effectiveness threshold under Decision 08-11-031, we require additional reporting to show the cost, energy savings impacts, and related metrics.

1.12.1 If the "add-backs" compromise the IOUs' ability to meet the 2020 Plan goal that 100% of eligible and willing customers will have received all cost effective Energy Savings Assistance Program measures, how does the IOU propose to address the shortfall in other parts of the Energy Savings Assistance Program?

In 2018, SDG&E did not experience a shortfall in the homes treated goal of 21,332 as directed by D.17-12-009. Add back measures have not negatively impacted the ESA Program and SDG&E anticipates meeting its 2020 homes treated goal by 2019.

1.13 Low Income Working Groups

D.16-11-022, as modified by D.17-12-009, reconvened the Cost Effectiveness and Mid-Cycle Working Groups and convened a new Multifamily Working Group (MFWG) to review those components of the Commission’s ESA and CARE Programs to make recommendations for refinements to improve, wherever possible, the design, administration, delivery, reporting, and ultimate success of these programs. D.17-12-009 also directed the inclusion of low income programs into the existing Demand Analysis Working Group (DAWG). In 2018, SDG&E actively participated in all of the low

income working groups (with the exception of DAWG) on efforts directed in D.16-11-022 and D.17-12-009 such as revising the CARE and ESA reporting requirements templates, revising the statewide ESA Program Policy and Procedures Manual, revising the statewide ESA Program Installation Manual, establishing a household retreatment prioritization model for the ESA Program, finalizing cost-effectiveness recommendations, and ESA MF CAM program design. The Working Groups 2018 activities are summarized below.

ESA Cost Effectiveness Working Group

D.16-11-022, as modified by D.17-12-009, instructed the ESA Cost Effectiveness Working Group to reconvene and to provide a set of recommendations related to the ESA cost effectiveness calculations. The members participating in the Working Group include representatives from the following organizations: Energy Division, ORA, National Resources Defense Council, The Utility Reform Network, TELACU/ACCES/Maravilla, Synergy Companies, SCE, PG&E, SoCalGas, and SDG&E. The direction to the Working Group from D.16-11-022, as modified by D.17-12-009, included the following:

1. Submit a proposed schedule and work plan to the low-income proceeding service list no later than 60 days after the date of Decision approval.
2. Provide recommendations on a set of issues related to ESA cost effectiveness calculations to be used to inform the next program cycle; these recommendations or a progress report are to be distributed to the service list no later than the second quarter of 2018.

Item number one was submitted to the service list on January 11, 2017. The Working Group met monthly through 2017 both by teleconference and in-person to discuss the issues in

Item number two. The issues discussed by the Working Group included the following:

- Measures to include/exclude in the adjusted ESA Cost Effectiveness Test (ESACET);
- Excluding administrative costs and Non Energy Benefits (NEBs) associated with excluded measures from the adjusted ESACET including program costs not tied to a specific measure;
- Allocating administrative costs and NEBs across program measures;
- Incorporating revised NEB values into the adjusted ESACET;
- Whether to incorporate into the ESACET benefits and costs for ESA investment in other programs such as demand response; and
- Work scope for the 2018 NEB study.

The Working Group began drafting a set of written recommendations in the fourth quarter of 2017. The recommendations were finalized and submitted to the service list in 2018.

Multifamily Working Group

The MFWG was established to support the integration of common area measures for deed restricted MF properties into the ESA Program and other MF directives as specified in D.16-11-022, as modified by D.17-12-009. In 2018, the MFWG completed the 2018 Annual Report describing the working group 2018 activities. (Posted to www.energydataweb.com.)

SDG&E actively participated in the MFWG in 2018. The group highlights include:

- Discussed ESA MF CAM Initiative Advice Letter filing and program design options;
- Discussed possible CARE expansion;
- Discussed analysis for resyndication projects, coordinate/prepare for MF CAM progress report; and
- Discussed statement of work for MF non-deed restricted analysis and the need to collect program feedback data.

See Appendix B for MFWG Annual Report of 2018 activities.

Mid-Cycle Working Group

D.16-11-022, as modified by D.17-12-009, instructed the Mid-Cycle Working Group to reconvene and address the tasks outlined below. The members participating in the Working Group include representatives from the following organizations: Energy Division, ORA, SCE, PG&E, SoCalGas, SDG&E, Energy Efficiency Council, TELACU, and Proteus.

MCWG deliverables identified in D.16-11-022, as modified by D.17-12-009, were:

- Making recommendations for updates to the Energy Savings Assistance (ESA) Statewide Policy and Procedure Manual, California Installation Standards Manual, and monthly and annual reporting criteria to align it with D.16-11-022, as modified by D.17-12-009.
- Provide recommendations on the adoption of online data reporting systems (ODRS) for the ESA Program to help the IOUs and Commission better understand how these systems collect and report workforce data. This assessment should help determine the value of adopting ODRS for the ESA Program into IOU operations, its cost- benefits-, and identify any administrative burdens to implement by either contractor or utility.
- Making recommendations for the household retreatment prioritization models, implementation and outreach strategies, and other aspects of the ESA Program.
- Investigate and make recommendations on how the ESA Program may be used to deploy tools to enable greater Energy Efficiency and Demand Response participation by CARE and ESA participants in recognition of the increased State goals detailed in SB 350.

The MCWG held meetings in 2018 to address these tasks and were incorporated into the programs in 2018.

The MCWG discussed monthly and annual reporting criteria, reviewed and commented on the reporting templates developed by Energy Division and incorporated into the templates for use beginning in 2018.

The working group completed revisions to the ESA Statewide Policy and Procedure Manual and the California Installation Standards Manual to align them with D.16-11-022, as

modified by D.17-12-009. The Manuals were submitted to the service list in A.14-11-007 et. al, and presented through a public webinar on January 31, 2018.

IOUs provided their household retreatment prioritization models to the MCWG in March 2017. These were reviewed and discussed by the MCWG for their initial recommendations, submitted on April 3, 2017.

The MCWG submitted its final recommendations in the 2nd Quarter of 2018, in time to be considered in the IOUs' Mid Cycle Update Advice Letters, which were provided to the low income service list in July 2018 pursuant to D.17-12-009 and approved by the Commission's Energy Division on December 27, 2018. See Appendix C for MCWG recommendations served in July 2018.

Demand Analysis Working Group

D.17-12-009 OP 8 states: "The Demand Analysis Working Group (DAWG) should act as the established forum for providing input into the scope, modeling and analysis of results associated with Energy Efficiency Potential Study."

There was no low-income activity with this Working Group in 2018. The Energy Efficiency Potential Study, which is administered by Commission staff, was not initiated until 2019.

1.14 Annual Public ESA Program and CARE Meeting

D.17-12-009 adopted the provisions set forth in D.12-08-044 which ordered the IOUs to convene a minimum of one public meeting per year, within 60 days of the filing of their annual report, and other public meetings as deemed necessary by the IOUs, Energy Division, the ALJ, or the Commission.

In compliance with D.17-12-009, the IOUs held a joint public meeting via webinar on June 26, 2018 to present an overview of their respective 2017 ESA Program

and CARE Program results. Specifically, SDG&E's presentation showed it exceeded its ESA Program homes treated goal which was accomplished through its outreach and marketing efforts of the program. Also, SDG&E's presentation showed an increase in its CARE penetration rate which moved closer to achieving the goal.

In addition to comply with D.17-12-009, the IOUs and CSD co-hosted the June 26, 2018 public meeting to discuss their leveraging efforts in 2017.

1.15 Multifamily Properties

1.15.1 The IOUs shall conduct and report an annual analysis of the square footage, energy consumption, ESA Program participation, and time since the last retrofit of non-deed restricted multifamily properties with a high percentage of low income tenants.

SDG&E followed the steps listed below for the first year of the Non-Deed Restricted Multi-family Property Low Income annual analysis. This is SDG&E's first analysis, and in the subsequent years of this annual analysis, SDG&E will seek to improve the data sources and refine the analysis approach.

SDG&E used third party data that was compiled and provided by the American Council for an Energy-Efficient Economy's (ACEEE) Technical Assistance Group. The data consisted of lists of subsidized and non-subsidized multi-family properties in the San Diego area using data from the National Housing Preservation Database, San Diego County parcel dataset, and San Diego County land use codes. The data included square footage, although it was not complete for every record in the database.

SDG&E identified the non-deed restricted properties in the dataset with a high percentage of low income tenants and attempted to match them with customer premise and account numbers in order to access utility consumption data for the properties. Multiple challenges were encountered with this project. In particular, property addresses on the various lists did not

directly match, duplicate records had to be eliminated, multiple records existed for single properties that needed to be aggregated, and incorrect street numbers had to be manually corrected. In addition, the square footage data included in the ACEEE dataset was incomplete. For some records, the square footage data was missing and for some records it was capped at 99,999. Due to the many challenges involved in identifying an appropriate subset of properties to analyze, SDG&E focused on using records with exact matches for this first year of analysis. Results are provided in the following tables. As shown, SDG&E was able to identify 1,780^{1,748} properties with a total consumption of 113,226^{106,220} MWh and 5,303,000^{5,013,000} therms in 2018. Furthermore, 78% of these properties received treatment through the ESA Program and 6% received treatment through the MFEER Program.

SDG&E Multi-Family Non-Deed Restricted Property Analysis - Electric Consumption

| Category | Number of Properties | Average Sq. Ft. | Total 2018 Annual MWh | Total 2018 Annual MWh for Common Areas | Total 2018 Annual MWh for Units | Total 2018 Annual MWh for Master Meters |
|--------------------------|------------------------|--------------------------|--------------------------|--|---------------------------------|---|
| Has Sq. Ft. Data | 1,552 ^{1,580} | 11,000 ^{12,000} | 82,240 ^{86,750} | 9,034 ^{10,500} | 73,159 ^{76,200} | 43 ⁵⁰ |
| Sq. Ft. Capped at 99,999 | 20 | N/A | 9,980 ^{11,400} | 1,000 ^{1,300} | 8,980 ^{10,100} | N/A |
| Sq. Ft Data Missing | 176 ¹⁸⁰ | N/A | 14,000 ^{15,076} | 1,806 ^{2,110} | 12,190 ^{12,950} | 16 |

SDG&E Multi-Family Non-Deed Restricted Property Analysis - Gas Consumption

| Category | Number of Properties | Average Sq. Ft. | Total 2018 Annual Therms | Total 2018 Annual Therms for Common Areas | Total 2018 Annual Therms for Units | Total 2018 Annual Therms for Master Meters |
|--------------------------|------------------------|--------------------------|--------------------------------|---|------------------------------------|--|
| Has Sq. Ft. Data | 1,552 ^{1,580} | 11,000 ^{12,000} | 3,905,000 ^{4,090,000} | 229,000 ^{260,000} | 922,000 ^{1,000,000} | 2,755,000 ^{2,830,000} |
| Sq. Ft. Capped at 99,999 | 20 | N/A | 401,000 ^{462,000} | 37,000 ^{48,000} | 89,000 | 276,000 ^{325,000} |
| Sq. Ft Data Missing | 176 ¹⁸⁰ | N/A | 707,000 ^{751,000} | 81,000 ^{86,000} | 125,000 ^{148,000} | 500,000 ^{517,000} |

Program Participation

| Year Last Treated | # Properties Treated through ESA | # Properties Treated through MFEER | # Properties Treated through MIDI |
|-------------------|----------------------------------|------------------------------------|-----------------------------------|
| 2010 | 21 | 5 | 0 |
| 2011 | 29 | 9 | 0 |
| 2012 | 512 | 15 | 0 |
| 2013 | 69 | 135 | 0 |
| 2014 | 11922 | 56 | 2 |
| 2015 | 109 | 104 | 0 |
| 2016 | 968 | 4 | 0 |
| 2017 | 1436 | 279 | 2 |
| 2018 | 72441 | 1520 | 0 |

The Program Participation Table above reflects the last installation date at the property.

Therefore, properties treated over multiple years are counted only in the last year they were treated. Furthermore, ~~8394~~ of these properties were last treated by both ESA and MFEER between 2010-2018.

1.15.2 The IOUs shall describe the activities conducted in multifamily properties for multifamily common area measures under the ESA Program.

On May 30, 2018, SDG&E received approval for its ESA Program MF CAM Initiative Implementation Plan. SDG&E began conducting outreach efforts utilizing SDG&E's multifamily SPOC and working to contract with a third party for the implementation of the program. In September 2018, SDG&E finalized a contract with a vendor to implement the ESA MF CAM initiative. SDG&E worked with this vendor to establish processes and procedures on how to conduct outreach, enroll customers, and install measures. Additionally, to make sure that all available programs are offered to a multifamily property, processes were established for the streamlined hand off of properties that may fall out of ESA MF CAM due to eligibility to SDG&E's SPOC for further program evaluation and

analysis for fit in other multifamily energy efficiency programs. Furthermore, SDG&E began planning, requesting, and prioritizing enhancements to its online database platform that would facilitate tracking and invoicing all ESA MF CAM projects.

In December 2018, the vendor initiated targeted marketing to potential ESA MF CAM properties, including re-syndication projects in SDG&E's service territory. These efforts yielded the assessment of one property in the northern region of San Diego County. In addition, the vendor identified other potential properties and are scheduled for assessments in 2019.

To further assist the ESA MF CAM initiative, SDG&E established its MF CAM website that went live on December 11, 2018. On the website page, SDG&E provides a description of the program, eligibility requirements, program flow, and how to get in contact with SDG&E's implementor.

CALIFORNIA ALTERNATE RATES FOR ENERGY ANNUAL REPORT

2 CARE EXECUTIVE SUMMARY

The CARE Program, formerly known as the Low-Income Ratepayer Assistance (LIRA) Program, was established through legislative mandate²³ and was implemented by the Commission in D. 89-07-062 and D.89-09-044. The Commission expanded the program to qualified non-profit group living facilities such as women's shelters and homeless shelters in

²³ Senate Bill (SB) 987 (enacted in June 1988) directed the Commission to establish a program of assistance to low income customers to mitigate the impact caused by the narrowing of the baseline/non-baseline differential and that the cost of the assistance program was not to be borne solely by any single class of customer.

1992 in response to additional legislation.²⁴ In D. 95-10-047, CARE was further expanded to qualified agricultural housing facilities; and, D.05-04-052 more broadly expanded the program to include agricultural housing and non-profit migrant farm working housing centers.

Since 2005, income eligibility for CARE has been set at 200 percent of the Federal Poverty Guidelines (FPG).²⁵ In 2006, the Commission authorized the IOUs to implement: (1) categorical eligibility to allow customers to qualify for the CARE Program based on participation in certain state or federal assistance programs; (2) four-year recertification income-qualified customers with fixed incomes; (3) a telephonic process to enroll certain prospective CARE qualified household; (4) a process for all customers to recertify CARE eligibility through SDG&E's Interactive Voice Recognition (IVR) system; and (5) internet-based CARE enrollment and recertification.

The Commission further expanded the list of categorically eligible programs in D. 08-11-031 to align with the program-based eligibility programs adopted for the Commission's California Lifeline Program and established an enrollment target for CARE at 90% of the estimated eligible population.

In 2010, the legislature enacted SB 695 which modified Section 731.9 of the California Public Utilities Code to state that eligibility for the CARE Program should be no greater than 200% of FPG.

In D.12-08-044, the Commission approved SDG&E's CARE Program plans and budget for 2012-2014. In D.12-08-044, the Commission focused on developing controls to ensure that

²⁴ SB 693 extended CARE benefits to qualifying group living facilities. SB 491 changed the program's name and modified CARE to include women's shelters, hospices, and homeless shelters. Assembly Bill (AB) 3429 expanded the CARE Program to include migrant farmworker housing, employee housing, and agricultural employee housing.

²⁵ D. 05-10-044.

customers enrolling in the CARE Program are truly eligible for the benefits. D.12.-08-044 also directed the IOUs to provide an increased focus on enrolling the hard-to-reach customers, such as Limited English Proficient (LEP), hearing impaired, and visually impaired customers. Key directives in D.12-08-044 included: (1) establishment of a High Usage Verification process for customers with electric usage exceeding 400% of their baseline allowance; (2) updates to the utilities' probability models to include more indicators, i.e. method of enrollment and household size; (3) a process to review the list of categorical programs annually to ensure only programs aligned with the CRE guidelines are included;²⁶ and (4) approval of outreach and marketing funds focused on targeted multicultural/multilingual and LEP customers. The Commission also retained the target of reaching a 90% penetration rate and the enrollment of all eligible and willing customers into the CARE Program.

In January 2014, the California Legislature enacted Assembly Bill (AB) 327, which had several impacts to the CARE Program. Most notably, the bill required the IOUs to restructure the CARE rates and to set an effective electric rate discount between 30-35%. The Commission instituted Rulemaking (R.) 12-06-013 to address CARE Rate Reform requirements from AB 327. As part of the Rulemaking, SDG&E proposed to simplify its CARE rate structure by removing the discount from volumetric rates (with the exclusion of the exemption from Department of Water Resources Bond Charge (DWR-BC), California Solar Initiative (CSI) and CARE charges) and to instead provide it as a line-item discount off a bill calculated at standard rates, beginning in 2015. SDG&E also proposed a glide path for restructuring CARE rates to set an effective CARE discount to meet the statutory requirements of AB 327 by 2020. SDG&E's proposed

²⁶ In D.12-08-044, Ordering Paragraph (OP) 46, the Commission suspended the annual advice letter requirement while it resolved outstanding issues related to categorical eligibility.

CARE revisions were approved in D.15-07-001. D.15-07-001 directed SDG&E to file a Tier 1 Advice Letter for approval of the 2015 rate change.

Beginning September 1, 2015, the rate subsidy in CARE volumetric electric tier rates was moved from rates to the line-item discount, increasing the line-item discount from its current 20 percent levels, resulting in CARE rates being equal to the non-CARE rates excluding adjustments for CSI and DWR-BC, prior to the line-item discount and CARE surcharge exemption. This resulted in low-use CARE customers receiving a more equivalent discount when compared to high-use CARE customers. These CARE rate subsidies are reflected in the Total Rate Adjustment Component (TRAC) and recovered through Public Purpose Program (PPP) rates.

With the move of the CARE rate subsidies from rates to a line-item discount, going forward the higher CARE line-item discount is now recovered directly through PPP rates. In 2016, SDG&E participated in the CARE Restructuring Working Group for R.12-06-013. The CARE Restructuring Working Group was tasked to look closely at the CARE rate and program to determine if changes are necessary. Discussion on CARE rate restructuring continued in 2017 as part of Phase 3 of the July 2015 Rate Reform Decision.

In D.14-08-030, the Commission addressed Phase 2 issues outlined in D.12-08-044. It authorized a 12-month bridge funding for 2015; made minor corrections and clarifications to D.12-08-044; adopted key recommendations from the 2013 LINA study for CARE; and continued further review on issues regarding the definition of income and issues related to the qualifying list of categorical eligibility programs.

In addition, in D.14-08-030, the Commission determined that it was reasonable to continue to fund the Community Help and Awareness of Natural Gas and Electricity Services

(CHANGES) Pilot Program, from the CARE budget, pending further review during the bridge period, as well as authorizing continued funding for the CHANGES Program of \$61,200 a month until December 31, 2015, which reflected a 2% cost of living increase over the authorized 2014 funding level.²⁷

In D.15-12-047 (Interim Decision on the Community Help and Awareness of Natural Gas and Electricity Service Pilot Program, the Ongoing Program, and Related Funding) the Commission made the following determinations regarding the continuation of the CHANGES Program for the large IOUs which included the following:

Approved the CHANGES Program as an ongoing statewide program, effective January 1, 2016;

- The program will provide outreach, education, and bill issue assistance on natural gas and electricity bills and services to limited English proficient customers through a statewide network of CBOs;
- The program will be managed by the Commission's Public Advisor's Office with technical assistance and input from the Energy Division;
- Until a long-term funding source can be established through the budgetary and/or legislative channels, the ongoing CHANGES Program as a reimbursement from the CARE Program, through the end of the current 2015-2017 program cycle, and may be renewed by the Commission, as needed, into the next CARE Program cycle; and
- In the future, the funding for CHANGES will ideally come from the Commission's reimbursable budget because it will provide greater latitude to address a range of energy assistance needs experienced by California's low-income population, the LEP population, and population with disabilities.

On November 21, 2016, the Commission issued D.16-11-022, as modified by D.17-12-009, for implementation and funding of the CARE and CHANGES Programs.

²⁷ D.14-08-030, OP 48.

This report provides the accomplishments and expenditures for SDG&E’s CARE Program Year (PY) 2018. At year-end 2018, there were ~~297,103~~292,999 customers participating in the CARE Program for an overall penetration rate of ~~92%~~91%.

2.1 Participant Information

2.1.1 Provide the total number of residential CARE customers, including submetered tenants, by month, by energy source, for the reporting period and explain any variances of 5% or more in the number of participants.

| Residential CARE Program Electric Customers by Month | | | Residential CARE Program Gas Customers by Month | | |
|---|----------------------------|------------------------|--|----------------------------|------------------------|
| PY 2018 | CARE Customers | Percentage Change | PY 2018 | CARE Customers | Percentage Change |
| Jan | 298,295 281,889 | 0.6% -5.0% | Jan | 177,640 167,880 | -0.2% -8.0% |
| Feb | 298,176 282,264 | 0.0% -0.1% | Feb | 177,521 168,050 | -0.1% -0.1% |
| Mar | 299,228 284,219 | 0.4% -0.7% | Mar | 178,091 169,093 | 0.3% -0.6% |
| Apr | 298,187 284,213 | -0.3% 0.0% | Apr | 177,555 169,075 | -0.3% -0.0% |
| May | 299,408 286,339 | 0.4% 0.7% | May | 178,274 170,280 | 0.4% 0.7% |
| Jun | 299,213 287,525 | -0.1% 0.4% | Jun | 178,056 170,860 | -0.1% 0.3% |
| Jul | 298,139 287,751 | -0.4% 0.1% | Jul | 177,451 170,957 | -0.3% -0.1% |
| Aug | 301,084 291,962 | 1.0% 1.5% | Aug | 179,261 173,462 | 1.0% 1.5% |
| Sep | 300,852 292,887 | -0.1% 0.3% | Sep | 179,183 174,031 | 0.0% 0.3% |
| Oct | 298,426 291,774 | -0.8% -0.4% | Oct | 177,750 173,358 | -0.8% -0.4% |
| Nov | 294,254 288,920 | -1.4% -1.0% | Nov | 174,709 171,129 | -1.7% -1.3% |
| Dec | 297,103 292,999 | 1.0% 1.4% | Dec | 176,820 173,878 | 1.2% 1.6% |

2.1.2 Describe the methodology, sources of data, and key computations used to estimate the utility’s CARE penetration rates by energy source.

SDG&E and the other California IOUs used the joint utility methodology adopted by the CPUC in D.01-03-028 for developing monthly penetration estimates in 2018. This method entails annual estimation of eligibility for CARE, ESA, and other income-by-household size parameters at the small area (block

group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole.

The requirements for 2018 eligibility, corresponding to the current estimation, again used the January Health and Human Services (HHS) Poverty Guidelines [Federal Register / Vol. 83, No. 12 /Thursday, January 18, 2018 /Notices; p.2643], “bundling” one- and two-person households at the HHS-defined 200% FPG limit as required by AB 327.

Sources for the estimation include the current HHS guidelines, current year small area vendor marginal distributions on household characteristics, Census 2010 SF3 data, Census American Community Survey 2012-2016 Public Use Microdata Sample (PUMS) data, utility meter and master meter household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources. An important change has been implemented since 2011, which involves adjusting small area (block group) income distributions to match the latest American Community Survey distributions at the Public Use Microdata Area.

Estimates from the block group level are aggregated to county/utility and whole utility level, among other aggregations. Annually, SDG&E applies county/utility level eligibility fractions to a new set of “technical eligibility counts” (for CARE these are metered and sub-metered occupied housing units) obtaining an estimate of income/demographic eligibility in household count form.

SDG&E counts the number of households (by small area, by county, and overall) that are enrolled in CARE on a monthly basis. The CARE household

total, including individually metered and sub-metered occupied housing units, is divided by the total income/demographic eligibility.

In 2009, the method was augmented to better incorporate the impact of labor force changes (unemployment and other forms of job separation, as well as positive changes that are expected to occur in California subsequent to the recession). The method adjusted block group marginal distributions on household income based on sub-state modeling that incorporated Current Population Survey, Integrated Public Use Microdata Survey data, American Community Survey Data, and California Employment Development Department county and Metropolitan Statistical Area level labor force series. This adjustment to block group income marginal is then incorporated into the otherwise “standard” estimation approach to produce small area estimates reflecting small area income changes due to labor market forces.

In 2012, Athens developed an improved method for estimation of payer status-specific eligibility. This method took into consideration American Community Survey microdata relationships between guideline status (above/below 200 percent FPG), tenure, and fuel payment relationships. These cross-classifications are fitted to small area (block group) marginal to produce payer-type specific distributions, which can be aggregated to various other geographical levels.

2.1.2.1 Describe how the estimates of current demographic CARE-eligibility rates, by energy source for the pre-June 1st periods, were derived.

The joint utility methodology, as described above, was used throughout 2018.

2.1.2.2 Describe how the estimates of current CARE-eligible meters were derived. Explain how total residential meters were adjusted to reflect CARE-eligible meters (i.e., master meters that are not sub-metered or other residential meter configurations that do not provide residential service.)

CARE eligibility rates by small and large areas are developed so that they apply to individual residential meters and sub-metered dwelling units only. Non-sub-metered master meters and other meters that do not provide residential service are not included in the “technical eligibility” meter counts.

2.1.2.3 Discuss how the estimates of current CARE-eligible households were developed.

See SDG&E’s response above to Section 2.1.2. Note that the methodology is based on estimating small area (block group) level household size by income and householder-age tabulations for the current year and connecting these estimates with small area counts of households that are individually metered or sub metered. Block group/utility-specific estimates are then disaggregated/aggregated to various geographic levels within a given utility area: zip+2, zip, tract, county, territory, etc. Statewide estimates, regardless of utility boundaries, are also provided at small and large area levels.

2.1.2.4 Describe how current CARE customers were counted.

SDG&E runs a report of active valid CARE participant statuses for each month, in the Customer Assistance Reporting and Enrollment (CARE) system, which is the system of record for CARE applications. This includes both individually metered and sub-metered CARE participants.

2.1.2.5 Discuss how the elements above were used to derive the utility’s CARE participation rates by energy source.

The participation rate by energy source is the total number of participating CARE customers by energy source divided by the estimated eligible CARE population by energy source. Since SDG&E provides electricity to all customers, but only provides natural gas to customers in San Diego County, and does not provide gas in southern Orange County, the number of participation rates, referred to as penetration rates in the annual and monthly report tables, are derived from electric service only.

2.1.3 Provide the estimates of current demographic CARE-eligibility rates by energy source at year-end.

| | |
|----------|-------|
| Electric | 26.1% |
| Gas | 25.5% |

2.1.4 Provide the estimates of current CARE-eligible sub-metered tenants of master-meter customers by energy source at year-end.

| | |
|----------|--------|
| Electric | 17,840 |
| Gas | 13,913 |

At year-end 2018, there were 37,265 residential electric sub-metered accounts and 29,292 residential gas sub-metered accounts in SDG&E’s service territory. Utilizing the methodology described in Section 2.1.2.3 – 2.1.2.5 above, it is estimated that 47.8% (or 17,840) of the electric residential sub-metered tenants and 47.5% (or 13,913) of the residential gas sub-metered tenants are eligible for the CARE Program.

2.1.5 Provide the current CARE sub-metered tenant counts by energy source at year-end.

| | |
|----------|--------------------------|
| Electric | 13,078 11,827 |
| Gas | 11,277 10,171 |

2.1.6 Provide the current CARE sub-metered penetration rates by energy source at year-end.

| | |
|----------|--------------------|
| Electric | 73% 66% |
| Gas | 81% 73% |

2.1.7 Discuss any problems encountered during the reporting period administering the CARE Program for sub-metered tenants and/or master-meter customers.

There were no problems encountered during the reporting period for sub-metered tenants and master-meter customers.

2.2 CARE Program Summary

2.2.1 Please provide CARE Program summary costs.

| CARE Budget Categories | Authorized Budget | Actual Expenses | % of Budget Spent |
|--|-------------------|-----------------|-------------------|
| Outreach | \$3,327,551 | \$2,727,574 | 82% |
| Proc., Certification and Verification | \$606,657 | \$606,657 | 100% |
| Post Enrollment Verification | \$356,501 | \$254,167 | 71% |
| Information Tech./Programming | \$1,661,365 | \$1,398,802 | 84% |
| Pilots | \$262,500 | \$215,805 | 82% |
| Measurement and Evaluation | 0 | 0 | 0 |
| Regulatory Compliance | \$247,184 | \$192,044 | 78% |
| General Administration | \$720,132 | \$381,629 | 53% |
| CPUC Energy Division Staff | \$56,712 | \$34,395 | 61% |
| Cooling Centers | \$43,069 | \$40,943 | 95% |
| Total Expenses | \$7,281,672 | \$5,852,015 | 80% |
| Subsidies and Benefits | \$73,102,151 | \$126,165,599* | 173% |
| Total Program Costs and Discounts | \$80,383,823 | \$132,017,614 | 164% |

*Due to the prior year's underestimation of CARE's projected subsidy requirement, SDG&E has revised how the CARE subsidy is estimated. SDG&E anticipates that the 2019 subsidy spend will be closer to the projected budget.

2.2.2 Please provide the CARE Program penetration rate to date.

| CARE Penetration | | | |
|------------------------------|------------------------------|-------------------------|--------------------|
| Participants Enrolled | Eligible Participants | Penetration rate | Target Met? |
| 297,103 292,999 | 321,323 | 92% 91% | Yes |

2.2.3 Report the number of customer complaints received (formal or informal, however and wherever received) about their CARE recertification efforts, and the nature of the complaints.

There was a total of ten CARE recertification customer complaints reported during 2018. In 2018, SDG&E did not have a process in place to track the recertification complaints from the Customer Contact Center (CCC). However, SDG&E will be able to report complaints received by the CCC in 2019.

Seven customers were removed from the CARE Program due to non-response. These customers completed the recertification process and were placed back on the CARE Program. Six customers did not warrant a rebill. One customer was granted a rebill as a courtesy.

One customer stated they were recertified over the phone by a third-party vendor. However, the recertification was not received by SDG&E. The customer's recertification was completed and a rebill for the period in which the CARE discount was not received was granted.

In May of 2018, SDG&E discovered an issue with the automated notification process. While the system issue was resolved once identified, two customers stated that they did not receive recertification notices and were unaware of the recertification request. Both customers completed the

recertification process and were placed back on the CARE Program and rebilled for the lapse in the program discount.

All ten customer complaints were addressed to the customers' satisfaction.

2.3 CARE Program Costs

2.3.1 Discount Cost

2.3.1.1 State the average monthly CARE discount received, in dollars, per CARE customer by energy source.

| | |
|-----------------------------------|---------|
| Average Monthly Electric Discount | \$32.43 |
| Average Monthly Gas Discount | \$4.69 |

2.3.1.2 State the annual subsidy (discount) for all CARE customers by energy source.

| | |
|------------------|---------------|
| Electric Subsidy | \$116,158,861 |
| Gas Subsidy | \$10,006,737 |

2.3.1.3 Provide the Number and Percent of Green Tariff Shared Renewables (GTSR) and Enhanced Community Renewables customer base. Also provide the average total bill discount.

In 2018, there were a total of 300 customers on the Green Tariff component of GTSR. The average total effective CARE discount was 38%. SDG&E did not provide the percentage based on the "distribution" portion of the bill because the discount is not based on the distribution portion.

2.3.2 Administrative Cost

2.3.2.1 Show the CARE Residential Program's administrative cost by category.

| Category | Total |
|--|-------------|
| Outreach | \$2,727,574 |
| Processing, Certification, Recertification | \$606,657 |
| Post Enrollment Verification | \$254,167 |
| IT Programming | \$1,398,802 |

| | |
|------------------------------------|-------------|
| Cool Centers | \$40,943 |
| Pilots | \$215,805 |
| Measurement & Evaluation | \$0 |
| Regulatory Compliance ² | \$192,044 |
| General Administration | \$381,629 |
| CPUC Energy Division | \$34,395 |
| | |
| Total Program Costs | \$5,852,015 |

2.3.2.2 Explain what is included in each administrative cost category.

Outreach:

Costs include those related to printing and mailing CARE applications and documents, as well as costs related to postage, bill inserts, brochures and flyers, advertising, targeted direct mail and telephone campaigns, outreach staff labor, CBOs and door-to-door enrollment efforts, and other outreach support efforts.

Processing, Certification and Recertification:

Costs in this category include processing and CCC group labor and data entry costs. The function of the CARE processing group includes:

1. Scanning and indexing CARE applications;
2. Processing/data entering all CARE applications;
3. Initiating and responding to customers' inquiries regarding CARE applications/program;
4. Fielding telephone calls related to CARE Program participation; and
5. Resolving billing issues related to CARE Program enrollment.

Post Enrollment Verification (PEV):

Costs in this category include CARE processing group labor and data entry costs. The function of the PEV group includes:

1. Processing CARE income verification and CARE High Usage Verification;
2. Responding to customers' inquiries regarding CARE income verification documents; and
3. Resolving customer issues related to income verification.

Information Technology (IT) /Programming:

Costs include all IT system support costs to maintain the CARE system, CARE documents, CARE database, IVR, system reports, data exchange with the IOUs, and costs associated with system enhancements to comply with Commission mandates and improving operational efficiencies.

Pilots:

Costs include those associated with the contractor's administration of the CHANGES Program.

Cool Centers/Cool Zones:

Costs include those associated with the development and printing of Cool Zone collateral pieces including translation, labor for the staff at Aging and Independence Services, minor equipment for phone head-sets, fans, logo printing for hand fans, and shipping fees for fans delivered to customers who are unable to get to a cool zone.

Measurement and Evaluation:

Costs include contract and staff labor expenses for CARE participant eligibility updates and analysis.

Regulatory Compliance:

Costs include labor and non-labor costs related to the preparation of various regulatory filings, including program applications, advice letter filings, audits, regulatory reports, comments, tariff revisions, attendance at working groups and joint utility meetings, public input meetings, and other Commission hearings or meetings. In addition, costs include program funding directed by the Commission to be included in this category.

General Administration:

Costs include office supplies, market research and program management labor and expenses.

Commission Energy Division Staff Funding:

This category of expenses reflects costs incurred by the Commission’s Energy Division staff in support of the Commission’s authorized low-income program.

2.3.3 Provide the year-end December 31 balance for the CARE balancing account.

| | |
|---------------|------------------------------|
| Electric CARE | \$46,510,724 Under-collected |
| Gas CARE | \$3,726,520 Over-collected |

2.3.4 Describe which cost categories are recorded to the CARE balancing account and which are included in base rates.

The general costs categories recorded to the CARE gas and electric balancing accounts include the CARE discount and the program specific administrative expenses as described above in Section 2.3.2.2. There are no costs related to the discount charged in base rates.

2.3.5 Provide a table showing, by customer class, the CARE surcharge paid, the average bill paid, the percentage of CARE surcharge paid relative to the average bill, the total CARE surcharge collected, and the percentage of total CARE revenues paid.

Please see CARE Table 10.

2.4 Outreach

2.4.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf including Lifeline coordination.

In 2018, SDG&E continued the creative campaign started in 2017 that focused on letting qualified customers know they can save on their energy bill. The campaign intended to connect with customers by giving them one less thing to worry about. The campaign ran in English, Spanish and Asian languages, and included streaming TV, print, digital (including paid search), email, direct mail and bill inserts.

Mass Media

Mass media allowed SDG&E to educate and connect with its customers through diversified communication mediums designed to reach a mass audience and hard-to-reach populations including customers in rural areas, seniors, customers with special needs and multilingual/multicultural customers. It served to drive overall awareness and complement other Outreach tactics. In 2018, mass media components included print, streaming TV, digital media, bill inserts, ethnic marketing, email, and direct mail.

Print Campaigns

SDG&E continued to run print advertising in Ethnic (African-American, Asian, Hispanic) and rural publications. Samples of print creative are included in the Appendix D.

Streaming TV

In 2018, SDG&E ran a TV commercial campaign through streaming TV media. The 15-second spots ran on streaming (on-demand) TV with placement on Hulu (NBC), Fox.com, ABC.com, CW.com and many others. Streaming TV is very flexible, allowing us to target our customer segments more deeply and optimize performance throughout the campaign. Additionally, through streaming TV, viewers cannot fast forward through the commercials. SDG&E ran three English and two Spanish versions of its TV commercial campaign throughout most of the year. The videos are available to view at:

| | |
|----------------|---|
| Trail: | https://www.youtube.com/watch?v=yuRDrAkYkQQ |
| Bike: | https://www.youtube.com/watch?v=tgLmsGCxOSc |
| Slide: | https://www.youtube.com/watch?v=VnHbkW0ee1k |
| Spanish Slide: | https://www.youtube.com/watch?v=28L92DuNR7s |
| Spanish Trail: | https://www.youtube.com/watch?v=Ri59IyOJiZ8 |

Digital

SDG&E used an integrated online strategy to increase awareness and drive online submissions by using paid search, display ads, and pre-roll video ads. SDG&E digital ads were seen over 23 million times throughout the year (impressions) with over 310,000 customers clicking through to the CARE/ESA Program online application.

Bill Inserts

The annual CARE bilingual notification took place in July 2018. We also did a double-sided bill insert promoting CARE in March 2018 and November 2018. All non-CARE customers who receive paper bills received the bilingual application in their SDG&E bill, while paperless bill customers were provided a link to view their monthly bill inserts. In addition, a bilingual bill insert promoting

the CARE and ESA Programs was distributed in March 2018 through the monthly bill.

Ethnic Marketing

SDG&E reached numerous ethnic segments throughout the year with a variety of mass media tactics. Hispanic, African American, Chinese, Vietnamese, and Filipino audiences were targeted by print and digital campaigns, with a total spend of \$103,380 for ethnic media as detailed in the following tables.

CARE/ESA 2018 Ethnic Media Recap

| Audience | Readership | Total Spend |
|------------------|-------------------|--------------------|
| Spanish | 5,041,183 | \$50,820 |
| Chinese | 949,568 | \$8,400 |
| Vietnamese | 753,254 | \$7,200 |
| Filipino | 1,458,678 | \$18,300 |
| African American | 1,250,000 | \$18,660 |
| Totals | 9,452,683 | \$103,380 |

| Ethnic Television | | |
|--------------------------|--------------------|--------------------|
| Audience | Impressions | Total Spent |
| Spanish | 1,818,541 | \$60,000 |

| | |
|--------------------------------|------------------|
| Total 2018 Ethnic Spend | \$163,380 |
| | |

Email Campaigns

In 2018, SDG&E continued the strategy of using the nurture campaign model. The nurture campaigns send a series of pre-written, automated emails to customers based on their reaction to an initial email. This allows SDG&E to

provide more customized messaging in its automated follow-up emails. The actions that determine the messaging are:

- Opened an email
- Did not open an email
- Clicked on a link within an email
- Visited a web-page
- Clicked on a link within a web-page

Customers may receive up to five messages (including reminders) over a 30-day period, depending on engagement level. This type of campaign can eliminate redundant messages or over-marketing and increase customer engagement to help bring them closer to conversion.

In 2018, SDG&E updated the CARE email creative to show customers what they would have saved if they were on CARE. SDG&E did this by showing how much the customer paid on their energy bill in 2017 versus what they would have paid if they were on CARE, and then highlighting the savings.

The campaigns contained integrated messaging, directing customers to the online application process. Throughout the campaign, subject lines and content were modified based on customer behavior. Unique open rates, defined as how many people opened the email, were as high as 60%, indicating the subject lines were compelling to customers. By comparison, the utility industry standard open rates hover around 15%; and on average, SDG&E typically maintains a 30-40% open rate with all emails.

Higher metrics for SDG&E's 2018 email campaign can also be attributed to the change in creative direction (bill comparison between with and without the CARE discount). SDG&E has seen an overall click rate increase of 6%.

Direct Mail Campaigns

SDG&E used Athens Research and SDG&E Segmentation to geographically target SDG&E customers, identifying areas with mid-high propensity for program participation. SDG&E conducted 24 direct mail campaigns in 2018 (12 for CARE and 12 for ESA). For 2018, the creative was updated to match the email. Instead of a postcard, SDG&E sent a letter showing customers what they would have saved if they were on CARE. SDG&E did this by showing customers how much they paid on their energy bill in 2017 versus what they would have paid if they were on CARE, and then highlighting the savings.

The letter encouraged recipients to call SDG&E's toll-free enrollment number or to apply through SDG&E's online application. Approximately 27,701 customers enrolled in CARE and 2,922 customers enrolled in ESA through this direct mail campaign out of the 228,182 customers.

Samples of the creative from these campaigns can be found in the Appendix D.

Lifeline Collaboration

In 2018, SDG&E continued to include information on Lifeline and provided the Lifeline toll-free phone number in the CARE acceptance letter and on SDGE.com within the Low-Income Assistance section of the website. The enhancement to SDG&E's website provides a resource for its customers seeking telephone bill assistance which can benefit the customers.

Door-to-Door

In 2018, SDG&E deployed several outreach efforts with third-party contractors. One was a continuation of a 2017 effort, which involved reaching out to multicultural / multilingual, low-income, and disabled customers who are potentially eligible for the CARE, FERA and ESA Programs utilizing a door to door strategy. This strategy was developed by looking at data analysis for new potentially eligible CARE customers and selecting areas where geographically a door-to-door representative would be most effective. SDG&E collaborated with THG, a third-party Diverse Business Enterprise (DBE) vendor, to implement this door-to-door campaign. THG canvassed these neighborhoods to directly interact with customers, in-language when necessary, to enroll them in the program.

While this type of Outreach was successful in the past, in the second quarter of 2018, SDG&E discontinued the door-to-door outreach campaign. The door-to-door campaign was not as effective as THG's Live Call Campaign; thus, it was discontinued to better utilize THG's resources. In 2018, the door-to-door and multicultural effort led to over 1,150 completed applications, 450 CARE enrollments and 449 CARE re-certifications.

Live Call Campaign

The Harris Group, utilizing the data analysis from the CARE prospect list, also continued an outbound call campaign to reach out to potentially eligible customers who live in SDG&E's service territory. THG's outbound call campaign also included a CARE Recertification Campaign. For 2018, THG Live Call Campaign and CARE Recertification Campaign efforts resulted in over

25,000 completed applications and contributed to over 17,250 new CARE enrollments and over 6,730 re-certifications, resulting in a conversion rate of 95%.

Community Outreach & Engagement

Community outreach allows SDG&E to connect and directly engage customers in energy savings solutions in the communities where they work and live. These outreach activities provide information about our CARE Program to the customers that are eligible. SDG&E established partnerships with social service entities (e.g., 2-1-1 San Diego, County Health and Human Services Agency (HHS) and Cool Zones) in these communities to connect to those customers who are unaware, concerned, afraid, or have a language barrier. SDG&E established partnerships with social service agencies and nonprofit organizations to deliver presentations, workshops/trainings, and participate at community events, to assist SDG&E in securing enrollments through an organization that customers trust. These efforts resulted in over 4,850 CARE applications, over 2,680 CARE enrollments and over 1,540 CARE re-certifications.

CARE Partners (Capitation Agencies)

SDG&E partners with 20 social service agencies such as the WIC Program, refugee assimilation organizations, 2-1-1 San Diego, and others to help enroll its hardest-to-reach customers. These organizations serve high-risk, low-income individuals, and families with enrollment in state and federally-funded assistance programs, including Cal Fresh, LIHEAP, Covered California, and

California Lifeline. The partnering organizations are located in diverse low-income communities serving multicultural/multilingual, seniors, veterans, special needs, and limited English proficient (LEP) audiences and provide multilingual staffing. These partners contributed to over 1,490 CARE applications, over 530 CARE enrollments, and over 530 CARE re-certifications.

Energy Solutions Partner Network

In 2018, SDG&E continued to work with an established network of more than 250 nonprofits and CBOs, collectively called the Energy Solutions Partner Network. These organizations represent the diversity of SDG&E's customers within its service area. A majority of these organizations are small, grassroots agencies serving customers that are multicultural/multilingual, seniors, veterans, special needs, and LEP audiences. These partners help educate and enroll customers in low-income programs utilizing a variety of tactics including: messaging through e-mail and social media channels such as Facebook, Twitter, and Instagram, posting information on their websites, e-blasts, newsletters, providing booth space at events, and hosting enrollment day fairs at their locations. In 2018, over 1,250 activities were coordinated through this partner network to promote the CARE and ESA Programs resulting in over 540,000 impressions. Of these activities, CARE and ESA Programs were promoted in over 400 social media messages – Facebook, Twitter and Instagram – by SDG&E's Energy Solutions Partner Network reaching over 400,000 impressions. The Energy Solutions Partner Network's activities were able to bring in over 680

completed CARE applications, over 250 CARE enrollments and over 280 CARE re-certifications.

Community Events & Presentations

Every year, SDG&E participates in hundreds of community events and presentations throughout its service area. Many of the Energy Solutions Network partnerships established through CBOs host events to help the community with many social services such as: health and wellness fairs, community resource fairs, food banks, police and fire department open houses, employer fairs, and cultural fairs throughout the territory, as well as educational/STEM activities through schools and communities. SDG&E believes these are excellent opportunities for SDG&E to participate since the events often attract low-income and fixed income audiences. These events are for families with children, seniors, and disabled or special needs populations. These community events also service our rural, Native American, and harder to reach population. While these events and presentations may not bring in large numbers of program enrollments, they serve a greater need of educating and engaging customers. In 2018, SDG&E promoted CARE and other customer assistance solutions at over approximately 750 presentations and events reaching over 47,000 people.

Customer Contact Center

SDG&E's Customer Care Centers assist over a million customers with various energy needs. Customers are provided with information about the CARE and ESA Programs in both English and Spanish, while waiting to speak with an Energy Service Specialist (ESS) via the IVR System over the phone. ESSs offer

the CARE Program and complete enrollments for customers who qualify. This helps to streamline the enrollment process while providing excellent customer service. In 2018, the Customer Care Centers completed 1,240 applications and contributed to over 1,010 CARE enrollments and over 120 re-certifications, yielding a conversion rate of 92%.

Branch Offices

SDG&E's Branch Offices help enroll customers in various assistance programs when the customers come in to pay their SDG&E bill or ask for bill assistance. This is done through signage at branch offices to remind customers of CARE and through the Branch Office representative when speaking to customers. In the summer of 2018, the Outreach team assisted the Branch Offices when high bills during the heat wave were received from customers. Outreach conducted informational events at the branch offices to train staff on the program changes. Outreach also provided assistance with the different language barriers of the communities including Spanish, Arabic, Tagalog, and Chinese. Outreach assisted the offices by enrolling those who were eligible into Customer Assistance Programs. In 2018, branch offices brought in over 5,160 completed CARE applications and contributed to 4,180 new CARE enrollments and over 390 re-certifications, yielding a conversion rate of 89%.

2.4.1.1 Discuss outreach to CARE customers for the Home Energy Report, including percentage participation.

In 2018, there were approximately 519,000 customers currently receiving the Home Energy Reports (HERs). Of those customers, 115,000 are enrolled in CARE (representing 22%). SDG&E sent HERs to

customers on a quarterly basis and electronic HERs emails were sent monthly. The reports educate customers on their energy consumption, provide energy saving tips and, when applicable, encourage enrollment in CARE.

| | |
|---|------------|
| Percent of HER recipients that are also on CARE | 22% |
| Percent of CARE customers receiving Home Energy Report | 39% |

2.4.2 Discuss the most effective outreach method, including a discussion of how success is measured.

SDG&E continues to look for the most effective ways to communicate to customers. As stated in Section 2.4.1, in 2018 SDG&E utilized several different outreach methods to enroll eligible CARE customers. Each outreach methods’ effectiveness is measured differently depending on the method. Some outreach methods can be measured on open rates, number of impressions, number of customers educated and informed of the program and number of customers enrolled. Of the different outreach methods, it is hard to define which one was the most effective because it can take several marketing impressions before a customer takes action. However, if SDG&E is to base outreach method effectiveness on the number of CARE enrollments and the conversion rate, the most successful and effective method was “The Live CARE Call Campaign” administered by THG. This campaign resulted in over 25,000 submitted CARE applications and enrolled over 17,250 new CARE customers and resulted in over 6,730 CARE re-certifications for 2018 resulting in an 95% conversion rate. To measure the success of some outreach methods, SDG&E provides each CARE partner, contractor, and activity a unique source code number that they submit

with each CARE application. This allows SDG&E to track each CARE application, CARE Recertification and CARE Enrollment by source.

2.4.3 Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.

SDG&E's CARE Program continues to face barriers to program participation and must constantly evaluate and sometimes shift its focus to determine ways to counteract these challenges. In 2018, to gain a better understanding of these barriers from the customer's perspective, the program surveyed program participants. The survey results revealed that most participants remain satisfied with the CARE Program (92%) and expect to continue participating. The surveys also provided the following insights:

- 1) Most CARE customers prefer the program renewal contact by email, direct mail or telephone (with a live representative); however, bill stuffers and text messages have grown this period as another source of communication; and
- 2) Ease of understanding the enrollment process has softened in 2018.

2.4.4 Discuss how customer data CARE and other relevant program information is shared by the utility with other utilities sharing its service territory.

SDG&E has a 2-way sharing of data for customers in Orange County who are served by both SoCalGas and SDG&E. In 2018, SDG&E received 5,745 enrollments through this effort. In addition, SDG&E shares CARE customer data with California American Water (CalAm) to assist in identifying customers for their customer assistance programs. In 2018, SDG&E provided 45,975 leads in March 2018 and 47,067 in September 2018 to CalAm.

2.4.5 Discuss how CARE customer data and other relevant program information is shared within the utility, for example, between its Energy Savings Assistance Program and other appropriate low-income programs.

SDG&E implemented system enhancements to the CARE System to improve customer experience, improve CARE penetration and provide qualifying leads for ESA. Upon an eligible online enrollment or recertification for the CARE Program, the CARE System automatically sends an ESA lead to the Energy Efficiency Collaboration Platform (EECP) system if the customer is determined to be eligible based on the prior treated date. Upon an eligible income verification for the CARE Program, an ESA lead is automatically created stating “CARE Income Certified,” letting the outreach agency know they do not need to perform the income eligibility process for this customer. In turn the EECP System sends the CARE System ESA eligibility upon an ESA enrollment. The CARE System determines if the customer will be auto-enrolled, income certified or recertified in the CARE System based on their current CARE status. This automation has increased the number of qualified leads and CARE enrollments as well as reduced the number of letters sent for CARE recertification and PEV.

2.4.6 Describe the efforts taken to reach and coordinate the CARE Program with other related low-income programs to reach eligible customers.

SDG&E partners with CBOs and social service providers throughout San Diego and this continues to be an effective form of enrolling customers into the CARE/FERA and ESA programs. These organizations are involved daily with customers that meet SDG&E’s income or categorical qualifications and provide a one stop source for resources. Some of these organizations are: WIC, CalFresh,

LIHEAP, Covered California and California Lifeline. Other partners include the CARE Partner Program with social service agencies and 2-1-1 San Diego, SDG&E's Energy Solutions Partner Network, and leveraging the efforts of LIHEAP contractors. These programs were leveraged through presentations, events, workshops, and customized partner network messaging.

2.4.6.1 Track Costs of AB 793 related Energy Management Technologies programs (Identify all of the programs or initiatives that will be able to benefit from the availability of the end-use and electric usage profiles, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings' cost-effectiveness decision-making).

An RFP for a vendor to provide load disaggregation services was released in March 2018. A contract was signed with the selected bidder, Ecotagious Inc., in November 2018. The project scope is divided into two phases. Phase one will produce end use load profiles and a segmentation report for a sample of CARE customers in the PG&E, SCE and SDG&E service areas. Phase two will expand the analysis to a wider group of customers and provide delivery of results to customers and ESA contractors. The statewide group meets biweekly. In 2018, three milestones were met: (1) The contract was signed, (2) The project plan for phase 1 was finalized, and (3) The customer segmentation design was completed. The results for phase 1 are expected by mid-year 2019.

2.4.7 Describe the process for cross-referral of low-income customers between the utility and CSD. Describe how the utility’s CARE customer discount information is provided to CSD for inclusion in its federal funds leveraging application. (Note: These agreements are limited to sharing 1-800 phone numbers with customers and providing CARE benefit information for the federal fiscal year, October 1 of the current year through September 30 of the subsequent year. There are no tracking mechanisms in place to determine how many customers contact the other programs or actually become enrolled in other program(s) as a result of these agreements.)

SDG&E continues to find value in leveraging with partners such as CSD.

This partnership demonstrates SDG&E’s commitment to utilize every feasible effort to reach out to customers in need. SDG&E promotes the CSD’s LIHEAP bill payment assistance and weatherization services programs, and also includes CSD LIHEAP’s phone number on SDG&E’s CARE applications and program materials so that customers have direct contact information to access services. SDG&E’s CARE staff also informs customers about services offered by CSD and refers customers to CSD for additional bill assistance through the HEAP. Lastly, SDG&E’s agreement with 2-1-1 San Diego requires part of the customer screening to include referral to LIHEAP agencies CUI and MAAC, as appropriate. In 2018, 2-1-1 San Diego handled approximately 25,120 utility-related calls and referred 16,903 of those to LIHEAP agencies.

2.4.8 Discuss any recommendations to improve cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties under contract to the utility to improve outreach and enrollment services to non-participating households in the prior year. Provide cost-effectiveness assessments, if available.

Significant improvements include the following:

1. SDG&E continued to realign efforts with THG. In 2018, upon request of SDG&E, THG stopped the Door-to-Door campaign which enrolled customers in CARE or FERA through neighborhood canvassing. This request came as results indicated that the Live Call Campaign was more effective relative to time, cost, and program enrollments. Upon SDG&E's request, THG reallocated resources from the Door-to-Door campaign to the Live Call Campaign.
2. In 2018 SDG&E continued to streamline the communication and enrollment process with 211 San Diego. Giving 211 employees working with utility related calls, read-only access to SDG&E's CARE system. This improvement allowed processing time to be minimized for both SDG&E and 211 San Diego, as well as, make sure CARE was applied as soon as possible to customers' bills. 211 San Diego is now able to look up basic customer information such as the name on the account, account number, and programs the customer is already enrolled. This change allows 211 San Diego to be more efficient with their submissions and reduces the data points SDG&E has to research. When the customer does not have access to their bill or account number, this data can be identified while the customer is on the phone, eliminating the need for a second call, or drop-off of enrollment.
3. SDG&E's Customer Contact Center can now enroll customers in CARE through the CARE Online Application. The customer's information is automatically authenticated through a link to the on-line application making this process more efficient for the Customer Contact Center representatives to process the application.
4. SDG&E also made improvements to its My Account messaging. Using the existing probability model designed for CARE PEV, the residential customers have been assigned a probability score determining their likelihood of being eligible for the CARE Program. When a customer logs into SDG&E My Account site, the customer probability score determines if a message should be displayed stating "you are likely to be eligible for the CARE

Program” and a link to the CARE on-line application to enroll. This will increase the focus on the eligible population. The program is showing positive results with approximately 600 new enrollments a month.

5. In the first quarter of 2019, SDG&E will transition to a new fulfillment vendor that was selected through a competitive bid process in late 2018. In 2019, SDG&E expects improvements in the delivery, quality, and efficiency of letters mailed to CARE and FERA participants, as well as a reduction in fulfillment costs.

2.5 Processing CARE Applications

2.5.1 Describe the utility’s process for recertifying sub-metered tenants of master-meter customers.

In general, tenants of sub-metered facilities follow similar recertification guidelines as individual metered dwellings. Sub-metered tenants are provided with a two-year or a four-year recertification period, depending on whether they can be identified as fixed income tenants. Once sub-metered tenants are due to recertify, they are provided with a mailed renewal request. If no response is received within 30 days, SDG&E will mail a second request to the tenants prior to removal.

2.5.2 Describe any contracts the utility has with third parties to conduct certification, re-certification and/or verification on the utility’s behalf. Describe how these third-party efforts compare to the utility’s efforts in comparable customer segments, such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.

SDG&E finds that collaboration with third party contractors is a necessary component to successfully reach and enroll hard-to-reach and under-served customers. In 2018, SDG&E partnered with third parties to conduct certification and re-certification of CARE customers on the utility's behalf. SDG&E contracted with THG to conduct a Door-to-Door Campaign, Live Call Campaign, CARE Re-

certification Campaign, and Zip Code Campaign resulting in over 17,700 CARE enrollments and over 7,180 re-certifications. SDG&E also partnered with 2-1-1 San Diego, a 24-hour resource and information center connecting residents with community, health and disaster services. Customers often contact 2-1-1 San Diego in an emergency to locate important resources including bill assistance programs, food, and shelter. The 2-1-1 San Diego partnership resulted in over 1,950 CARE enrollments and over 570 CARE re-certifications.

Additional SDG&E outreach activities are detailed in Section 2.4.1. These activities include: mass media, print campaigns, streaming TV, digital, bill inserts, ethnic marketing, email campaigns, direct mail campaigns, community outreach & engagement, CARE partners, Energy Solutions Partner Network, community events & presentations, customer contact center and branch offices. SDG&E measures the effectiveness of this program in two ways. The first measure of success is generating overall program education and awareness through mass media and community outreach tactics. The second is customer engagement to generate and measure enrollment. For these harder-to-reach and underserved audiences, it is important to utilize multiple tactics as stated above. It is difficult to evaluate cost-effectiveness per tactic, given that some of these tactics cannot be directly sourced to the actual customer enrollment and/or that the customer may experience multiple tactics prior to completing recertification as detailed in Section 2.4.2. This is especially true for mass media tactics like television, print and online advertisements. In 2018, SDG&E's online advertising garnered over 23 million impressions (the number of times an SDG&E ad was seen by an on-

line user) while ethnic print advertising had a readership of over 9.4 million and ethnic television garnered over 1.8 million impressions. All mass media channels encouraged customers to call SDG&E's toll-free number or visit SDG&E's website to complete an online application. It is challenging to determine how many impressions it took for customers who enrolled through the toll free and online application process. However, industry experts have stated that it may take between 7-13 touches before a consumer takes action and responds to a tactic.²⁸

2.6 Program Management

2.6.1 Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.

SDG&E did not experience any significant program management issues in the 2018 reporting period.

CHANGES Program

D.15-12-047 transitioned the CHANGES pilot to the CHANGES Program. The CHANGES Program is funded through the CARE Program through the 2017-2020 program cycle. The Commission provided the IOUs with a list of CBOs who act as liaisons with the utilities on behalf of customers on utility inquiries and issues. The selection of CBOs is determined based on the lead contractor that contracts directly with the Commission. The lead contractor selects CBOs and subcontracts with them based on its own criteria. The CBOs target specific communities and offer other programs that are meant to complement SDG&E's services. SDG&E has three CBOs within its service territory as shown below:

1. Alliance for African Assistance
2. Deaf Community Services of San Diego

²⁸ Accenture, Actionable Insights for the New Energy Consumer, 2012.

3. Casa Familiar

The lists of CBOs in SDG&E's service territory were shared with SDG&E's internal Call Center and outreach team. The IOUs and CHANGES teams met regularly in 2018 to discuss program effectiveness.

2.7 Pilots

There were no pilots in 2018.

2.8 Studies

There were five studies undertaken in 2018 for Low Income. Of the five studies, only the LINA Study includes CARE.

Statewide Low Income Needs Assessment (LINA) Study

The LINA Study is mandated to be completed every three years per AB 327 and Public Utilities Code Section 382(d). During 2018 the following activities have taken place: Research Into Action was selected to conduct the study in January 2018. SCE formalized the contract in January 2018. A project initiation meeting was held in February 2018. The final research plan was developed during Q1 of 2018. A public workshop on the draft research plan was held on May 3, 2018. Data collection plans and instruments were developed over the course of Q2-Q4 2018. Research into Action began collecting data in December 2018. The primary activities of the initial quarters of 2019 are expected to include additional data collection and preliminary analyses. The draft report is expected to be completed in August 2019 followed by a public workshop to review the results with the public and solicit stakeholder input. The current Needs Assessment study is on track to be completed by December 2019.

2.9 CARE Restructuring Working Group

On December 20, 2017, the Commission issued a Ruling²⁹ suspending the procedural schedule for the CARE Restructuring Track of Residential Rate Reform until further notice. In 2018, there were no activities relative to the CARE Rate Restructuring effort.

2.10 Miscellaneous: Describe coordination efforts with the California Advanced Services Fund's new Broadband Public Housing Account.

In 2018, there were no coordination efforts with the CASF new broadband public housing account.

3 CARE EXPANSION PROGRAM

3.1 Participant Information

3.1.1 Provide the total number of residential and/or commercial facilities by month, by energy source for the reporting period.

| 2018 | Commercial | | Residential | |
|-------|--------------------|--------------------|-------------|--------|
| Month | Electric | Gas | Electric | Gas |
| Jan | 151 98 | 106 109 | 408390 | 245233 |
| Feb | 151 169 | 106 112 | 453429 | 245236 |
| Mar | 151 102 | 106 111 | 454391 | 245237 |
| Apr | 154 169 | 107 111 | 468418 | 251244 |
| May | 156 102 | 108 111 | 468391 | 251243 |
| Jun | 149 89 | 104 112 | 467386 | 249238 |
| Jul | 148 119 | 107 111 | 472405 | 251237 |
| Aug | 155 171 | 109 111 | 472441 | 252237 |
| Sep | 155 171 | 109 110 | 473448 | 253239 |
| Oct | 156 102 | 109 110 | 478423 | 258244 |
| Nov | 159 94 | 109 110 | 478417 | 258245 |
| Dec | 161 171 | 109 111 | 478464 | 258248 |

²⁹ E-Mail Ruling Suspending Procedural Schedule for CARE Restructuring Track in R.12-06-013.

3.1.1.1 State the total number of residents (excluding caregivers) for residential facilities, and for commercial facilities, by energy source, at year-end.

| Facility Type | Electric | Gas |
|--------------------------|------------|------------|
| Commercial ³⁰ | 5,5581,557 | 3,3431,329 |
| Residential | 1,5555,003 | 7982,881 |

3.2 Usage Information

3.2.1 Provide the average monthly usage by energy source per residential facility and per commercial facility.

| Commodity | Residential | Commercial |
|-----------|-------------|----------------|
| Gas | 32.632.4 | 382.3386.5 |
| Electric | 485.7485.6 | 8,891.69,831.9 |

3.3 Program Cost

3.3.1 Administrative Cost (Show the CARE Expansion Program’s administrative cost by category).

In 2018, SDG&E’s Expanded CARE Program costs totaled \$3,284.87.

These costs are associated with application processing.

3.3.1.1 Discount Information

3.3.1.2 State the average annual CARE discount received per residential facility by energy source.

| | |
|--|-------|
| Residential Facility Gas Discount | \$95 |
| Residential Facility Electric Discount | \$655 |

³⁰ In addition to being revised, the data for commercial and residential facilities were inadvertently stated in reverse for 2018. This same data was also reversed going back to at least 2014. With this amended graph filed herein, SDG&E provides correct information for 2018 and not prior years because the 2018 data will be used in 2021 through 2026 program year (PY) projections provided in SDG&E’s Low Income Application for PY 2021 through 2026, which will be submitted on November 4, 2019.

3.3.1.3 State the average annual CARE discount received per commercial facility by energy source.

| | |
|--|---------|
| Commercial Facility Gas Discount | \$574 |
| Commercial Facility Electric Discount | \$4,578 |

3.4 Outreach

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

SDG&E has skilled and knowledgeable Energy Solutions Advisors that promote programs such as Expanded CARE with partners who manage multifamily low-income housing. The SDG&E Advisor team also promotes Expanded CARE through general outreach activities. The Advisors work with SDG&E’s CBOs, Energy Solutions Partner network, Community Relations Advisors and Account Executives to deliver presentations, booths at community events, and e-updates including newsletters and social media posts.

Discuss each of the following:

3.4.1.1 Discuss the most effective outreach method including a discussion of how success is measured.

The most effective outreach method to promote Expanded CARE is through SDG&E’s skilled and knowledgeable customer facing team, consisting of assigned Account Executives, Energy Solutions Advisors, and Outreach Advisors. These groups work directly with customers who may be eligible for Expanded CARE and with CBO’s who work directly with clients who may be eligible.

3.4.1.2 Discuss how the CARE facility data and relevant program information is shared by the utility with other utilities sharing service territory.

The shared territory between SDG&E and SoCalGas is in Southern Orange County. The two utilities share relevant program information on Expanded CARE facilities. SDG&E has three qualified Expanded CARE facilities in the overlapping service territory.

3.4.1.3 Discuss barriers to participation encountered in the prior year and steps taken to mitigate these, if feasible, or not, if infeasible.

The barrier to participation for Expanded CARE tends to come from the ability for these facilities to meet the guidelines – specifically 100% resident eligibility and non-profit status of the organization. In 2018, SDG&E’s Outreach team worked with the assigned Account Executive to make sure eligible customers were enrolled. SDG&E also promoted the program through general outreach activities and through the Energy Solutions Partner network.

3.4.2 Discuss any recommendations to improve the cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties on the utility’s behalf to improve outreach and enrollment services to non-participating facilities in the prior year. Provide cost-effectiveness assessments, if available.

SDG&E did not implement any system enhancements in 2018 relative to CARE Expansion. SDG&E plans to implement customized outreach efforts to increase CARE Expansion Program enrollment in 2019.

3.5 Program Management

3.5.1 Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.

SDG&E did not experience any significant program management issues in the 2018 reporting period.

4 FUND SHIFTING

4.1 Report Energy Savings Assistance Program fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031 as modified by D.10-10-008, 16-11-022, and D.17-12-009.

In 2018, SDG&E experienced a budget shortfall in the lighting subcategory of the ESA Program in the amount of \$1,358,410 in electric funds. The budget shortfall was due to SDG&E offering additional LED lighting measures in its program in accordance with Ordering Paragraph 19 of Commission D.17-12-009 which directs the electric IOUs to phase out compact fluorescent light bulbs as soon as practicable and to begin offering LED lighting. SDG&E used unspent electric funds shifted into 2018 from the prior year to accommodate the budget overage in the lighting subcategory.

4.1.1 Report CARE fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031 as modified by D.10-10-008, D.16-11-022, and D.17-12-009.

During 2018, SDG&E shifted CARE funds in accordance with the rules set forth in D. 08-11-031 as modified by D. 10-10-008, D. 16-11-022, and D. 17-12-009, which granted the IOUs authority to shift funds between the CARE Program categories. SDG&E leveraged excess funds in the General Administration category to cover overages in the Processing, Certification and Recertification category. A total of \$99,637 from General Administration was

shifted to cover a \$99,637 overage in the Processing, Certification and Recertification category.

4.1.2 Was there any Energy Savings Assistance Program or CARE fund shifting activity that occurred that falls OUTSIDE the rules laid out in Section 20.1 of D. 08-11-031 as modified by D.10-10-008, D.16-11-022, and D.17-12-009?

There was no ESA Program or CARE Program fund shifting activity that occurred that falls outside of the rules laid out in the Section 20.1 of D.08-11-031, as modified by D.10-10-008, D.16-11-022, and D.17-12-009.

5 COMMONLY USED ACRONYMS

| | |
|--------|---|
| CARE | California Alternate Rates for Energy |
| CBO | Community-Based Organization |
| CFL | Compact Fluorescent Lamp |
| CPUC | California Public Utilities Commission |
| CSI | California Solar Initiative |
| D. | Decision |
| CSD | California Department of Community Services & Development |
| DDTP | Deaf and Disabled Telecommunications Program |
| DRP | Demand Response Program |
| DSM | Demand Side Management |
| EE | Energy Efficiency |
| ESA | Energy Savings Assistance |
| FERA | Family Electric Rate Assistance |
| HEAT | Home Energy Assistance Tracking |
| IHD | In Home Display |
| IOU | Investor-Owned Utility |
| kW | Kilowatt |
| kWh | Kilowatt Hour |
| LIEE | Low Income Energy Efficiency |
| LIHEAP | Low Income Home Energy Assistance Program |
| MOU | Memorandum of Understanding |
| mW | Megawatt |
| mWh | Megawatt Hour |
| NGAT | Natural Gas Appliance Testing |
| OP | Ordering Paragraph |
| PCT | Programmable Communicating Thermostat |
| PEV | Post Enrollment Verification |
| PFM | Petition for Modification |

| | |
|----------|--|
| PG&E | Pacific Gas and Electric Company |
| PPP | Public Purpose Program |
| PY | Program Year |
| SCE | Southern California Edison Company |
| SDG&E | San Diego Gas & Electric Company |
| SoCalGas | Southern California Gas Company |
| TDD | Telecommunications Device for the Deaf |
| TRC | Total Resource Cost Test |
| UC | Utility Costs |
| SSI | Supplemental Security Income |
| SSD | Supplemental Security Disability |
| SSP | Social Security Pension |

APPENDIX A – ESA EMAIL

Take advantage of no cost - appliance, lighting and other upgrades - Apply today!



Receive Home Upgrades at No Cost
See if you Qualify

[APPLY TODAY](#)

As a CARE customer, you may be eligible for no-cost energy-efficient upgrades for your home.



Whether you rent or own, you could be eligible to receive free energy-efficient home improvements that can make your home more comfortable and save you money now and for years to come.

Through the Energy Savings Assistance Program, our authorized contractors will come to your home and may provide, at no-cost:

- New, energy-efficient lighting
- Repair or replacement of doors and windows
- Microwaves, refrigerators and high-efficiency washers*
- Insulation, weatherstripping and caulking

[START THE APPLICATION](#)

You will need your 10 digit account number found on your SDG&E® bill.

To learn more, connect at sdge.com/esap, or schedule an appointment by calling 1-866-597-0597

Get Money Back with the California Earned Income Tax Credit:

The Earned Income Tax Credit is modeled after a federal credit that helps give money back to working families. The amount of the cash-back tax credit depends on your income and your family size. To find out if you qualify visit CalEITC4me.



*Existing appliances must meet age requirements to qualify for replacement. Co-pay may be *
.required for landlords who own appliances and pay tenant utility bill*

This program is funded by California utility customers and administered by San Diego Gas & Electric® under the auspices of the California Public Utilities Commission. Energy improvements completed under this program are made by third-party providers contracted by SDG&E. SDG&E is not responsible for any goods and services selected by customers

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Century Park Court, San Diego, CA 92123 8330

We want to help you lower your SDG&E® bill

Special offer for residents of:

Authorized representatives of our Energy Savings Assistance Program are working with your property manager to offer these energy saving items to you at no cost.*

- Energy-efficient Lighting
- Faucet Aerators
- Microwaves
- LED Night Lights
- Smart Strips (also called Power Strips)
- Torchieres

How do I qualify?

You may qualify for these improvements if your household income falls within the guidelines or if your household currently receives benefits from any of the public assistance programs listed below:

Public assistance programs that qualify:

- Bureau of Indian Affairs General Assistance
- CalFresh/Supplemental Nutrition Assistance Program (SNAP)
- CalWORKs/Temporary Assistance for Needy Families (TANF)
- Low-income Home Energy Assistance Program (LIHEAP)
- Medicaid/Medi-Cal for Families A & B
- National School Lunch Program (NSLP)
- Supplemental Security Income (SSI)
- Tribal TANF
- Women, Infants, and Children Program (WIC)
- Head Start Income Eligible (Tribal Only)

| Maximum Allowable Annual Income Effective June 1, 2018 through May 31, 2019 | |
|--|-------------------------------|
| Household Size | Total Annual Household Income |
| 1-2 | \$32,920 |
| 3 | \$41,560 |
| 4 | \$50,200 |
| 5 | \$58,840 |
| 6 | \$67,480 |
| 7 | \$76,120 |
| 8 | \$84,760 |
| Each add'l household member, add | \$8,640 |



I'm interested. What's the next step?

A program representative is scheduled to visit your home _____ between the hours of _____ - _____.

If this time isn't convenient for you, contact SDG&E's Energy Savings Assistance Program at **1-866-597-0597**, to schedule a separate appointment.



TDD/TTY is available at **1-877-889-7343**.

* Homes previously participating in the program may be excluded from additional program participation

The Energy Savings Assistance Program is funded by utility customers and administered by San Diego Gas & Electric® under the auspices of the California Public Utilities Commission.

SDG&E makes no representations as to the safety, reliability and/or efficiency of goods and services selected. SDG&E makes no warranty, whether express or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and services.

Queremos ayudarle a reducir su factura de SDG&E®

Oferta especial para residentes de:

Representantes autorizados de nuestro Energy Savings Assistance Program están trabajando con el administrador de su propiedad para ofrecerle, sin costo, estos artículos que ahorran energía.*

- Iluminación eficiente en energía
- Aireadores para llaves de agua
- Microondas
- Lámparas LED de noche
- Tiras multicontactos inteligentes (también llamadas barras multicontactos)
- Lámparas tipo torchiere

¿Cuáles son los requisitos?

Tal vez tenga derecho a estas mejoras si el ingreso de su hogar está dentro de los lineamientos o si su hogar recibe actualmente beneficios de alguno de los programas de asistencia pública incluidos en la siguiente lista:

Programas de asistencia pública que reúnen los requisitos:

- Buró de Asistencia General para Asuntos de Nativos Americanos
- CalFresh/Programa Suplementario de Asistencia Nutricional (SNAP)
- CalWORKS/Asistencia Temporal para Familias Necesitadas (TANF)
- Programa de Asistencia a Hogares de Escasos Recursos para Gastos de Energía (LIHEAP)
- Medicaid/Medi-Cal para Familias A y B
- Programa Nacional de Almuerzos Escolares (NSLP)
- Seguridad de Ingreso Suplementario (SSI)
- TANF Tribal
- Programa para Mujeres, Bebés y Niños (WIC)
- Ingreso elegible para Head Start (tribal únicamente)

| Ingreso máximo anual permisible En vigor del 1 de junio de 2018 al 31 de mayo de 2019 | |
|---|---------------------------------|
| Número de personas en el hogar | Ingreso total anual en el hogar |
| 1-2 | \$32,920 |
| 3 | \$41,560 |
| 4 | \$50,200 |
| 5 | \$58,840 |
| 6 | \$67,480 |
| 7 | \$76,120 |
| 8 | \$84,760 |
| Por cada miembro adicional en el hogar, añadida | \$8,640 |



Estoy interesado. ¿Cuál es el siguiente paso?

Un representante del programa va a visitar su casa el día _____, entre las _____ y las _____.

Si esta fecha/hora no resulta conveniente para usted, póngase en contacto con el Energy Savings Assistance Program de SDG&E llamando al **1-866-597-0597**, para hacer otra cita. Tenemos TDD/TTY a su disposición llamando al **1-877-889-7343**.

Energy Savings Assistance Program™

* Los hogares que estuvieran participando anteriormente en el programa pueden quedar excluidos de participación adicional en el programa.

El Energy Savings Assistance Program está financiado por los clientes de las empresas de servicios públicos y administrado por San Diego Gas & Electric®, bajo los auspicios de la Comisión de Servicios Públicos de California.

SDG&E no hace ninguna representación en cuanto a la seguridad, confiabilidad o eficiencia de los bienes y servicios seleccionados. SDG&E no extiende ningún tipo de garantía, ni explícita ni implícita, como por ejemplo garantías de comerciabilidad o idoneidad para ningún propósito, uso o aplicación en particular de los bienes y servicios seleccionados.

Energy Savings Assistance Program Appointment Reminder



| | | |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Appointment | Time | Specialist's name |

Thank you for your interest in the Energy Savings Assistance Program. The next step is an in-home visit from one of our authorized Energy Specialists. During this visit, our specialist will verify your documents, (if applicable), assess your home for potential free energy-efficient upgrades and demonstrate how our online tool, My Account, can help you save.

Before your appointment, we'll need you to:

1 Have copies of the following documentation ready for the visit.

| |
|----------------------|
| <input type="text"/> |
| <input type="text"/> |
| <input type="text"/> |
| <input type="text"/> |

2 Sign up for My Account at sdge.com/myaccount

| |
|----------------------|
| <input type="text"/> |
| User name |
| <input type="text"/> |
| Password |

If you need to reschedule or cannot make the appointment, please call us at ()

Thank you and we look forward to helping you save money and improving the comfort of your home.

This program is funded by California utility customers and administered by San Diego Gas & Electric under the auspices of the California Public Utilities Commission. Additional documentation may be required at the time of the in-home visit.

San Diego Gas & Electric • PO Box 129831 • San Diego, CA 92112-9831



A  Semptra Energy utility®

RETURN SERVICE REQUESTED

PRESORTED
STANDARD
U.S. POSTAGE
PAID
SAN DIEGO, CA
PERMIT NO. 213

Energy Savings
●●●●●●●●●●
Assistance Program™

Appointment Reminder

Energy bill discounts are just the beginning.



SDGE

A  Sempra Energy utility®

ESA_0717



Sample Name
Any Street
Any Street 2
Any City, State Zip_Code

PRESORTED
STANDARD
U.S. POSTAGE
PAID
SAN DIEGO, CA
PERMIT NO. 213

San Diego Gas & Electric®
P.O. Box 129831
San Diego, CA 92112-9831

A  Sempra Energy utility®

SDGE

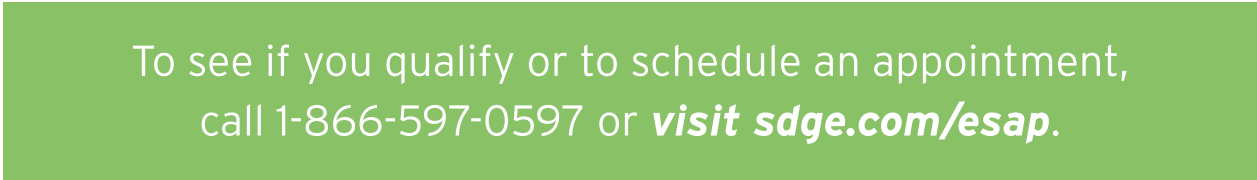


The only thing better than your bill discount is an even lower energy bill.

When you choose no-cost energy-efficient upgrades, you'll not only make your home more comfortable, you may also save money on your energy bill.

With the Energy Savings Assistance Program, our authorized contractors will come to your home and may provide, at no-cost:

- New energy-efficient lighting
- Repair or replacement of doors and windows
- Microwaves, refrigerators and high-efficiency clothes washers*
- Insulation, weatherstripping and caulking to lower heating and cooling costs



To see if you qualify or to schedule an appointment, call 1-866-597-0597 or **visit sdge.com/esap**.

*Existing appliances must meet age requirements to qualify for replacement.

Energy Savings
.....
Assistance ProgramSM

This program is funded by California utility customers and administered by San Diego Gas & Electric[®] under the auspices of the California Public Utilities Commission. Energy improvements completed under this program are made by third-party providers contracted by SDG&E. SDG&E is not responsible for any goods and services selected by customers.

7 APPENDIX B: MF WORKING GROUP ANNUAL REPORT – 2018 ACTIVITY

2018 Multi-family Working Group (MFWG) Annual Report

FINAL – 12/31/2018

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The MFWG Overview

The MFWG was established to support the integration of common area measures for deed restricted multifamily (MF) properties into the Energy Savings Assistance (ESA) Program and other MF directives as specified in California Public Utilities Commission (CPUC or Commission) Decision (D.) 16-11-022 as modified within D.17-12-009. As specified in the CPUC Decision, the MFWG will produce two annual reports: (1) 2018 Interim Annual Report, (2) 2019 Final Annual Report.¹ This report is intended to meet the filing requirement for the 2018 MFWG Interim Annual Report.

To support a collaborative reporting effort, the 2018 progress report is prepared with a collaborative effort. The IOUs, NRDC and the MFWG facilitator all contributed to the various sections of this report.

MFWG Membership and Structure

The MFWG operated using the following structure:

- All interested organizations may participate in the MFWG activities.
- The MFWG is not a decision-making body.
- All participants in the MFWG have the same privilege to participate in the working group activities.
- The MFWG strives for consensus and will fully discuss alternate approaches to program designs.
- Non-consensus issues are elevated to the CPUC for resolution.
- The MFWG meets on a quarterly basis, supplemented by topic-specific Ad Hoc Meetings.

2018 MFWG Activities & Accomplishments

The existing ESA Program provides free energy efficient appliances, weatherization, and lighting measures to qualifying low-income residential single-family, multifamily and mobile home customers. D. 16-11-022, expanded the ESA Program in California to include common area measures (CAM) for deed-restricted MF housing and allotted \$80M statewide through program year 2020.

Additionally, D. 16-11-022 as modified by D.17-12-009 implemented policy revisions that may increase potential in-unit and common area energy savings for MF properties. The enhanced policies are (1) removal of the ESA Go Back Rule; (2) elimination of the Modified Three Measure Minimum Rule; (3) replacing CFLs with LEDs; (4) removal of measure caps; and (5) revision of

¹ D.17-12-009

refrigerator replacement policy from pre-1999 to pre-2001. Below, please find ESA MF CAM Initiative progress report by IOUs:

PG&E Progress Report

Program pipeline – PG&E

In 2018, to build the pipeline for the ESA Common Area Measure (CAM) offering, the PG&E team began conducting outreach to a number of stakeholders. Through PG&E's Single Point of Contact (SPOC), the new CAM offering was communicated to property owners at major affordable housing conferences in 2018, including:

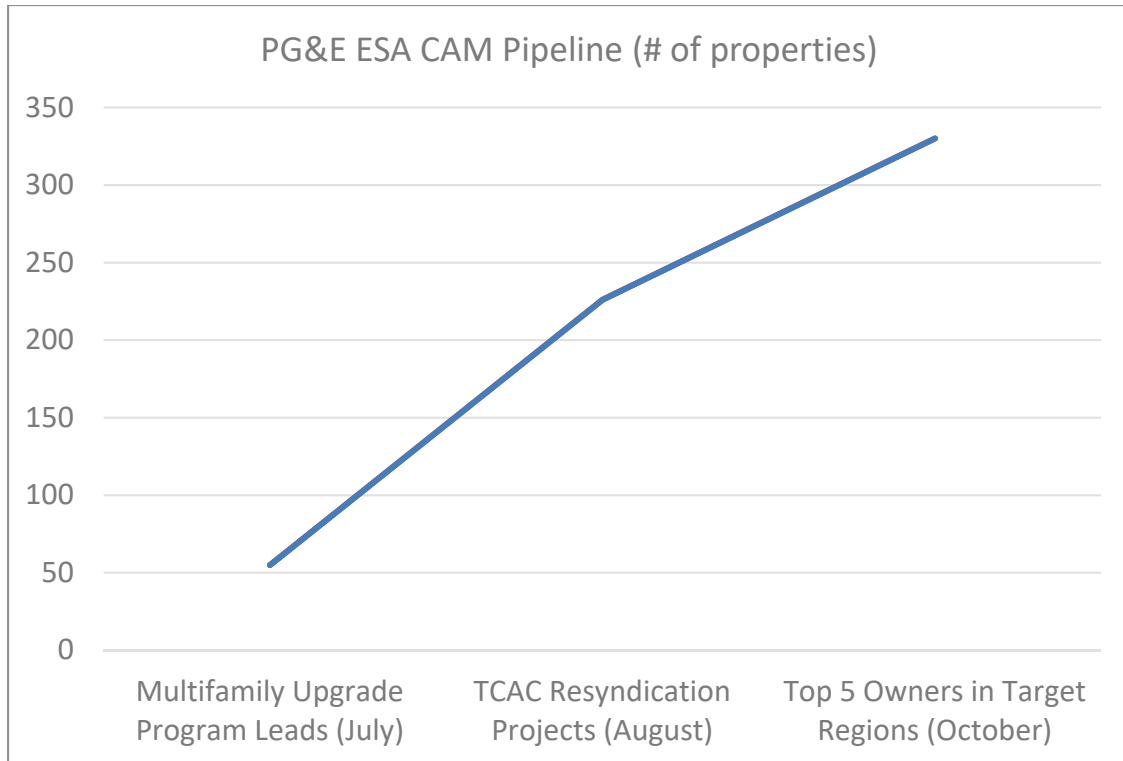
- Non-Profit Housing (NPH) annual conference
- San Joaquin Valley Housing Summit
- California Coalition of Rural Housing annual summit

This preliminary outreach is underway while the PG&E team finalizes CAM measure requirements, public facing materials, and policy and procedures. To date, PG&E has identified approximately 10 properties that are interested in exploring CAM improvements in the immediate term.

Based on PG&E's CAM market assessment PG&E identified approximately 350 properties as high priority outreach targets, which have participation potential, including the number and location of eligible properties, possible measures by space type, as well as programs and other resources PG&E may leverage to extend program dollars. The current pipeline consists of:

- PG&E Multifamily Upgrade Program (MUP) participants whose properties are deed restricted housing (MUP is PG&E's whole-building energy efficiency program that has operated since 2014)
- Projects undergoing major rehab and re-syndication through the TCAC Tax Credit Allocation Committee (TCAC), including 2018 round 1 and 2 awarded projects
- Properties owned or managed by top five property management organizations in target regions

PG&E is also identifying properties where a high number of residents received ESA in-unit treatment, these properties as well as referrals from ESA in-unit contractors will be added to the pipeline over time.



| Property Type | % |
|-------------------|-----|
| Small (<50 units) | 30% |
| Large (51 units+) | 70% |
| *Urban | 60% |
| *Rural | 40% |

*Urban is defined as top 20 metropolitan areas in California. Rural is all other areas

** The above definition/classification of property size is limited to PG&E only.

Program accomplishments – PG&E

PG&E is in the process of engaging various ESA MF CAM projects but has nothing to report at this time. To verify income eligibility ESA CAM prospective projects, the PG&E team is collecting documentation of the property deed-restriction, such as a the TCAC regulatory agreement. The PG&E team compares income limits identified in the deed restriction to verify ESA income eligibility.

PG&E is documenting the number of residents that meet the ESA income criteria, including those properties that do not qualify for ESA CAM, if resident incomes are known (ESA CAM requires that

at least two-thirds of residents meet income requirements). PG&E is also utilizing the statewide ESA Property Owner Affidavit to authorize whole-building treatment (both in-unit and common area). The PG&E team will benchmark each property that receives CAM treatment. This effort will build upon and leverage procedures developed by the ongoing benchmarking support provided to multifamily property owners through PG&E’s Multifamily Upgrade Program.

| PG&E | 2018 | 2019 |
|---|------|------|
| Projects, kW/kWh and Therm | N/A | -- |
| Program qualification summary (tracking of deed restricted and % of qualified tenant per MF building) | N/A | -- |
| # of building participated in benchmarking: None | N/A | -- |
| # of building participated in benchmarking | N/A | -- |

Program challenges and success – PG&E

- Contractor availability and coverage** - The market assessment identified contractors supporting multifamily programs serving PG&E customers. These programs include the PG&E’s Multifamily Upgrade Program, the CSD Low Income Weatherization Program (LIWP), the Bay Area Multifamily Building Enhancements (BAMBE), and PG&E’s ESA and Middle-Income Direct Install (MIDI) programs. The market assessment also identified regions where contractor service area gaps exist, including the central coast and eastern Fresno and Madera counties. PG&E’s ESA CAM offering will allow onboarding of new contractors to fill these gaps as projects are identified.
- Single Point of Contact** - Through SPOC we have processed 140 referrals with a total of 13 applications through October in 2018

| Program | Referrals | Applications |
|---|------------|--------------|
| Energy Savings Assistance | 17 | 0 |
| Moderate Income Direct Install | 17 | 0 |
| Multifamily Upgrade Program | 51 | 2 |
| Bay Area Multifamily Buildings Enhancements Program | 24 | 7 |
| Low Income Weatherization Program | 3 | 0 |
| Electric Vehicle Charge Network | 13 | 1 |
| On Bill Financing | 20 | 16 |
| Cooling Optimizer | 3 | 0 |
| Self Generation Incentive Program | 2 | 0 |
| Automated Demand Response | 2 | 0 |
| California Solar Initiative—Thermal | 1 | 0 |
| Total | 140 | 13 |

- **Comprehensive vs Common Area Treatment from the perspective of tenant outreach and treatments** - TRC is establishing collaboration protocol with the ESA implementers to do tenant outreach and in-unit tenant treatment in coordination with the ESA income qualified services.
- **Integration with re-syndication activities and collaboration with other entities** - The PG&E team met with the Tax Credit Allocation Committee to identify properties that applied for first and second round 4% and 9% low-income housing tax credits and coordination opportunities with ESA CAM. This coordination is ongoing and is in collaboration with the California Energy Commission and their Clean Energy in Low Income Multifamily Buildings (CLIMB) action plan. The ESA MFWG has also identified properties that will likely apply for re-syndication in future years, based on typical re-syndication timeframes. PG&E is reaching out to these property owners as well to inform owners about CAM and to identify opportunities to collaborate on retrofits associated with re-syndication or stand-alone improvements. PG&E is also exploring opportunities to support properties at risk of conversion to market rate, though this would require the property to have the ability to extend or issue an updated deed restriction.

SCE Progress Report

Program pipeline – SCE

In September, SCE developed an ESA Program flyer that focused on the multifamily segment and the benefits to property owners/managers. The flyer was utilized during the Southern California Association of Non-Profit Housing annual conference on September 28, 2018.

As of October 2018, SCE is in discussion with a non-profit organization that has six potential properties. In addition, there are two properties that both SoCalGas and SCE are in the preliminary phase of coordination, which will include identifying and assigning a joint SCE/SoCalGas contractor and scheduling a walk-thru of the site(s) at which point the project would be turned over to the contractor to perform ESA Program services (tenant units and common area, if eligible). Also, SCE began to develop a list of multifamily properties to prioritize program activity by utilizing data analytics to evaluate items such as energy use and previous participation to identify high opportunity properties, including overlaying TCAC and HUD properties. This process is included as part of the analysis of non-deed restricted multifamily properties submitted to the MFWG on October 29, 2018.

Program accomplishments – SCE

During the MFWG Quarterly Meeting in April 2018, the ESA CAM metrics that were filed in each of the IOUs implementation plans were reviewed and discussed, including introduction of proposed metrics by individual stakeholders. SCE is committed to continuous improvement and identifying

additional metrics that may need to be tracked but must take all factors into consideration including costs and/or resources impacts.

| SCE | 2018 | 2019 |
|---|------|------|
| Projects, kW/kWh and Therm | N/A | -- |
| Program qualification summary (tracking of deed restricted and % of qualified tenant per MF building) | N/A | -- |
| # of building participated in benchmarking: None | N/A | -- |
| # of building participated in benchmarking | N/A | -- |

Program challenges and success – SCE

- Contractor availability and coverage** - SCE’s ESA Program has 23 contractors that cover its service territory. In August, SCE reached out to its ESA Program network of contractors to obtain information on their respective abilities to deliver MF CAM services, such as performing as a Single Point of Contact (SPOC) and installing common area measures. After further review and evaluation of information received from the contractors, SCE identified three contractors to provide a comprehensive delivery of the ESA Program multifamily CAM initiative and issued contracts in late October. At this time, multifamily property owners interested in MF CAM services have the option of selecting from any of the three authorized contractors.
- Single Point of Contact** - SCE is utilizing two types of SPOCs to bridge the gap and needs of small to large multifamily properties; a dedicated SCE SPOC and an authorized Contractor SPOC. Both SPOC types will work directly with multifamily customers to promote ESA and other complementary programs, evaluate the properties, and assist through the application process. In addition, the Contractor SPOC will be able to provide a seamless delivery of products and services in both common area and dwelling units. In November, SCE provided the three authorized contractors with training on the role and responsibilities of a SPOC, including training on a new system enhancement that will be utilized to track multifamily projects.
- Comprehensive vs Common Area Treatment from the perspective of tenant outreach and treatments** - The objective of utilizing existing ESA contractors as a SPOC is to facilitate engagement of each multifamily property customer, both owner and tenant. SCE’s top-down approach will provide eligible multifamily property customers the opportunity to receive both dwelling and common area measures without the need for door-to-door activity. If additional measures (e.g., advanced power strip, torchiere lamps, etc.) owned by the tenant are feasible, then the tenant would work with the ESA contractor for participation.

- **Integration with re-syndication activities and collaboration with other entities** - In September, the MFWG reviewed a list of predicted re-syndication projects in California. As a result, SCE identified approximately 45 projects within its service territory and will be included in the analysis to prioritize targeting. Upon engaging these projects, SCE will track results, including any feedback that may be obtained from multifamily property customers and contractors.

SoCalGas Progress Report

Program pipeline – SoCalGas

Based on AL 5264 submitted March 1, 2018, SoCalGas' objective is to complete the pilot projects and identify lessons learned and adjust the common area measures (CAM) to deliver high- quality process and measures to meet the needs of multi-family (MF) customers. Based on feedback from the Statewide Multi-Family Working Group (MFWG), SoCalGas is developing a standard for identification and installation of water heaters for smaller MF properties. Specific projects have been identified in SoCalGas' initial launch and potentially 50 – 75 properties could utilize this standard using SoCalGas' current Energy Savings Assistance (ESA) Program contractor base. Once a standard is in place, a long-term strategy will be developed to determine the scope of the pipeline potential.

Program accomplishments – SoCalGas

SoCalGas has completed one common area pilot project, Pilot Project 2, in Santa Ana, California, which is a re-syndication property. The CAM addressed central domestic hot water systems, in which six (6) 100-gallon, 199,000 Btuh hot water heaters were installed as a kind for kind equipment replacement. The equipment was de-rated from its original 80% thermal efficiency to between 60% - 72% thermal efficiency based on the make and model number and adjusted for the age of the equipment. SoCalGas continues to coordinate with the property owner to determine if in-unit measures are feasible because of deep retrofits for this site. Additionally, SoCalGas has two additional pilot projects scheduled to be completed in the first two quarters of 2019. The energy savings for Pilot Project 2 was 7,960 Btuh of annual therm savings per year. As of October 31, 2018, SoCalGas has reported \$137,230 in MF CAM expenses. This includes costs for administration and outreach/assessment, e.g., ASHRAE Level II audits.

Per the Multi-Family Property Owner Authorization and Affidavit, property owners for the three pilot projects have identified that 65% or more of the tenants are income qualified. For Pilot Project 1, SoCalGas was able to enroll 1,010 out of 1,053 units (96%) for in-unit ESA Program treatment. For the pilot projects, all customers receiving CAM will be required to conduct EPA Portfolio Manager Benchmarking.

| SoCalGas | 2018 | 2019 |
|---|-------|------|
| Projects, kW/kWh and Therm | 7,960 | -- |
| Program qualification summary (tracking of deed restricted and % of qualified tenant per MF building) | 65% | -- |
| # of buildings participated in benchmarking: | N/A* | |

*benchmarking to be conducted in Q1 2019 for Pilot Project 2

Other relevant program metrics

- Operational metrics – Two pilot projects that SoCalGas is working on are scheduled to be completed in the first two quarters of 2019. SoCalGas does not have any operational metrics to report at this time.
- Strategic metrics – Two pilot projects that SoCalGas is working on are scheduled to be completed in the first two quarters of 2019. SoCalGas does not have any strategic metrics to report at this time.

Program challenges and success – SoCalGas

- **Contractor availability and coverage** – Implementation of natural gas CAM is a highly technical and complex process. Each SoCalGas CAM project is custom designed, unlike deemed lighting measures projects that are based on a “plug and play” installation process. SoCalGas’ CAM focuses on boilers and hot water heaters for central systems within the common area facilities of MF properties. This undertaking has resulted in the use of ASHRAE Level II audits and engineering design sets. These complex evaluations have necessitated Requests for Proposals (RFP) because the ESA Program contractor base does not currently have the required California State License to install boilers (C-4). However, because of these projects, SoCalGas is evaluating whether installation standards can be developed to support similar equipment types. SoCalGas is developing a standard for identification and installation of water heaters for smaller MF properties. SoCalGas has identified 50-75 properties that have immediate potential to use this standard with SoCalGas’ current ESA Program contractor base. This standard is anticipated to be available in Q2 of 2019 and is based on Pilot Project 2.
- **Single Point of Contact** – SoCalGas has had a Single Point of Contact (SPOC) for over three years. SoCalGas’ SPOC continues having great success in working with MF property owners as exhibited by SoCalGas’ three pilot projects and the installation of ESA Program in-unit measures with nearly 6,000 treated units completed year-to-date for 2018 for all MF properties.

- Comprehensive vs Common Area Treatment from the perspective of tenant outreach and treatments** – SoCalGas has been very successful with incorporating a comprehensive approach for CAM. For example, in Pilot Project 1 in Downtown Los Angeles, the SPOC has coordinated ESA Program in-unit treatments for 1,010 out of 1,053 units. Working with the Los Angeles Department of Water and Power (LADWP), common area lighting was installed for both exterior hallways and parking lots, as well as the proposed replacement of toilets with high efficiency low flow toilets. SoCalGas also evaluated Solar Thermal, Energy Upgrade California and Multifamily Energy Efficiency Rebates (MFEER) for the current pilot projects but determined that they were not currently viable. SoCalGas will continue to explore these options for future MF CAM projects. SoCalGas has also coordinated with SCE to introduce their CAM lighting for the Santa Ana and Rancho Cucamonga projects.
- Integration with re-syndication activities and collaboration with other entities** - SoCalGas, along with the other IOUs, reviewed the master list provided by the Energy Division (ED) to determine which IOU service territory the re-syndication properties were located in. SoCalGas has selected a re-syndication pilot in Santa Ana to evaluate how to best incorporate re-syndication properties within the CAM process. The CAM portion of the pilot was completed in Q4 2018. This includes the replacement of six 100-gallon commercial /central domestic hot water heater systems. Some preliminary lessons learned from this project include timeline uncertainty and deep in-unit retrofits that limit or exclude in-unit measure installation. This project has experienced shifts in the timeline due to property owner challenges with city permitting and internal company budget delays. This caused the timeline to move from a 2nd quarter 2018 start date to the 4th quarter of 2018. Coordination with the property owner is extremely important when working with re-syndication projects and these delays impact all parties, including the IOUs, contractors, and property owner maintenance staff. Also, this project focuses on deep retrofits within the units, complete replacement of kitchens, bathrooms, windows, doors and furnaces. With the replacement of these areas, ESA Program measures, such as faucet aerators, shower heads, and weatherization, become non-feasible measures and in such a case, all possible in-unit treatment may be excluded.

SDG&E Progress Report

In compliance with D.17-12-009, SDG&E filed Advice Letter 3196-E/2654-G of its ESA MF CAM Implementation Plan.² The Commission approved SDG&E's Advice Letter, as filed, on May 30, 2018 providing SDG&E the authorization to proceed with the MF CAM initiative under the ESA Program. SDG&E's design approach is to utilize one program implementor for the MF CAM initiative under

² SDG&E filed Advice Letter 3196-E/2654-G on March 30, 2018.

the ESA Program who will act as a single point of contact (SPOC) for property owners and operators eligible to participate for the installation of common area measures.

Program pipeline – SDG&E

The ESA Program MF CAM implementor contract was signed in late September 2018. The program implementor has been establishing processes and procedures to begin outreach efforts of the MF CAM initiative to property owners and operators. At this time, SDG&E does not have any specific projects in the pipeline but has developed targeted marketing and outreach list and has begun initial outreach efforts. SDG&E anticipates a pipeline of projects will be created at the end of 2018 and anticipates conducting audits for those projects to begin measure installation by the first quarter of 2019.

Program accomplishments – SDG&E

To-date, SDG&E has not completed any ESA Program MF CAM projects. Since receiving approval on May 30, 2018, SDG&E has secured a contractor to implement the initiative, develop processes to coordinate with in-unit contractors, and is modifying its enrollment platform to support program implementation. SDG&E has also developed a MF assessment form which helps screen properties and identify programs for eligibility, including ESA Program MF CAM. SDG&E continues to make progress in the full implementation of the ESA Program MF CAM initiative and anticipates measure installation to begin in the first quarter of 2019.

| SDG&E | 2018 | 2019 |
|---|-------------|-------------|
| Projects, kW/kWh and Therm | N/A | -- |
| Program qualification summary (tracking of deed restricted and % of qualified tenant per MF building) | N/A | -- |
| # of building participated in benchmarking: None | N/A | -- |
| # of building participated in benchmarking | N/A | -- |

Other relevant program metrics

- Operational metrics: No data to provide
- Strategic metrics: In November, SDG&E ESA Program CAM implementor began targeting 10 re-syndication multifamily properties identified in SDG&E’s service territory. Additionally, SDG&E has identified an additional 17 deed restricted multifamily properties which have previously participated in ESA’s in-unit program and had a high concentration of low-income units. SDG&E’s program implementor is targeting these properties as part of the initiative strategy. Results of these efforts are pending.

Program challenges and success – SDG&E

- **Contractor availability and coverage** - SDG&E did not have difficulty identifying contractors to support the ESA Program MF CAM initiative. SDG&E is using an implementor for all aspects of the initiative, including outreach, benchmarking, audits, and measure installation. The implementor will be responsible for subcontracting for any installations which they cannot perform. SDG&E finds that this approach streamlines the installation processes for the property owner and encourages a SPOC approach. The implementor will also facilitate the communication with the property owner for any in-unit measures which will be installed by the ESA Program.
- **Single Point of Contact** - SDG&E has developed a SPOC process which will help generate leads for ESA Program MF CAM, as well as for other programs offered by SDG&E. SDG&E and its MF CAM implementor will generate leads for the program. In addition, the ESA Program MF CAM Implementer will serve as the primary contact for the property owners. SDG&E's Internal and external SPOC process will generate leads through a variety of means, including:
 - A webpage where property owners and managers can access information on a variety of MF energy efficiency programs and fill out a short online interest form;
 - SPOC networking and outreach efforts, such as association roundtables and conferences;
 - Inbound calls made to SDG&E's Energy Savings Call Center requesting energy savings assistance;
 - Referrals from a variety of program implementers and advisors;
 - Referrals from the Home Energy Audit Team who may be called upon to investigate high bill inquiries;
 - Account Executives serving MF property owners;
 - Leveraging ESA Program in-unit MF property participation information and the Solar on Multifamily Affordable Housing (SOMAH) program;
 - Call campaigns are being made targeting deed restricted properties;
 - SDG&E is anticipating expanding the call campaigns to include non-deed restricted MF properties and is also working to develop targeted email campaigns.
- **Comprehensive vs Common Area Treatment from the perspective of tenant outreach and treatments** - SDG&E aims to provide comprehensive treatment for properties participating in ESA Program MF CAM. However, property owners and managers will not be required to install measure in-unit as a requirement to receive ESA Program MF CAM. One of SDG&E's approaches to providing comprehensive solutions is to initially target properties who have been identified as deed-restricted and have had a significant number of tenants participating and receiving ESA in-unit

treatment. This approach allows us to target properties where we are likely to be able to qualify the facility as eligible for ESA MF CAM. SDG&E's ESA Program MF CAM implementor is also working closely with current ESA in-unit, Multifamily Energy Efficiency Rebate (MFEER) and SOMAH program implementors to leverage outreach efforts for MF properties.

- **Integration with re-syndication activities and collaboration with other entities -** SDG&E is leveraging information on re-syndication projects as part of the targeted marketing strategy. Currently, SDG&E has identified 10 properties in their service territory whose applications are up for renewal. SDG&E's ESA Program MF CAM implementor has begun conducting outreach efforts to these property owners. SDG&E has reached out to the SOMAH program implementors to coordinate outreach and enrollment strategies. Given the similarity of the program eligibility guidelines, the coordination effort would be mutually beneficial and provide potential operational efficiencies for the programs. Monthly discussions have been established to ensure leveraging opportunities are maximized for the programs and to provide property owners with a comprehensive list of program offerings.

Other Mandated ESA MF CAM Initiative Activities

In addition to IOU specific ESA MF CAM Initiative progress report, the MFWG will also report the below topics concerning the overall ESA MF CAM Initiative.

Evaluate the effectiveness of 65% income qualified threshold for ESA MF CAM participation

Per Decision 17-12-009, the lower threshold for ESA Program MF CAM of 65% is expected to be evaluated by the IOUs during this program cycle and this program qualification threshold is subject to modification for the upcoming program cycle. The IOUs have submitted their initial Statements of Work (SOWs) for this analysis. The findings from the IOUs analysis will be shared with the MFWG participants to gather feedback by early 2019. The results of the analysis and discussions will be a part of the next ESA program application in 2019.

Status of CARE expansion

The MFWG does not recommend adding common area meters for multifamily deed restricted properties to the CARE Expansion Program at this time. The Application Decision requires the MFWG to assess whether the common area meters of deed-restricted properties should be granted access to the CARE rate. On April 26, 2018 and May 9, 2018, the MFWG met to discuss the potential inclusion of deed-restricted common area meters in the CARE Expansion Program. Currently the MFWG is not recommending expansion of CARE eligibility to common area meters of deed-restricted properties for the reasons identified below. First, the Multifamily Common Area Measure (CAM) Initiative is new and has just begun to be implemented; and, the continuance of

the initiative beyond 2020 has not been determined. Therefore, it is premature to propose expanding CARE eligibility for this effort. Second, additional research and analysis, as well as the need to assess potential customer and policy impacts, is necessary to make an informed decision about expanding CARE eligibility to common area meters of deed-restricted multifamily properties.

Description of the Collaborative Process for Statewide ESA MF CAM Initiative Filing

D.16-11-022 establishes a Multifamily Working Group (MFWG) to ensure a successful implementation of the multifamily initiatives under the ESA Program. MFWG members include: Energy Division, the California Energy Commission (CEC), investor-owned utilities (IOUs), the Office of Ratepayer Advocates (ORA), local government, program implementers, and other interested participants. Subsequent to D.16-11-022, the Commission issued D.17-12-009 to establish clear and formalized deliverables and deadlines for the multifamily initiatives. D.17-12-009 directs the IOUs to review and discuss their multifamily implementation plans with the MFWG and seek to establish consensus on key issues prior to submitting their plans in a Tier 2 Advice Letter filing.³ OP 66 of D.17-12-009 also directs the following:

- The IOUs to provide a draft implementation plan to the MFWG by January 15, 2018.⁴
- The MFWG to confer, and the MFWG facilitator to summarize and circulate to the MFWG (which includes IOUs) areas of consensus among stakeholders, and identifying any areas discussed where there is not consensus by January 30, 2018.
- By February 13, 2018, individual stakeholders may also submit separate recommendations to the MFWG addressing issues where there is not consensus.
- After making appropriate modifications, the IOUs shall submit the Advice Letter by March 1, 2018.

On March 1, 2018, the IOUs submitted their implementation plans for ESA CAM for review and approval by the CPUC. The utilities each presented different approaches for the multifamily initiative, utilizing both a direct install approach, and a custom approach allowing for customer and contractor choice. As part of these plans, the IOUs also requested flexibility to modify their designs based on lessons learned or best practices from other utilities or identified best practices found by other program designs outside of the utility. To date, the ESA MF CAM initiative is still in the development and early implementation phase for all the IOUs, and a complete CAM initiative has not yet been fully implemented. Once projects have been completed, and data can be gathered, the utilities can begin to discuss optimizing their multifamily initiative designs and implementing best practices that have been identified.

³ D.17-12-009, p.59.

⁴ D.17-12-009, OP 66.

Summary of MFWG discussions, agreement and conclusion on new program metrics to be tracked for 2019 and beyond

The ESA Program impact on energy savings and health, comfort, and safety in California's deed-restricted, affordable multifamily housing market requires more strategic measurement if it is to be accountable to the state's ambitious greenhouse gas emissions targets for buildings. This year the MFWG has focused on finding agreement on ways to contribute to the ongoing discussion at the state level about how to measure the efficacy of investments in this building segment, with a focus on metrics that would inform and improve the future ESA CAM Initiative implementation cycle.

Through a series of MFWG meetings, the working group generated two metrics that could be incorporated into ESA CAM for 2019 and beyond, building from presentations led by Isaac Sevier at the Natural Resources Defense Council. These two metrics would bring the CAM portion of ESA closer in line with reporting from other leading weatherization and energy efficiency programs, including the Department of Energy's Weatherization Assistance Program and the California Department of Community Service's Low-Income Weatherization Program.

The metrics proposed by the MFWG are quantitative in nature, would be feasible and reasonable to implement according to the program managers, and would enhance ESA CAM's transparency, accountability, and ability to continuously improve as the program evolves.

Suggested metrics for ESA CAM in 2019 and beyond

- **Measuring program uptake, also called "conversion rate" by some utilities.**

This metric would require recording and reporting on the number of properties that complete the CAM process (by adopting all of its applicable measures) and the number of properties reached through either the utility's initial outreach or through a direct inquiry from the SOMAH (Solar On Multifamily Affordable Housing Program) customers. The metric could be reported as a percent or as a raw count of 1) properties completing CAM and 2) properties recorded as having "initial engagement" about CAM (with initial engagement including direct inquiry from the customer or solicitation by the utility, depending on the utility's respective outreach model).

ESA CAM already reports on the number of buildings in the program, and this metric would be calculable with little additional work. Adding the additional data point would potentially require updates or resources to the utilities' internal data management systems, but that additional cost could be negated if existing reporting requirements (i.e. the monthly ESAP reports) were adjusted for ESA CAM tables. In order to make this metric as informative and useful as possible, this should be aligned with the current reporting requirements for

buildings enrolled in the program and may require more discussion on the distinction between “properties” and “buildings.”

SoCalGas notes that due to their program design and the process used to identify and target buildings for participation, an uptake metric applied across the entire ESA CAM may not fit all programs equally well. SCE also notes that this data may be able to help inform the CPUC’s future decision on whether to expand ESA CAM beyond deed-restricted multifamily properties if data on reasons property owners failed to enroll after initial engagement were also collected.

- **Tracking additional investment in buildings treated under ESA CAM or “leveraging”, also called “comprehensiveness” by some utilities.**

This metric would require recording and reporting on other ratepayer or state and federal programs which are implemented concurrently with ESA CAM, as well as recording and reporting on other private investment made in the buildings (as data is available) at the same time as ESA CAM. This metric could be reported as a dollar figure in the aggregate or, for more granular understanding, separated into “dollars leveraged from other ratepayer programs,” “dollars leveraged from state programs,” “dollars leveraged from federal programs,” and “dollars leveraged from private financing.”

For the in-unit portion of ESAP, SDG&E notes that their program already collects and reports on leveraging efforts with multiple programs including CSD and local water agencies and reports on this annually. CAM reporting on leveraging could follow a similar approach.

Concerns were raised about whether requiring or requesting data from building owners about additional financing or program investment would discourage participation in ESA CAM. Other programs like WAP or LIWP that successfully collect this data could serve as models for how to deploy within CAM.

Potential areas of concern outside the scope of MFWG

In the course of coming to agreement about these two metrics, the MFWG tabled topics that are out of the scope or ability of our working group to resolve, including:

- Building meter aggregation limitations affect data availability for whole building reporting and benchmarking in the market segment ESA CAM targets and more broadly across the multifamily housing market.
- The timing of the Low Income Needs Assessment and related potential study are somewhat incongruent with the ESA program application cycle and may require intervention by Energy

Division in order to make use of their findings in time for the program applications due in June 2019.

- Energy burden might be a high-value metric for understanding the efficacy of initiatives like ESA CAM; however, the methodology and application of such a metric, especially for sets of measures like those included for multifamily common areas, are difficult to quantify.

Metrics not immediately selected by the MFWG for further research

Through discussion among the working group members, two ideas about metrics arose that were not taken up by the group and proposed for adoption in 2019. These are documented here for potential future discussion within the MFWG.

- “Health, comfort, and safety” are viewed by some members of the working group as inherently difficult to quantify, measure, and report given the types of measures included in the current ESA CAM initiative. The working group requested that additional guidance be defined by the CPUC and other state agencies like the Department of Public Health in order to continue to develop the working group’s knowledge and ability to design a metric that is usable for improving program design over time. Separately, D. 16-11-022 mandated a program cycle Low Income Needs Assessment study, which is expected to be completed by the end of 2019. A review of key findings from this study may also serve to guide this discussion.
- Participants of ESA CAM (owners) and the end-users (tenants) may view and value health, comfort, and safety benefits differently. The working group notes that in instances where CAM is delivered at the same time as in-unit upgrades, feedback from both owners and tenants may provide a more holistic set of insights about health, comfort, and safety of ESAP overall. Although this is a concern, but the MFWG participants are in discussion with the program implementers about the critical need to have program feedback from the program Single-Point of Contact, program implementers, property owners and affected tenants. We are expecting the IOUs to implement program exit surveys to collect this information.

2018 MFWG Meeting Documentations

All MFWG related documents, including meeting notes and presentation material, can be found at <https://pda.energydataweb.com/#/> (i.e., Type “MFWG” in search box). Below, please find a list of meetings dates for both the MFWG Quarterly Meetings as well as Ad Hoc Meetings to address time-sensitive topics:

| MFWG Quarterly Meetings | MFWG Ad Hoc Meetings |
|---|---|
| <ul style="list-style-type: none"> MFWG Quarterly Meeting (#3), San Francisco, CA – January 26, 2018 | <ul style="list-style-type: none"> MFWG Ad Hoc Meeting (#5), Webinar, 1/10/2018. <p>Topic: Discuss ESA MF CAM Initiative Filing and program design options</p> |
| <ul style="list-style-type: none"> MFWG Quarterly Meeting (#4), San Diego, CA – April 26, 2018 | <ul style="list-style-type: none"> MFWG Ad Hoc Meeting (#6), Webinar, 5/9/2018. <p>Topic: Discuss possible CARE expansion</p> |
| <ul style="list-style-type: none"> MFWG Quarterly Meeting (#5), Chino, CA – July 26, 2018 | <ul style="list-style-type: none"> MFWG Ad Hoc Meeting (#7), Webinar, 9/7/2018 <p>Topic: Analysis of re-syndicated projects, coordinate/prepare for 2018 ESA MF CAM Initiative progress report, discuss the need for statement of work for Non-deed restricted MF analysis, need to collect program feedback data.</p> |
| <ul style="list-style-type: none"> MFWG Quarterly Meeting (#6), San Francisco, CA – October 29, 2018 | |

Upcoming 2019 MFWG Actions

In 2019, MFWG will continue to work on the following items as a group:

- Track and link re-syndicated projects to ESA MF CAM projects,
- Provide inputs to the IOUs Non-Deed Restricted MF property analysis to assess the implications of continued ESA MF CAM Initiative beyond current funding,
- Provide inputs to program feedback data collection efforts for property owners, single-point-of-contact, installation contractors, and program teams,
- Continue assessment of ESA MF CAM Initiative metrics and results,
- Contribute to the 2019 ESA program filing activities.

The MFWG will continue to use its current format of conduct Quarterly Meetings as well as Ad Hoc Meetings to achieve progress and collaborative results.

8 APPENDIX C: MID-CYCLE WORKING GROUP – 2018 ACTIVITY

**Mid-Cycle Working Group
Final Recommendations for Specific Tasks Identified in D.16-11-022
2018-June-29**

I. Summary

The Mid-Cycle Working Group (Working Group) was directed to make recommendations for specific tasks identified on page 241 of California Public Utilities Commission (Commission or CPUC) Decision (D.) 16-11-022.¹ The Working Group submitted initial recommendations on April 3, 2017. The Mid-Cycle Working Group Interim Report was submitted on March 19, 2018, providing the Working Group's recommendations for updates to the Energy Savings Assistance (ESA) Statewide Policy and Procedure Manual, California Installation Standards Manual, and monthly and annual reporting criteria to align it with Decision D.16-11-022, as modified by D.17-12-009 at page 245. These changes were adopted in Administrative Law Judge Colbert's Ruling on May 8, 2018.

The Mid-Cycle Working Group met on March 27, 2018 at Pacific Energy Center, San Francisco.

This document constitutes the final recommendations of the Mid-Cycle Working Group on the remaining three deliverables.

II. Deliverables

- 1) Provide recommendations on the adoption of on-line data reporting systems (ODRS) for the ESA Program to help the investor-owned utilities (IOUs) and Commission better understand how these systems collect and report workforce data. This assessment should help determine the value of adopting ODRS for the ESA Program into IOU operations, its cost-benefits, and identify any administrative burdens to implement by either contractor or utility.
- 2) Making recommendations for the household retreatment prioritization models, implementation and outreach strategies, and other aspects of the ESA Program.

¹ California Public Utilities Commission, Decision on Large Investor Owned Utilities' California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Program Applications, issued November 21, 2016. D.16-11-022 was subsequently modified by D.17-12-009. Both are available on the Commission website at this link: <http://docs.cpuc.ca.gov/DecisionsSearchForm.aspx>.

- 3) Investigate and make recommendations on how the ESA Program may be used to deploy tools to enable greater Energy Efficiency and Demand Response participation by California Alternate Rates for Energy (CARE) and ESA participants in recognition of the increased State goals detailed in SB 350.

III. Final Recommendations

Pacific Gas & Electric Company (PG&E) hereby submits final recommendations in these areas on behalf of the Mid-Cycle Working Group (“Working Group” or “MCWG”).

1) MID-CYCLE WORKING GROUP RECOMMENDATIONS ON ADOPTION OF AN ON-LINE DATA REPORTING SYSTEM

Working Group participants reviewed the Evaluation Report prepared for the IOUs by Emerald Cities Collaborative in July 2016.² Following review of the Report, the Working Group concluded that additional research is warranted prior to recommending a preferred on-line data reporting system (ODRS).

The MCWG was tasked to provide recommendations on the adoption of an on-line data reporting system (ODRS) for the Energy Savings Assistance (ESA) Program to help the investor-owned utilities (IOUs) and the Commission to better understand how these systems collect and report workforce data.³ Specifically, the MCWG was directed to address the following topics in their assessment:⁴

- a. The value of adopting ODRS for the ESA Program;
- b. The cost and benefits of implementing an ODRS; and
- c. Potential administrative burdens to implement ODRS by either contractors or utilities.

The MCWG decided to focus their assessment on a 2016 report, the Emerald Cities Collaborative (“ECC report”), that evaluated the features of two popular ODRS.⁵ This report was part of a series of related research efforts administered by the Workforce Education and Training Program.

² Emerald Cities Collaborative: Online Data Reporting Systems Evaluation Report, available at this link: [Evaluation Report](#)

³ D.17-12-009, page 245.

⁴ D.17-12-009, page 245.

⁵ Emerald Cities Collaborative, Online Data Reporting Systems Evaluation Report, July 2016.

a. The value of adopting ODRS for the ESA Program

The MCWG reviewed the ECC report, which was an evaluation conducted to identify the key functions and capabilities of two specific ODRS databases. Based on the features and limitations of the systems described in this report, the MCWG determined that the value of using such a system in the ESA program would depend on the data required to be collected, how the collected data would be used, and to whom it would be provided. D.17-12-009 did not provide direction on the content and use of the data; therefore, the MCWG believes it is premature to determine the value of using an ODRS.

An area of concern expressed during the MCWG's discussion regarded the integrity of the data to be collected. The value of the data is only as good as the data provided by the employees and employers, and employers may not know and/or may not be willing to provide certain data. Therefore, MCWG noted potential concerns with data integrity and the impact to the overall value of the data to be collected.

b. Cost benefits of implementing an ODRS

The ECC report estimated annual licensing costs of \$40,000 to \$71,000 per utility for operating the evaluated software packages. It is important to note, however, that these estimates do not include utility or contractor administrative costs and only include limited training and setup costs. The ECC report also identified potential costs associated for increased training, human resources, and legal engagement to support these efforts which could prove to be a significant cost burden to both utilities and contractors. The ECC report specifically states:

“The full benefits of both systems must be weighed against the implementation and administrative costs and burdens on the users - IOUs and contractors. This assessment was not included in the project scope but areas needed for further investigation are identified throughout the report, including the costs of system design, staffing and management, data quality control and assurances and on-going training. These costs may differ for each utility as well as the contractors with different firm experience and capacities.”⁶

MCWG members representing ESA Program contractors also voiced significant concerns regarding the cost impacts of implementation to contractors, which could potentially be significant given the sensitive nature of the data being collected and on-going training needs of employees. With many of the ESA Program contractors being small and diverse business

⁶ Emerald Cities Collaborative: Online Data Reporting Systems Evaluation Report, July 2016.

owners, the implementation of such a system could significantly impact their ability to provide services for the ESA Program.

The MCWG was unable to determine the complete costs and benefits related to the implementation of an ODRS system, as questions surrounding the long-term management of the data remain unanswered. With so many concerns and unknowns, the undertaking to identify all the cost implications and potential benefits related to implementation of an ODRS is significant. Therefore, a thorough cost benefit analysis was not completed by the MCWG.

c. Administrative burdens to implement ODRS

The MCWG discussed significant concerns regarding the confidential nature of the data being requested. Data breaches are of great concern to everyone given so many recent incidents occurring to large organizations with seemingly sound security practices. The potential data collected by an ODRS includes wage information, race, ethnicity, gender and socio-economic status, amongst many other things. With the potential of the data breaches, the MCWG is concerned with implementing a system where highly confidential and sensitive data is being maintained without a clear risk assessment being completed.

Recommendation

Based on the research conducted and MCWG participant discussions, the MCWG does not recommend the implementation of ODRS for the ESA Program for the reasons identified above.

2) HOUSEHOLD RETREATMENT PRIORITIZATION MODELS, IMPLEMENTATION AND OUTREACH STRATEGIES, AND OTHER ASPECTS OF THE ESA PROGRAM

Working Group participants updated their ESA household retreatment prioritization models presented to the MCWG in April 2017. Following presentation and review of these initial proposals, the Working Group found that significant variations in retreatment prioritization models relate to best practices within each service territory, and the specific measures offered by each utility. Rather than developing a new retreatment prioritization model, there was consensus within the Working Group for the utilities to continue to prioritize ESA retreatments following their current models (summarized below), document best practices and challenges, and update their retreatment prioritization proposals as needed in their Mid-Cycle Update Advice Letters, due in July 2018.

a. Southern California Edison Company (SCE)

Based on lessons learned from ESA implementation in the Aliso Canyon affected area, SCE in their initial recommendation proposed to prioritize retreatment of households based on measure specific feasibility guidelines. SCE would utilize its Energy Management Assistance Partnership System (EMAPs) database to target customers previously enrolled in the program, who are eligible for measures that were unavailable during their original enrollment.

On February 12, 2018, SCE's Advice Letter 3743-E provided plans to address the increased homes treated goals and savings targets. SCE's plan includes continuation of the Marketing, Education, and Outreach plan for the 2017-2020 ESA Program cycle that provides situational analysis of SCE's low income audience, including customer insights and barriers to participation, as well as a marketing plan outlining objectives, strategies, tactics, and metrics to meet the total homes treated goal. Other low income marketing activities incorporate lessons learned from ESA implementation in the Aliso Canyon affected area to prioritize retreatment of households. For example, SCE utilized its program database (Energy Management Assistance Partnership System) to identify customers previously enrolled in the program that may be eligible for measures based on changes to the ESA Program. Additionally, targeted customers with a refrigerator manufactured between 1999- 2000, are provided the opportunity to replace the refrigerator and potentially receive other measures, i.e. LEDs and/or advanced power strips.

b. Pacific Gas and Electric Company (PG&E)

In their initial recommendation, PG&E proposed targeting homes treated before 2013, focusing on CARE high energy users, homes treated before 2008, and homes eligible for new measures added to the program between 2001 and 2012. PG&E would utilize its database to provide contractors with flags identifying customers eligible for retreatment as well as zip codes with low program enrollment.

Since then, PG&E designed a retreatment model (otherwise known as the "Go-Back" model) and is actively socializing the model with its program implementers and their subcontractors. This Go-Back model was launched in May 2017. PG&E's current ESA Program prioritizes the treatment of ESA 2020 customers. Re-treatment of premises is focused on specific customer characteristics, listed below. As fewer 2020 customers remain to be treated, PG&E will look to enhance its Go Back offer, modifying the retreatment priority accordingly.

PG&E defines retreatment eligibility as:

1. Households that participated before January 1, 2013 (including customers that may have moved into a home that participated before January 1, 2013). This includes both:
 - a) Different occupants of the same home AND
 - b) Same occupants of a different home
2. Each premise should only receive one Go Back retreatment during the 2017-2020 ESA Program cycle unless directed by PG&E; treating a household more than once is discouraged.

PG&E's goal is to retreat CARE High Energy Use (HUE) customers to decrease their energy use. PG&E recommends that subcontractors pursue the following types of customers for retreatment (although they are not limited this approach):

1. High energy users (gas/electric), and potentially zip codes where participation rates are below average.
2. Homes treated before 2008, as these have the greatest potential to install the most feasible measures due to the following:
 - a) More than twenty measures were added to the ESA Program between 2001 and 2012.
 - b) New codes and standards have been introduced, which directly impact energy or water savings.
 - c) Measures installed may have surpassed their useful life and are now eligible for replacement.

PG&E currently provides marketing collateral that subcontractors may leverage for the Go Back program during their customer acquisition efforts. PG&E provides retreatment program training via webinars and in-person meetings with subcontractors as well as written guidance and existing marketing collateral. Additionally, PG&E's program database identifies customers who have previously participated and are considered CARE High Energy Use. The database also tracks these customers' willingness and eligibility to participate. This data is shared with subcontractors to aid their retreatment efforts and allow parties to track customer insights and issues. PG&E monitors subcontractors' progress and needs as they begin to serve this segment to continually improve outreach resources and support to meet ESA goals.

Future modifications to PG&E's Go Back Program will be determined by eligibility guidelines based on attainment of ESA 2020 Goals, opportunity to enhance energy savings, and areas to improve program efficiency via smart meter data analysis in the future.

b. Southern California Gas Company (SoCalGas)

In their initial recommendation, SoCalGas proposed to target homes in areas with low program enrollment, and prioritized homes treated prior to 2009 based on likelihood of feasibility for recently introduced measures.

Pursuant to Resolution G-3532, SoCalGas filed a Tier 2 Advice Letter outlining its Clear Plan to treat the remaining untreated population by 2020. In the Clear Plan, SoCalGas proposed to adjust its operating parameters to gear contractor efforts towards first-time treatments. Although SoCalGas will continue to prioritize homes treated prior to 2009 in its retreatment strategy, it will place a greater emphasis on first time treatments by making the necessary program operating, marketing and outreach adjustments in an effort to meet the 2020 goal.

c. San Diego Gas & Electric Company (SDG&E)

In their initial recommendation, SDG&E proposed to prioritize households with users above 300% of baseline for retreatment and measure feasibility, utilizing ESA Program database information to target customers previously enrolled in the program.

Since the initial implementation of the prioritization model, SDG&E has made a modification to the retreatment process to improve opportunities for contractors and customers to receive ESA Program services through retreatment efforts. SDG&E's prioritization model continues to take into consideration usage and measure feasibility, however premises treated prior to 2009 are now also eligible for retreatment without contractors needing to request approval prior to retreatment.

Prior to this change, contractors were provided specific targeting lists and potential retreatments not on the list required utility approval prior to retreatment. SDG&E staff would review the measure installation history to determine measure feasibility and provide approval as appropriate. The administrative burden became too great for both contractors and SDG&E. Given additional measures were added in 2009, SDG&E determined that homes treated prior to 2009 would benefit from the new measures offered through the ESA Program beginning in that program cycle. The change has streamlined contractor retreatment efforts and reduced administrative burdens. SDG&E continues to review all retreatments not within the current prioritization model and approves retreatment on a case-by-case basis.

3) DEPLOYMENT OF TOOLS TO ENABLE GREATER ENERGY EFFICIENCY AND DEMAND RESPONSE PARTICIPATION IN RECOGNITION OF THE INCREASED STATE GOALS DETAILED IN SENATE BILL (SB) 350

Working Group participants reviewed current utility Demand Response offerings, and discussed how to integrate these offerings into the ESA Program. PG&E and SCE proposed households served with air conditioning (AC) systems and AC replacements would be eligible for Demand Response programs such as AC Switch and AC Cycling respectively. SDG&E proposes to implement Programmable Communicating Thermostat (PCT) through its approved pilot program. The Energy Efficiency Council (EEC) recommended including Demand Response education as part of utility enhanced energy education modules. TELACU agreed with EEC's recommendation and added that enrolled households should receive an incentive for enrolling in Demand Response programs with contractors. IOU offerings are described below. Parties may provide additional recommendations for best practices to enable greater Energy Efficiency and Demand Response participation in response to the Mid Cycle Update Advice Letters to be filed by the IOUs in July 2018.

a. Southern California Edison Company (SCE)

On March 1, 2018, SCE filed Advice Letter 3753-E, which provides details about SCE's Programmable Communicating Thermostat (PCT) Time of Use (TOU) Pilot and its respective implementation plan and coordination with default TOU rollout effort. The pilot will explore and evaluate if using a PCT paired with a mobile phone application will affect the behavior of low income, high energy usage customers in hot climate zones (Climate Zones 14 and 15) while on the TOU rate. In addition, SCE will be proposing to add smart thermostats to the ESA Program measure portfolio in the Mid-cycle Update Advice Letter.

The introduction of this measure provides an opportunity to enhance energy education and promote participation in Demand Response programs. Additionally, SCE refers ESA customers for participation in SCE's Summer Discount Plan when appropriate.

b. Pacific Gas and Electric Company (PG&E)

Measures offered through PG&E's ESA program utilize best available current technology to leverage participation in customer facing energy management programs. While most electric and education measures for ESA are consistent with Assembly Bill (AB) 327, key measures are those reducing kWh that would specifically support customers impacted by

tier collapse and measures supporting peak period reduction that would specifically support Time-of-Use (TOU) customers are key.

In compliance with D.16-11-022 (p.99), the following measure technology options reduce energy use (kWh), reduce demand (kW) during peak periods, or enable participation in demand response and/or alternative tariffs that are eligible for energy education requirements and consistent with AB 327:

- Refrigerators
- Light Emitting Diode (LED) Lamps
- Exterior Hardwired Lights
- Interior Hardwire Lights
- Attic Insulation
- Evaporative Cooler Replacement
- Room Air Conditioner (AC) Replacement
- AC Tune-up

ESA households with central AC or heat pumps who receive electric service from PG&E are potential candidates for PG&E demand response programs. PG&E's Smart AC program offers a load control receiver, also known as an AC switch, which enables seamless participation in PG&E's SmartRate Program.

PG&E SmartRate program is available to all ESA households receiving electric service from PG&E.

PG&E's Smart Thermostat/Programmable Communicating Thermostat (PCT) Time of Use (TOU) Pilot Advice 5242-E became effective April 27, 2018. Additionally, PG&E is exploring the adding smart thermostats to ESA in its mid-cycle update advice letter.

As PG&E demand response programs continue to evolve, PG&E's ESA Program will reevaluate new program and technology offerings and how to best leverage these offerings to reduce the energy burden of CARE customers.

c. Southern California Gas Company (SoCalGas)

In the Clear Plan, SoCalGas proposed to implement a smart thermostat pilot which could provide for additional participation by low income customers in SoCalGas' Winter Demand Response program. On May 18, 2018, the Commission issued a disposition letter authorizing SoCalGas to pilot the Smart Thermostat measure consistent with the three electric utilities per D 17.12-009.

d. San Diego Gas & Electric Company (SDG&E)

Since the initial MCWG recommendations were developed, SDG&E filed Advice Letter 3197-E/2655-G, requesting Commission approval to implement the PCT pilot directed in D.17-12-009. On March 27, 2018, the Commission's Energy Division suspended the Advice Letter beginning April 1, 2018 which caused the planning and the implementation of the pilot to be placed on hold. Effective May 3, 2018, the Commission approved SDG&E's PCT Advice Letter with a modification to include a statewide evaluator. With this modification, the IOUs on May 15, 2018 requested to extend the implementation from the summer of 2018 to the fall of 2018. IOUs are currently awaiting Commission authorization on the extension request. SDG&E intends to include Smart Thermostats/PCT as part of the measure mix for the ESA Program and plans to request approval as part of the mid-cycle filing on July 16, 2018. Additionally, SDG&E has incorporated Demand Response, Rate Reform, and My Account information as part of the In-Home Education provided to customers receiving ESA Program treatment.

IV. Mid Cycle Working Group Participant Organizations

The following organizations participated in the MCWG meeting on March 27, 2018 and in follow up discussions to provide these final recommendations.

- CPUC Energy Division
- Southern California Edison Company
- Pacific Gas and Electric Company
- Southern California Gas Company
- San Diego Gas & Electric Company
- Energy Efficiency Council
- TELACU
- Proteus

Appendix D – Sample English Print Ads – CARE PROGRAM



30%
BILL SAVINGS

*Means one less
thing to worry
about.*

Get started now.

If you're on a limited income, or you have financial challenges, we want to help. You may qualify for a monthly bill discount of 30% or even more. We can also help you become more energy efficient with free home upgrades.

To learn more about our assistance programs visit us at sdge.com/billsavings. Or call 1-877-646-5525.

SDGE
A Sempra Energy utility™

High energy use could result in removal from the program.
These programs are funded by California utility customers and administered by San Diego Gas & Electric under the auspices of the California Public Utilities Commission.

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Appendix D - Sample Spanish Print Ads – CARE PROGRAM



30% DE AHORRO
EN LA FACTURA

*Significa una
preocupación
menos.*

**Empiece ahora
mismo.**

Si tiene un ingreso limitado o atraviesa dificultades económicas, queremos ayudar. Puede tener derecho a recibir un descuento en la factura mensual de 30% o hasta más. También podemos ayudarle a volverse más eficiente en energía con mejoras gratuitas en el hogar.

Si desea conocer más acerca de nuestros programas de asistencia, visítenos en sdge.com/ahorro. O llame al 1-877-646-5525.



El consumo elevado de energía podría dar como resultado el que se le retire del programa.

Estos programas están financiados por los clientes de las empresas de servicios públicos de California y administrados por San Diego Gas & Electric, bajo los auspicios de la Comisión de Servicios Públicos de California.



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Appendix D - Sample Email



Based on your 2017 energy use, you could have had an annual savings of approximately \$354*



Based on kilowatt hours for 2017

GET QUALIFIED

You will need your 10 digit account number found on your SDG&E® bill.

To learn more, connect at sdge.com/care,
or call 1-877-646-5525

Get Money Back with the California Earned Income Tax Credit:

The Earned Income Tax Credit is modeled after a federal credit that helps give money back to working families. The amount of the cash-back tax credit depends on your income and your family size. To find out if you qualify visit CalEITC4me.

Appendix D - Sample Bill Insert – March 2018 – English



Get 30% or more
off your monthly
energy bill

and upgrades
for your home

If you're enrolled in a public assistance program, or on a limited income, we want to help. You may qualify for a monthly bill discount of 30% or even more. You could also qualify for no-cost energy-efficient home improvements.

To see if you qualify, visit
sdge.com/assistance



A  Sempra Energy utility®

High energy use could result in discontinuation of the bill discount. These programs are funded by utility customers and administered by San Diego Gas & Electric® under the auspices of the California Public Utilities Commission. Eligibility requirements and certain terms and conditions apply. SDG&E makes no representations as to the safety, reliability and/or efficiency of any such upgrades. SDG&E makes no warranty, whether express or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and services.

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Appendix D - Sample Bill Insert – March 2018 – Spanish



*Obtenga 30% o más
de descuento en su
factura de energía*

*y mejoras
para su casa*

Si está inscrito en un programa de asistencia pública, o tiene un ingreso limitado, queremos ayudar. Puede tener derecho a recibir un descuento de 30% o aún más en la factura mensual. Podría también reunir los requisitos para obtener mejoras eficientes en energía, sin costo, para el hogar.

**Para ver si cumple con las
condiciones, visítenos en
sdge.com/assistance**

SDGE

A  Sempra Energy utility®

Un consumo elevado de energía podría dar lugar a que se suspendiera el descuento en la factura. Estos programas están financiados por clientes de empresas de servicios públicos y administrados por San Diego Gas & Electric®, bajo los auspicios de la Comisión de Servicios Públicos de California. Se aplican requisitos y ciertos términos y condiciones para tener derecho a participar. SDG&E no hace ninguna representación en cuanto a la seguridad, confiabilidad o eficiencia de tales mejoras. SDG&E no extiende ningún tipo de garantía, ni explícita ni implícita, como por ejemplo garantía de comerciabilidad o idoneidad para ningún propósito, uso o aplicación en particular de los bienes y servicios seleccionados.

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Appendix D - Sample Informational Brochure



*Extra help available
if you need it*

Contact information

For more information on our programs and services, including income qualifications and referrals to community agencies, contact us at **1-800-411-7343**. TDD/TTY **1-877-889-7343** or voice (emergencies): **1-800-611-7343**. You can also visit our website at sdge.com/assistance.



P.O. Box 129831 | San Diego, CA 92112-9831
1-800-411-7343 | Connect at sdge.com



Some of our programs are subject to California utility regulations and additional restrictions. See sdge.com/assistance for more information. ©2019 San Diego Gas & Electric Company. All rights reserved. SDGE19-108-1-001

Support available
when you need it



Help is just
a click or
phone call
away.

Helping you save

Whether you're interested in an easier way to pay your SDG&E[®] bill, conserve energy or learn about a few specialized services, we can help.

Save money & energy

Save 30% or more on your monthly bill

With the California Alternate Rates for Energy (CARE)^{*} program you can save every month on your energy bill. Eligibility is based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, visit sdge.com/care.

Lower electric rates

If you do not qualify for CARE, you may be eligible for the Family Electric Rate Assistance (FERA) program. FERA provides income-qualified households of three or more with a reduced electric rate that can save 12% every month on your bill. To apply, visit sdge.com/fera.

Lower energy costs for those with medical needs

The Medical Baseline Allowance Program has helped over 50,000 people, who have a qualifying medical need or medical device, lower their energy costs. Contact us if someone in your household has:

- A qualifying medical need such as a compromised immune system or life-threatening illness.
- Any condition where additional heating and air conditioning is medically necessary to sustain a person's life
- One of the qualifying devices listed on the application



Please note that household income is not a factor for qualifying, but a doctor's certification on the application is required. To apply call 1-800-411-7343 or connect at sdge.com/medicalbaseline.

Free services and appliances for your home

Energy Savings Assistance Program^{}**

If you qualify for the Energy Savings Assistance Program^{**} we'll provide free energy-saving home improvements to your apartment, condo, house or mobile home. You may receive free lighting, weather stripping, attic insulation and even select appliances.

Please note that renters need written permission from landlords to receive these services. Call 1-866-597-0597 or visit sdge.com/esap to apply.

Cash back on energy-saving products and projects

We're committed to creating ways to help you save energy and money. We offer cash back for qualifying purchases and upgrades you make to your home.

^{*}High energy use may result in removal from the program.

^{**}SDG&E does not warrant goods and services provided to customers. Homes previously participating in the program may be excluded from additional program participation.

continued on back ▶

**APPENDIX E (AMENDED):
ESA PROGRAM TABLES AND CARE TABLES**

| | |
|-------------------------|--|
| Summary Table | (Clean Amended) ESA Program and CARE Program |
| Summary Table | (Redlined) ESA Program and CARE Program |
| ESA Program – Table 1 | Overall Program Expenses |
| ESA Program – Table 1A | Expenses Funded from 2009-2016 Unspent Program Funds |
| ESA Program – Table 2 | Expenses & Energy Savings by Measures Installed |
| ESA Program – Table 2A | Expenses & Energy Savings by Measure Installed |
| ESA Program – Table 2B | Expenses & Energy Savings by Measures Installed: MF Common Area |
| ESA Program – Table 3 | Cost Effectiveness |
| ESA Program – Table 4 | Detail by Housing Type and Source |
| ESA Program – Table 5 | Direct Purchases & Installation Contractors |
| ESA Program – Table 6 | Installation Costs of Program Installation Contractors |
| ESA Program – Table 7 | Expenditures Recorded by Cost Elements |
| ESA Program – Table 8 | Homes Unwilling/Unable to Participate |
| ESA Program – Table 9 | Life Cycle Bill Savings by Measure |
| ESA Program – Table 10 | Energy Rate Used for Bill Savings Calculation |
| ESA Program – Table 11 | Bill Savings Calculations by Program Year |
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| ESA Program – Table 12 | (Redline) – Funds Shifting |
| ESA Program – Table 13 | Categorical and Other Enrollment |
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| ESA Program – Table 15 | CFL Lighting |
| ESA Program – Table 16 | “Add Back” Measures |
| ESA Program – Table 17 | Expenditures for Pilots and Studies |
| ESA Program – Table 18 | Miscellaneous |
| CARE Program – Table 1 | Overall Program Expenses |
| CARE Program – Table 2 | (Clean Amended) Enrollment, Recertification, Attrition, & Penetration |
| CARE Program – Table 2 | (Redlined) Enrollment, Recertification, Attrition, & Penetration |
| CARE Program – Table 3A | (Clean Amended) Post-Enrollment Verification Results (Model) 2018 |
| CARE Program – Table 3B | (Clean Amended) Post-Enrollment Verification Results (Electric only High Usage) |
| CARE Program – Table 3A | (Redlined) Post-Enrollment Verification Results (Model) 2018 |
| CARE Program – Table 3B | (Redlined) Post-Enrollment Verification Results (Electric only High Usage) |
| CARE Program – Table 4 | (Clean Amended) Self-Certification and Self-Recertification Applications |
| CARE Program – Table 4 | (Redlined) Self-Certification and Self-Recertification Applications |
| CARE Program – Table 5 | (Clean Amended) Enrollment by County |
| CARE Program – Table 5 | (Redlined) Enrollment by County |

| | |
|--------------------------|---|
| CARE Program – Table 6 | (Clean Amended) Recertification Results |
| CARE Program – Table 6 | (Redlined) Recertification Results |
| CARE Program – Table 7 | Capitation Contractors |
| CARE Program – Table 8 | (Clean Amended) Participants as of Month-End |
| CARE Program – Table 8 | (Redlined) Participants as of Month-End |
| CARE Program – Table 9 | Average Monthly Usage & Bill |
| CARE Program – Table 10 | Surcharge & Revenue |
| CARE Program – Table 11 | (Clean Amended) Capitation Applications |
| CARE Program – Table 11 | (Redlined) Capitation Applications |
| CARE Program – Table 12 | (Clean Amended) Expansion Program |
| CARE Program – Table 12 | (Redlined) Expansion Program |
| CARE Program – Table 13 | (Clean Amended) High Usage Verification Results |
| CARE Program – Table 13 | (Redlined) High Usage Verification Results |
| CARE Program – Table 13A | Customer Usage and ESA Program Treatment |
| CARE Program – Table 14 | Categorical Enrollment |

San Diego Gas Electric Company

Clean Amended
Energy Savings Assistance Program
And
California Alternate Rates for Energy Program
SDG&E 2018 Summary Highlights

ESA Program

| 2018 Energy Savings Assistance Program Summary | | | | |
|--|-----------------------------------|--------------|------|--|
| 2018 | Authorized / Planning Assumptions | Actual | % | |
| Budget | \$31,631,921 | \$22,780,528 | 72% | |
| Funded from 2009-2016 Unspent Funds | \$2,112,302 | \$115,654 | 5% | |
| Summary Homes Treated | 21,332 | 21,387 | 100% | |
| Summary kWh Saved | 6,560,000 | 5,514,622 | 84% | |
| Summary kW Demand Reduced | 2,148 | 3,627 | 169% | |
| Summary Therms Saved | 380,000 | 178,048 | 47% | |
| First Touches Homes Treated * | 11,667 | 7,785 | 67% | |
| - kWh Saved | N/A | 2,110,347 | | |
| - kW Demand Reduced | N/A | 939 | | |
| - Therms Saved | N/A | 33,416 | | |
| Go-Backs/Retreated Homes * | 9,665 | 13,602 | 141% | |
| - kWh Saved | N/A | 3,404,275 | | |
| - kW Demand Reduced | N/A | 2,689 | | |
| - Therms Saved | N/A | 144,632 | | |

* SDG&E's authorized forecast included the total number of homes treated for first touches versus go-backs/retreatments; measures and savings were not included in the forecast.

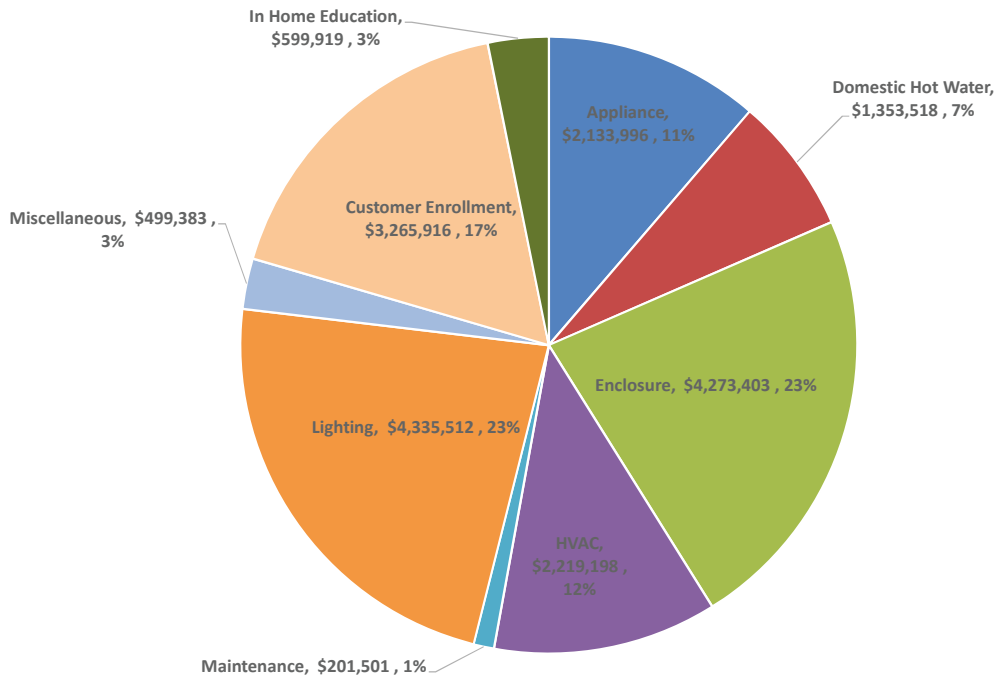
Note: The authorized budget and values shown for planning assumptions are from SDG&E Advice Letter 3065-E-A/2568-G-A approved by Commission Resolution E-4884 on December 14, 2017 and SDG&E Advice Letter 3250-E/2688-G approved by Commission on December 27, 2018.

CARE Program

| 2018 CARE Program Summary | | | | |
|--|--|---|--|--|
| 2018 | Authorized Budget | Actual | % | |
| Administrative Expenses | \$ 7,281,672 | \$ 5,852,015 | 80% | |
| Subsidies | \$ 73,102,151 | \$ 126,165,599 | 173% | |
| Service Establishment Charge | \$ - | - | n/a | |
| Total Program Costs and Discounts | \$ 80,383,823 | \$ 132,017,614 | 164% | |
| 2018 CARE New Enrollments | Automatically Enrolled via Data Sharing, ESA Participation, etc | Self Certified as Categorically Eligible | Self Certified as Income Eligible | |
| Method | 7,619 | 28,400 | 32,026 | |
| 2018 CARE Penetration | Estimated Eligible Participants | Participants | Penetration Rate | |
| Total Enrolled | 321,323 | 292,999 | 91% | |

Data in pie below includes costs for measure end use reflected in ESA Tables 1 and 1A.

2018 ESA Program Energy Efficiency Expenditures by Measure Group



San Diego Gas Electric Company

Redlined
Energy Savings Assistance Program
And
California Alternate Rates for Energy Program
SDG&E 2018 Summary Highlights

ESA Program

| 2018 Energy Savings Assistance Program Summary | | | | |
|--|-----------------------------------|--------------|------|--|
| 2018 | Authorized / Planning Assumptions | Actual | % | |
| Budget | \$31,631,921 | \$22,780,528 | 72% | |
| Funded from 2009-2016 Unspent Funds | \$2,112,302 | \$115,654 | 5% | |
| Summary Homes Treated | 21,332 | 21,387 | 100% | |
| Summary kWh Saved | 6,560,000 | 5,514,622 | 84% | |
| Summary kW Demand Reduced | 2,148 | 3,627 | 169% | |
| Summary Therms Saved | 380,000 | 178,048 | 47% | |
| First Touches Homes Treated * | 11,667 | 7,785 | 67% | |
| - kWh Saved | N/A | 2,110,347 | | |
| - kW Demand Reduced | N/A | 939 | | |
| - Therms Saved | N/A | 33,416 | | |
| Go-Backs/Retreated Homes * | 9,665 | 13,602 | 141% | |
| - kWh Saved | N/A | 3,404,275 | | |
| - kW Demand Reduced | N/A | 2,689 | | |
| - Therms Saved | N/A | 144,632 | | |

* SDG&E's authorized forecast included the total number of homes treated for first touches versus go-backs/retreatments; measures and savings were not included in the forecast.

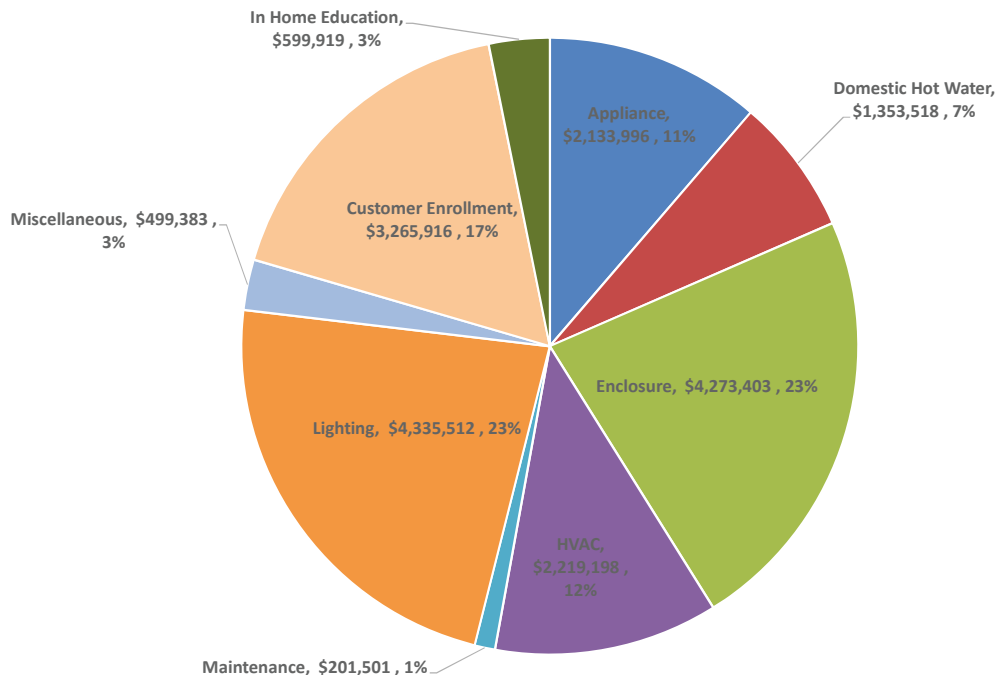
Note: The authorized budget and values shown for planning assumptions are from SDG&E Advice Letter 3065-E-A/2568-G-A approved by Commission Resolution E-4884 on December 14, 2017 and SDG&E Advice Letter 3250-E/2688-G approved by Commission on December 27, 2018.

CARE Program

| 2018 CARE Program Summary | | | | |
|--|--|---|--|--|
| 2018 | Authorized Budget | Actual | % | |
| Administrative Expenses | \$ 7,281,672 | \$ 5,852,015 | 80% | |
| Subsidies | \$ 73,102,151 | \$ 126,165,599 | 173% | |
| Service Establishment Charge | \$ - | \$ - | n/a | |
| Total Program Costs and Discounts | \$ 80,383,823 | \$ 132,017,614 | 164% | |
| 2018 CARE New Enrollments | Automatically Enrolled via Data Sharing, ESA Participation, etc | Self Certified as Categorically Eligible | Self Certified as Income Eligible | |
| Method | 7,619 | 33,175 | 38,088 | |
| 2018 CARE Penetration | Estimated Eligible Participants | Participants | Penetration Rate | |
| Total Enrolled | 321,323 | 297,103 | 92% | |

Data in pie below includes costs for measure end use reflected in ESA Tables 1 and 1A.

2018 ESA Program Energy Efficiency Expenditures by Measure Group



| | A | B | C | D | E | F | G | H | I | J |
|----|--|--------------------------------------|----------------------|----------------------|-----------------------------|---------------------|----------------------|--------------------------|------------|--------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report ESAP Table 1 ESAP Overall Program Expenses | | | | | | | | | |
| 2 | | 2018 Authorized Budget[1] [2] | | | 2018 Annual Expenses | | | % of Budget Spent | | |
| 3 | ESA Program: | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| 4 | Energy Efficiency | | | | | | | | | |
| 5 | Appliances | \$ 3,555,699 | \$ 1,331,212 | \$ 4,886,911 | \$ 2,061,712 | \$ 72,284 | \$ 2,133,996 | 58% | 5% | 44% |
| 6 | Domestic Hot Water | \$ 63,721 | \$ 2,060,311 | \$ 2,124,032 | \$ 40,606 | \$ 1,312,912 | \$ 1,353,518 | 64% | 64% | 64% |
| 7 | Enclosure | \$ 1,917,114 | \$ 2,966,933 | \$ 4,884,047 | \$ 1,837,563 | \$ 2,435,841 | \$ 4,273,404 | 96% | 82% | 87% |
| 8 | HVAC | \$ 424,438 | \$ 3,701,892 | \$ 4,126,330 | \$ 194,261 | \$ 2,024,937 | \$ 2,219,198 | 46% | 55% | 54% |
| 9 | Maintenance | \$ 13,491 | \$ 556,995 | \$ 570,486 | \$ - | \$ 201,501 | \$ 201,501 | 0% | 36% | 35% |
| 10 | Lighting | \$ 2,977,421 | \$ - | \$ 2,977,421 | \$ 4,335,512 | \$ - | \$ 4,335,512 | 146% | 0% | 146% |
| 11 | Miscellaneous | \$ 1,576,005 | \$ - | \$ 1,576,005 | \$ 499,383 | \$ - | \$ 499,383 | 32% | 0% | 32% |
| 12 | Customer Enrollment | \$ 2,150,145 | \$ 2,150,145 | \$ 4,300,290 | \$ 1,632,958 | \$ 1,632,958 | \$ 3,265,916 | 76% | 76% | 76% |
| 13 | In Home Education | \$ 330,757 | \$ 330,757 | \$ 661,513 | \$ 282,213 | \$ 282,212 | \$ 564,425 | 85% | 85% | 85% |
| 14 | | | | | \$ - | \$ - | | | | |
| 15 | | | | | \$ - | \$ - | | | | |
| 16 | Energy Efficiency TOTAL[3] | \$ 13,008,791 | \$ 13,098,244 | \$ 26,107,035 | \$ 10,884,208 | \$ 7,962,644 | \$ 18,846,851 | 84% | 61% | 72% |
| 17 | | | | | | | | | | |
| 18 | Training Center | \$ 239,417 | \$ 239,417 | \$ 478,834 | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| 19 | Inspections | \$ 86,707 | \$ 86,707 | \$ 173,414 | \$ 59,226 | \$ 59,226 | \$ 118,451 | 68% | 68% | 68% |
| 20 | Marketing and Outreach | \$ 600,000 | \$ 600,000 | \$ 1,200,000 | \$ 584,810 | \$ 584,810 | \$ 1,169,620 | 97% | 97% | 97% |
| 21 | Statewide Marketing Education and Outreach | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| 22 | Measurement and Evaluation Studies[4] | \$ 17,083 | \$ 17,083 | \$ 34,166 | \$ 21,455 | \$ 21,456 | \$ 42,911 | 126% | 126% | 126% |
| 23 | Regulatory Compliance | \$ 136,982 | \$ 136,982 | \$ 273,964 | \$ 110,607 | \$ 110,607 | \$ 221,215 | 81% | 81% | 81% |
| 24 | General Administration | \$ 1,315,457 | \$ 1,315,457 | \$ 2,630,913 | \$ 1,183,369 | \$ 1,183,370 | \$ 2,366,739 | 90% | 90% | 90% |
| 25 | CPUC Energy Division | \$ 22,950 | \$ 22,950 | \$ 45,900 | \$ 7,370 | \$ 7,370 | \$ 14,741 | 32% | 32% | 32% |
| 26 | Reallocation (ME&O budget reduced from \$1.2M) | \$ 343,848 | \$ 343,848 | \$ 687,695 | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| 27 | | | | | | | | | | |
| 28 | TOTAL PROGRAM COSTS | \$ 15,771,234 | \$ 15,860,687 | \$ 31,631,921 | \$ 12,851,046 | \$ 9,929,482 | \$ 22,780,528 | 81% | 63% | 72% |
| 29 | Funded Outside of ESA Program Budget | | | | | | | | | |
| 30 | Indirect Costs | | | | \$ 492,362 | \$ 478,309 | \$ 970,671 | | | |
| 31 | NGAT Costs | | \$ 305,000 | \$ 305,000 | | \$ 174,180 | \$ 174,180 | | 57% | 57% |
| 32 | | | | | | | | | | |
| 33 | [1] Reflects authorized budget in SDG&E Advice Letter 3065-E-A/2568-G-A approved by Commission Resolution E-4884 on December 14, 2017 and SDG&E Advice Letter 3250-E/2688-G approved by Commission on December 27, 2018. | | | | | | | | | |
| 34 | [2] The authorized budget does not include shifted funds from previous year and/or program cycle, and/or 2009-2016 program years. Shifted funds are reflected in ESA Table 12. | | | | | | | | | |
| 35 | [3] Adjusted to reflect true 2018 contractor activity, net of accruals. | | | | | | | | | |
| 36 | [4] Adjusted to reflect true NEB's Study activity, net of co-funding reimbursements, billed in 2019. | | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | AA | AB | AC | AD | AE | AF |
|----|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| 1 | SDG&E 2018 Energy Savings Assistance Program Annual Report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | ESAP Table 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | ESAP Expenses and Energy Savings by Measures Installed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | ESA Program (Summary Total) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Measures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Appliances | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | High Efficiency Clothes Washer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Refrigerators | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Microwaves [1] | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12 | Domestic Hot Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13 | Water Heater Blower | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14 | Lean Flow Shower Head | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15 | Water Heater Pipe Insulation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16 | Fanct Aerator | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17 | Water Heater Repair/Replacement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18 | Thermostatic Shower Valve | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19 | New - Combined Showerhead /TSV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20 | New - Hot Pump Water Heater | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 21 | New - Tub Diverter/Tub Spout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | New - Thermostat-controlled Shower Valve | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 23 | Roofing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 24 | Air Sealing - Envelope [1] | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 25 | Attic Insulation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 26 | HVAC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 27 | AC - Standing Pilot Conversion | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 28 | Furnace Repair/Replacement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 29 | Room AC - Replacement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 30 | Central AC - Replacement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 31 | Heat Pump Replacement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 32 | Exhaustive Cooler (Replacement) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 33 | Exhaustive Cooler (Installation) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 34 | Door Sealing and Sealing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 35 | New - Energy Efficient Fan Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 36 | New - Pressure Door Sealing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 37 | New - High Efficiency Forced Air Unit (HE-FAU) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 38 | New - A/C Time Delay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 39 | Maintenance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 40 | Furnace Clean and Tune | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 41 | Central A/C Tune-up | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 42 | Lighting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 43 | Compact Fluorescent Lights (CFL) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 44 | Interior Hand-wired CFL Fixtures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 45 | Exterior Hand-wired CFL Fixtures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 46 | LED Night Lights | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 47 | New - LED Dimmable Bulb (dimmable) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 48 | New - LED Reflector Bulb | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 49 | New - LED Reflector Downlight Retrofit Kits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 50 | New - LED A/C-amps | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 51 | Miscellaneous | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 52 | Pool Pumps | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 53 | Smart Power Strips - Tier 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 54 | Smart Power Strips - Tier 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 55 | Plumbing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 56 | Customer Enrollment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 57 | Outreach & Assessment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 58 | Home Education | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 59 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 60 | Total Savings/Expenditures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 61 | Total Households Weatherized [2] | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 62 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 63 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 76 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 77 | [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 repair. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 78 | [2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 79 | [3] Based on OP 79 of D 16.13.022. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 80 | [4] All savings are calculated based on the following sources: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 81 | Evergreen Economics - "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report" - August 30, 2013. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 82 | [5] Mechanical savings are from ECU (NorthWest) studies received in December of 2011. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 83 | [6] Data for Aliso Canyon includes "First Touches and Re-Treatments". | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 84 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 85 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | A | B | C | D | E | F | G | H |
|-----|--|--------------|---------------------------|-------------------------|------------------------|----------------------------|----------------------|-------------------------|
| 1 | SDG&E 2018 Energy Savings Assistance Program Annual Report | | | | | | | |
| 2 | ESAP Table 2B | | | | | | | |
| 3 | ESAP Expenses and Energy Savings by Measures Installed | | | | | | | |
| 4 | | | | | | | | |
| 5 | ESA Program - Multifamily Common Area [7] | | | | | | | |
| 6 | Year-To-Date Completed & Expensed Installation | | | | | | | |
| 7 | Measures | Units | Quantity Installed | kWh [3] (Annual) | kW [3] (Annual) | Therms [3] (Annual) | Expenses (\$) | % of Expenditure |
| 8 | Appliances | | | | | | | |
| 9 | High Efficiency Clothes Washer | Each | - | - | - | - | \$ - | 0.0% |
| 10 | Refrigerators | Each | - | - | - | - | \$ - | 0.0% |
| 11 | Microwaves [4] | Each | - | - | - | - | \$ - | 0.0% |
| 12 | | | | | | | | |
| 13 | | | | | | | | |
| 14 | Domestic Hot Water | | | | | | | |
| 15 | Water Heater Blanket | Home | - | - | - | - | \$ - | 0.0% |
| 16 | Low Flow Shower Head | Home | - | - | - | - | \$ - | 0.0% |
| 17 | Water Heater Pipe Insulation | Home | - | - | - | - | \$ - | 0.0% |
| 18 | Faucet Aerator | Home | - | - | - | - | \$ - | 0.0% |
| 19 | Water Heater Repair/Replacement | Each | - | - | - | - | \$ - | 0.0% |
| 20 | Thermostatic Shower Valve | Each | - | - | - | - | \$ - | 0.0% |
| 21 | New - Combined Showerhead/TSV | Each | - | - | - | - | \$ - | 0.0% |
| 22 | New - Heat Pump Water Heater | Each | - | - | - | - | \$ - | 0.0% |
| 23 | New - Tub Diverter/ Tub Spout | Each | - | - | - | - | \$ - | 0.0% |
| 24 | New - Thermostat-controlled Shower Valve | Each | - | - | - | - | \$ - | 0.0% |
| 25 | | | | | | | | |
| 26 | | | | | | | | |
| 27 | Enclosure | | | | | | | |
| 28 | Air Sealing / Envelope [1] | Home | - | - | - | - | \$ - | 0.0% |
| 29 | Caulking | Home | - | - | - | - | \$ - | 0.0% |
| 30 | Attic Insulation | Home | - | - | - | - | \$ - | 0.0% |
| 31 | | | | | | | | |
| 32 | | | | | | | | |
| 33 | HVAC | | | | | | | |
| 34 | FAU Standing Pilot Conversion | Each | - | - | - | - | \$ - | 0.0% |
| 35 | Furnace Repair/Replacement | Each | - | - | - | - | \$ - | 0.0% |
| 36 | Room A/C Replacement | Each | - | - | - | - | \$ - | 0.0% |
| 37 | Central A/C replacement | Each | - | - | - | - | \$ - | 0.0% |
| 38 | Heat Pump Replacement | Each | - | - | - | - | \$ - | 0.0% |
| 39 | Evaporative Cooler (Replacement) | Each | - | - | - | - | \$ - | 0.0% |
| 40 | Evaporative Cooler (Installation) | Each | - | - | - | - | \$ - | 0.0% |
| 41 | Duct Testing and Sealing | Home | - | - | - | - | \$ - | 0.0% |
| 42 | New - Energy Efficient Fan Control | Home | - | - | - | - | \$ - | 0.0% |
| 43 | New - Prescriptive Duct Sealing | Home | - | - | - | - | \$ - | 0.0% |
| 44 | New - High Efficiency Forced Air Unit (HE FAU) | Home | - | - | - | - | \$ - | 0.0% |
| 45 | New - A/C Time Delay | Home | - | - | - | - | \$ - | 0.0% |
| 46 | | | | | | | | |
| 47 | | | | | | | | |
| 48 | Maintenance | | | | | | | |
| 49 | Furnace Clean and Tune | Home | - | - | - | - | \$ - | 0.0% |
| 50 | Central A/C Tune up | Home | - | - | - | - | \$ - | 0.0% |
| 51 | | | | | | | | |
| 52 | | | | | | | | |
| 53 | Lighting | | | | | | | |
| 54 | Compact Fluorescent Lights (CFL) | Each | - | - | - | - | \$ - | 0.0% |
| 55 | Interior Hard wired CFL fixtures | Each | - | - | - | - | \$ - | 0.0% |
| 56 | Exterior Hard wired CFL fixtures | Each | - | - | - | - | \$ - | 0.0% |
| 57 | Torchiere | Each | - | - | - | - | \$ - | 0.0% |
| 58 | Occupancy Sensor | Each | - | - | - | - | \$ - | 0.0% |
| 59 | LED Night Lights | Each | - | - | - | - | \$ - | 0.0% |
| 60 | New - LED Diffuse Bulb (60W Replacement) | Each | - | - | - | - | \$ - | 0.0% |
| 61 | New - LED Reflector Bulb | Each | - | - | - | - | \$ - | 0.0% |
| 62 | New - LED Reflector Downlight Retrofit Kits | Each | - | - | - | - | \$ - | 0.0% |
| 63 | New - LED A-Lamps | Each | - | - | - | - | \$ - | 0.0% |
| 64 | | | | | | | | |
| 65 | | | | | | | | |
| 66 | Miscellaneous | | | | | | | |
| 67 | Pool Pumps | Each | - | - | - | - | \$ - | 0.0% |
| 68 | Smart Power Strips - Tier 1 | Each | - | - | - | - | \$ - | 0.0% |
| 69 | New - Smart Power Strips - Tier 2 | Each | - | - | - | - | \$ - | 0.0% |
| 70 | | | | | | | | |
| 71 | | | | | | | | |
| 72 | Ancillary Services | | | | | | | |
| 73 | Commissioning [5] | Home | - | - | - | - | \$ - | 0.0% |
| 74 | Audit | Home | 1 | - | - | - | \$ 500 | 0.0% |
| 75 | Administration [6] | Home | - | - | - | - | \$ - | 0.0% |
| 76 | Pilots | | | | | | | |
| 77 | | | | | | | | |
| 78 | Customer Enrollment | | | | | | | |
| 79 | Outreach & Assessment | Home | - | - | - | - | \$ - | 0.0% |
| 80 | In-Home Education | Home | 0 | - | - | - | \$ - | 0.0% |
| 81 | | | | | | | | |
| 82 | Total Savings/Expenditures | | | | | | \$ 500.00 | 0.0% |
| 83 | | | | | | | | |
| 84 | Total Multifamily Buildings Weatherized [2] | | | | | | | |
| 85 | | | | | | | | |
| 86 | Multifamily Buildings Treated | Total | | | | | | |
| 87 | | | | | | | | |
| 88 | - Multifamily | 0 | | | | | | |
| 89 | | | | | | | | |
| 90 | | | | | | | | |
| 91 | [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. | | | | | | | |
| 92 | [2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs. | | | | | | | |
| 93 | [3] All savings are calculated based on the following sources: | | | | | | | |
| 94 | [4] Microwave savings are from ECONorthWest Studies received in December of 2011 | | | | | | | |
| 95 | [5] Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013 | | | | | | | |
| 96 | [6] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc. | | | | | | | |
| 97 | [7] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs. | | | | | | | |
| 98 | [8] Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines. | | | | | | | |
| 99 | | | | | | | | |
| 100 | | | | | | | | |
| 101 | Note: The applicable MF common area measures will need to be reflected in the appropriate subsections above. | | | | | | | |

| | A | B | C | D | E |
|----|--|---------------|--------------------|------------------------|--------------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report ESAP Table 3 Program Cost Effectiveness | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | Ratio of Benefits Over Costs | | | Net Benefits \$ | |
| 5 | ProgramYear | ESACET | ResourceTRC | ESACET | ResourceTRC |
| 6 | 2018 | 0.68 | 0.68 | (8,197,279) | (3,964,303) |
| 7 | | | | | |
| 8 | Notes: | | | | |
| 9 | - All program measures "resource and non-resource measures" are included in the ESACET. Only measures considered "resource measures" are included in the Resource TRC. | | | | |
| 10 | - The ESACET includes energy and non-energy benefits and all program costs including measure, installation, and administrative costs. | | | | |
| 11 | - The Resource TRC includes energy benefits and program measure and installation costs. | | | | |
| 12 | - Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report. | | | | |
| 13 | - Ordering Paragraph 43 of D.14-08-030 directs the application of the two new cost effectiveness tests, ESACET and Resource TRC. | | | | |

| | A | B | C | D | E | F | G |
|----|--|-------------------------------------|---|---|---|------------|-------------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report | | | | | | |
| | ESAP Table 4 | | | | | | |
| | Detail by Housing Type and Source[1] | | | | | | |
| 2 | | | | | | | |
| 3 | 2018 Energy Savings[5] | | | | | | |
| 4 | Customer | Housing Type | # Homes Treated | (mWh) | MW | (mTherm) | 2018 Expenses |
| 5 | Gas and Electric Customers | | | | | | |
| 6 | Owners - Total | | 3,867 | 1,794 | 0.952 | 43 | 7,280,734 |
| 7 | | Single Family | 2,270 | 1,109 | 0.824 | 40.1 | 4,825,522 |
| 8 | | Multi Family | 242 | 71 | 0.044 | 0.8 | 238,137 |
| 9 | | Mobile Homes | 1,355 | 614 | 0.083 | 2.5 | 2,217,075 |
| 10 | Renters - Total | | 15,781 | 3,220 | 2.490 | 135 | 10,689,127 |
| 11 | | Single Family | 5,166 | 1,482 | 1.190 | 81.3 | 5,138,113 |
| 12 | | Multi Family | 10,531 | 1,704 | 1.294 | 53.6 | 5,500,515 |
| 13 | | Mobile Homes | 84 | 34 | 0.005 | (0.2) | 50,498 |
| 14 | Electric Customers (only) | | | | | | |
| 15 | Owners - Total | | 543 | 213 | 0.106 | - | 358,556 |
| 16 | | Single Family | 467 | 188 | 0.097 | - | \$309,201 |
| 17 | | Multi Family | 52 | 17 | 0.008 | - | \$32,147 |
| 18 | | Mobile Homes | 24 | 9 | 0.001 | - | \$17,208 |
| 19 | Renters - Total | | 1,196 | 287 | 0.080 | - | 553,928 |
| 20 | | Single Family | 375 | 128 | 0.037 | - | \$235,261 |
| 21 | | Multi Family | 808 | 154 | 0.043 | - | \$311,901 |
| 22 | | Mobile Homes | 13 | 4 | 0.000 | - | \$6,767 |
| 23 | Gas Customers (only) | | | | | | |
| 24 | Owners - Total | | - | - | - | - | - |
| 25 | | Single Family | - | - | - | - | \$ - |
| 26 | | Multi Family | - | - | - | - | \$ - |
| 27 | | Mobile Homes | - | - | - | - | \$ - |
| 28 | Renters - Total | | - | - | - | - | - |
| 29 | | Single Family | - | - | - | - | \$ - |
| 30 | | Multi Family | - | - | - | - | \$ - |
| 31 | | Mobile Homes | - | - | - | - | \$ - |
| 32 | | | | | | | |
| 33 | Gas and Electric Total | | | | | | |
| 34 | Multifamily Common Area Bldgs - Total | | | | | | |
| 35 | | | | | | | |
| 36 | Totals: | | 21,387 | 5,515 | 3.627 | 178 | 18,882,345 |
| 37 | | | | | | | |
| 38 | | | | | | | |
| 39 | Penetration History | | | | | | |
| 40 | Year | Homes Treated[2] | Ineligible & Unwilling[3] | Estimated Eligible in Current Year[4] | Current Year Penetration Rate for Homes Treated | | |
| 41 | 2002 | 14,089 | | | | | |
| 42 | 2003 | 15,706 | | | | | |
| 43 | 2004 | 14,897 | | | | | |
| 44 | 2005 | 11,254 | | | | | |
| 45 | 2006 | 13,771 | | | | | |
| 46 | 2007 | 13,074 | | | | | |
| 47 | 2008 | 20,804 | | | | | |
| 48 | 2009 | 20,927 | 6,685 | 20,384 | 103% | | |
| 49 | 2010 | 21,593 | 8,690 | 20,384 | 106% | | |
| 50 | 2011 | 22,575 | 8,423 | 20,384 | 111% | | |
| 51 | 2012 | 22,415 | 7,871 | 20,316 | 110% | | |
| 52 | 2013 | 17,568 | 13,411 | 20,316 | 86% | | |
| 53 | 2014 | 22,039 | 15,738 | 20,316 | 108% | | |
| 54 | 2015 | 20,209 | 17,308 | 20,316 | 99% | | |
| 55 | 2016 | 19,792 | 22,570 | 20,316 | 97% | | |
| 56 | 2017 | 13,212 | 30,306 | 11,563 | 114% | | |
| 57 | 2018 | 7,785 | 50,716 | 11,667 | 67% | | |
| 58 | 2019 | | | | | | |
| 59 | 2020 | | | | | | |
| 60 | Total Homes Treated since 2002 | 291,710 | 181,718 | 185,962 | | | |
| 61 | | | | | | | |
| 62 | [1] Summary data which includes ESA Program, CSD Leveraging, and MF efforts. | | | | | | |
| 63 | [2] Homes treated since 2002 are reported to track progress toward meeting the 2020 Programmatic Initiative. It includes first touches and CSD leveraging authorized in D.16-11-022 and D.17-12-009. It does not include go-backs/retreatments. | | | | | | |
| 64 | [3] Ineligible & Unwilling defined in ESA Table 8. | | | | | | |
| 65 | [4] For years prior to 2017, this value is based on Attachment F of D.12-08-044 and D.14-08-030. For 2017 and 2018, this is based on the calculation of remaining eligible households as described on 1) pages 5 and 6 of SDG&E's Conforming Advice Letter filed April 3, 2017 and as ordered in Ordering Paragraph 80 of D.17-12-009 (for the 2017 value) and 2) SDG&E's Midcycle Advice Letter filed July 16, 2018 (for the 2018 value). | | | | | | |
| 66 | [5] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report. | | | | | | |
| 67 | | | | | | | |
| 68 | | | | | | | |
| 69 | | | | | | | |
| 70 | | Utility in Shared Service Territory | Eligible Households in Shared Service Territory | Eligible Households Treated by Both Utilities in Shared Service Territory | | | |
| 71 | Year | | | | | | |
| 72 | 2018 | SoCalGas | 18,866 | 184 | | | |

| | A | B | C | D | E | F | G |
|----|--|-------------------|-----------------|-----|--------|--------|---------------------------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report | | | | | | |
| | ESAP Table 5 | | | | | | |
| | ESAP Direct Purchases & Installation Contractors | | | | | | |
| 2 | Contractor | County | Contractor Type | | | | 2018 Annual Expenditures[1] [2] |
| 3 | | | Private | CBO | WMDVBE | LIHEAP | |
| 4 | AMERICAN INSULATION INC | San Diego | x | | x | | \$ 3,303,065 |
| 5 | AMERIMEX PLUMBING | San Diego | x | | x | | \$ - |
| 6 | CAMPESINOS UNIDOS INC | San Diego | | x | x | x | \$ 831,860 |
| 7 | CAPITAL STATE CONSTRUCTION | San Diego | x | | | | \$ 920,310 |
| 8 | EAGLE SYSTEMS INTERNATIONAL INC | San Diego | x | | | | \$ 1,590,054 |
| 9 | JERRY'S HEATING & AIR CONDITIONING, INC | San Diego | x | | | | \$ 897,539 |
| 10 | MAAC PROJECT | San Diego | | x | x | x | \$ 1,481,569 |
| 11 | R&B WHOLESALE DISTRIBUTOR INC | San Diego | x | | | | \$ 1,087,279 |
| 12 | RANCHO ENERGY SERVICES | San Diego | x | | | | \$ 1,183,673 |
| 13 | RELIABLE ENERGY MANAGEMENT INC | San Diego | x | | x | | \$ 395,764 |
| 14 | RICHARD HEATH & ASSOCIATES INC | San Diego, Orange | | | x | | \$ 6,023,751 |
| 15 | THA HEATING AND AIR CONDITIONING INC | San Diego | x | | | | \$ 1,167,481 |
| 16 | | | | | | | |
| 17 | Total Contractor Expenditures | | | | | | \$ 18,882,345 |
| 18 | | | | | | | |
| 19 | [1] Adjusted to reflect true 2018 contractor activity, net of accruals. Includes Energy Efficiency Total from ESA Table 1 and In-home Education from ESA Table 1A. | | | | | | |
| 20 | [2] Contractor activity excludes expenses from Pilot and Multi-Family Common Area Measures reflected in ESA Tables 1A, 7 and 12. | | | | | | |

| | A | B | C | D | E |
|----|--|---------------------|---------------------|----------------------|----------------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report ESAP Table 7 Expenditures Recorded by Cost Element | | | | |
| 2 | ESA Program: | Labor | Non-Labor | Contractor | Total [1] |
| 3 | Energy Efficiency | | | | |
| 4 | Appliances | \$ - | \$ - | \$ 2,133,996 | \$ 2,133,996 |
| 5 | Domestic Hot Water | \$ - | \$ - | \$ 1,353,518 | \$ 1,353,518 |
| 6 | Enclosure | \$ - | \$ - | \$ 4,273,403 | \$ 4,273,403 |
| 7 | HVAC | \$ - | \$ - | \$ 2,219,198 | \$ 2,219,198 |
| 8 | Maintenance | \$ - | \$ - | \$ 201,501 | \$ 201,501 |
| 9 | Lighting | \$ - | \$ - | \$ 4,335,512 | \$ 4,335,512 |
| 10 | Miscellaneous | \$ - | \$ - | \$ 499,383 | \$ 499,383 |
| 11 | Customer Enrollment | \$ - | \$ - | \$ 3,265,916 | \$ 3,265,916 |
| 12 | In Home Education | \$ - | \$ - | \$ 599,919 | \$ 599,919 |
| 13 | Pilot | \$ - | \$ 4,586 | \$ 6,490 | \$ 11,076 |
| 14 | Multi-Family Common Area Measures[2] | \$ (4,146) | \$ 13,332 | \$ 52,088 | \$ 61,273 |
| 15 | Energy Efficiency TOTAL | \$ (4,146) | \$ 17,918 | \$ 18,940,922 | \$ 18,954,694 |
| 16 | | | | | |
| 17 | Training Center | \$ - | \$ - | \$ - | \$ - |
| 18 | Inspections | \$ 117,540 | \$ 912 | \$ - | \$ 118,451 |
| 19 | Marketing and Outreach | \$ 14,419 | \$ 1,155,201 | \$ - | \$ 1,169,620 |
| 20 | Statewide Marketing Education and Outreach | \$ - | \$ - | \$ - | \$ - |
| 21 | Measurement and Evaluation Studies[3] | \$ (11,842) | \$ 54,753 | \$ - | \$ 42,911 |
| 22 | Regulatory Compliance | \$ 166,682 | \$ 54,531 | \$ 1 | \$ 221,215 |
| 23 | General Administration | \$ 1,202,326 | \$ 1,172,224 | \$ - | \$ 2,374,550 |
| 24 | CPUC Energy Division | \$ - | \$ 14,741 | \$ - | \$ 14,741 |
| 25 | | | | | |
| 26 | TOTAL PROGRAM COSTS | \$ 1,484,980 | \$ 2,470,279 | \$ 18,940,924 | \$ 22,896,182 |
| 27 | | | | | |
| 28 | [1] Adjusted to reflect true 2018 contractor activity, net of accruals. Contractor Activity in Table 5 excludes Pilots and Multi-Family Common Area Measures. | | | | |
| 29 | [2] Negative amount is the result of a correction to 2017 labor expenses from Multi-Family Common Area Measures to General Administration in the amount of \$4.2K. | | | | |
| 30 | [3] Negative amount is the result of a reversal for the incorrect allocation of 2017 overheads (V&S and Payroll Taxes) in the amount of \$11.8K. | | | | |

| | A | B | C | D | E | F | G | H | |
|----|--|---|---|--|---|--|---|-------------------------------------|--|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report ESAP Table 8 ESAP Homes Unwilling / Unable to Participate [1] | | | | | | | | |
| 2 | Reason Provided | | | | | | | | |
| 3 | County | Customer Unwilling/Declined Program Measures | Customer Unavailable - Scheduling Conflicts | Hazardous Environment (unsafe/unclean) | Landlord Refused to Authorize Participation | Household Income Exceeds Allowable Limits | Unable to Provide Required Documentation | Other Infeasible/ Ineligible | |
| 4 | SAN DIEGO | 27,909 | 15,129 | 51 | - | 1,809 | 503 | 1,746 | |
| 5 | ORANGE | 623 | 2,747 | 2 | - | 152 | 3 | 42 | |
| 6 | | | | | | | | | |
| 7 | | | | | | | | | |
| 8 | | | | | | | | | |
| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
| 11 | Total | 28,532 | 17,876 | 53 | - | 1,961 | 506 | 1,788 | |
| 12 | | | | | | | | | |
| 13 | | | | | | | | | |
| 14 | [1] Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts. | | | | | | | | |
| 15 | | | | | | | | | |
| 16 | ESAP Coordinated Treatment (SCE and SCG only) | | | | | | | | |
| 17 | | Reason Why Household did not Receive Additional Measures from one Utility or Partnering Agency [1] | | | | | | | |
| 18 | # of Households Received Measures from one Utility, but not other Utility or Partnering Agency | # of Customer Unwilling/Declined Program Measures | # of Customer Unavailable - Scheduling Conflicts | # of Hazardous Environment (unsafe/unclean) | # of Landlord Refused to Authorize Participation | # of Other Infeasible/ Ineligible | | | |
| 19 | | | | | | | | | |
| 20 | | | | | | | | | |
| 21 | Total | - | - | - | - | - | | | |
| 22 | | | | | | | | | |
| 23 | | | | | | | | | |
| 24 | [1] Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts. | | | | | | | | |

| | A | B | C | D | E | F | G |
|----|---|------|------------------------------|--|--|------------------------------------|---|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report ESAP Table 9 Life Cycle Bill Savings by Measure [1][3] | | | | | | |
| 2 | Measure Description | | 2018 Number Installed | Per Measure Electric Impact (kWh) | Per Measure Gas Impact (Therms) | Effective Useful Life (EUL) | 2018 Total Measure Life Cycle Bill Savings |
| 3 | Appliances | | | | | | |
| 4 | High Efficiency Clothes Washer | Each | 313 | 3.5 | 15.4 | 11 | \$ 59,695 |
| 5 | Refrigerators | Each | 995 | 621.6 | - | 14 | \$ 1,536,743 |
| 6 | Microwaves [2] | Each | 9,694 | 22.8 | 15.4 | 10 | \$ 2,010,802 |
| 7 | Domestic Hot Water | | | | | | |
| 8 | Water Heater Blanket | Home | 219 | 0.3 | 0.4 | 5 | \$ 556 |
| 9 | Low Flow Shower Head | Home | 7336 | 0.1 | 0.8 | 10 | \$ 64,832 |
| 10 | Water Heater Pipe Insulation | Home | 243 | 0.0 | 0.0 | 11 | \$ 70 |
| 11 | Faucet Aerator | Home | 13325 | 0.1 | 0.5 | 10 | \$ 80,386 |
| 12 | Water Heater Repair/Replacement | Each | 768 | - | 6.8 | 11 | \$ 62,306 |
| 13 | Thermostatic Shower Valve | Each | 3760 | 3.4 | 2.8 | 10 | \$ 97,435 |
| 14 | New - Combined Showerhead/TSV | Each | 2 | - | 9.6 | 10 | \$ 208 |
| 15 | New - Heat Pump Water Heater | Each | 0 | - | - | - | \$ - |
| 16 | New - Tub Diverter/ Tub Spout | Each | 9 | 7.2 | 1.8 | 10 | \$ 290 |
| 17 | New - Thermostat-controlled Shower Valve | Each | 0 | - | - | 0 | \$ - |
| 18 | Enclosure | | | | | | |
| 19 | Air Sealing / Envelope | Home | 8,954 | 6.8 | 1.9 | 11 | \$ 325,173 |
| 20 | Attic Insulation | Home | 257 | 10.4 | 24.3 | 20 | \$ 147,570 |
| 21 | HVAC | | | | | | |
| 22 | FAU Standing Pilot Light Conversion | Each | 1 | - | 15.1 | 13 | \$ 213 |
| 23 | Furnace Repair/Replacement | Each | 2,553 | - | - | 20 | \$ - |
| 24 | Room A/C Replacement | Each | 192 | 27.5 | - | 9 | \$ 3,231 |
| 25 | Central A/C Replacement | Each | - | - | - | - | \$ - |
| 26 | Heat Pump Replacement | Each | - | - | - | - | \$ - |
| 27 | Evaporative Coolers (Replacement) | Each | - | - | - | - | \$ - |
| 28 | Evaporative Coolers (Installation) | Each | - | - | - | - | \$ - |
| 29 | Duct Testing and Sealing | Home | 154 | 7.6 | 14.4 | 18 | \$ 46,898 |
| 30 | New - Energy Efficient Fan Control | Home | - | - | - | - | \$ - |
| 31 | New - Prescriptive Duct Sealing | Home | - | - | - | - | \$ - |
| 32 | New - High Efficiency Forced Air Unit (HE FAU) | Home | - | - | - | - | \$ - |
| 33 | New - A/C Time Delay | Home | - | - | - | - | \$ - |
| 34 | Maintenance | | | | | | |
| 35 | Furnace Clean and Tune | Home | 2,682 | - | 13.0 | 5 | \$ 187,540 |
| 36 | Central A/C Tune-up | Home | - | - | - | - | \$ - |
| 37 | Evaporative Cooler Maintenance | Home | - | - | - | - | \$ - |
| 38 | Lighting | | | | | | |
| 39 | Compact Fluorescent Lights (CFLs) | Each | - | - | - | - | \$ - |
| 40 | Interior Hard wired CFL fixtures | Each | 9,429 | 177.7 | (0.1) | 16 | \$ 1,832,467 |
| 41 | Exterior Hard wired CFL fixtures | Each | 2,819 | 174.4 | - | 16 | \$ 834,939 |
| 42 | Torchiere | Each | 14,330 | 139.7 | (3.3) | 16 | \$ 2,392,560 |
| 43 | Occupancy Sensor | Each | - | - | - | - | \$ - |
| 44 | LED Night Lights | Each | 61,429 | 3.3 | - | 16 | \$ 200,570 |
| 45 | New - LED Diffuse Bulb (60W Replacement) | Each | 126,909 | 84.3 | (1.4) | 16 | \$ 4,678,119 |
| 46 | New - LED Reflector Bulb | Each | 7,606 | 101.3 | (1.6) | 16 | \$ 529,355 |
| 47 | New - LED Reflector Downlight Retrofit Kits | Each | - | - | - | - | \$ - |
| 48 | New - LED A-Lamps | Each | - | - | - | - | \$ - |
| 49 | Miscellaneous | | | | | | |
| 50 | Pool Pumps | Each | - | - | - | - | \$ - |
| 51 | Smart Power Strips | Each | 7,624 | 34.6 | - | 8 | \$ 266,824 |
| 52 | New - Smart Power Strips - Tier 2 | Each | 3,042 | 214.4 | (3.1) | 8 | \$ 531,208 |
| 53 | Ancillary Services | | | | | | |
| 54 | Commissioning | Home | | | | | |
| 55 | Audit | Home | | | | | |
| 56 | Administration | Home | | | | | |
| 57 | Pilots | | | | | | |
| 58 | | | | | | | |
| 59 | | | | | | | |
| 60 | Total | | | | | | \$ 15,889,992 |
| 61 | | | | | | | |
| 62 | Total Homes Served By the Program | | 21,387 | | | | |
| 63 | Life Cycle Bill Savings Per Home | \$ | 743 | | | | |
| 64 | | | | | | | |
| 65 | | | | | | | |
| 66 | [1] Summary data which includes ESA Program, CSD Leveraging, and MF common area efforts. | | | | | | |
| 67 | [2] For microwaves, the savings estimate comes from a separate analysis completed by Evergreen Economics. A reasonable estimate for the usage of the microwave, which would be shown as negative kWh, is not available at this time; however, we expect this to be addressed in the next impact evaluation. | | | | | | |
| 68 | [3] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report. | | | | | | |
| 69 | | | | | | | |
| 70 | Note: The applicable MF common area measures will need to be reflected in the appropriate subsections above. | | | | | | |

| | A | B | C |
|----|---|--------|----------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report ESAP Table 10 Energy Rate Used for Bill Savings Calculations [1] | | |
| 2 | Year | \$/kWh | \$/Therm |
| 3 | 2018 | 0.18 | 1.08 |
| 4 | 2019 | 0.18 | 1.12 |
| 5 | 2020 | 0.19 | 1.15 |
| 6 | 2021 | 0.20 | 1.19 |
| 7 | 2022 | 0.20 | 1.22 |
| 8 | 2023 | 0.21 | 1.26 |
| 9 | 2024 | 0.21 | 1.30 |
| 10 | 2025 | 0.22 | 1.33 |
| 11 | 2026 | 0.23 | 1.37 |
| 12 | 2027 | 0.23 | 1.42 |
| 13 | 2028 | 0.24 | 1.46 |
| 14 | 2029 | 0.25 | 1.50 |
| 15 | 2030 | 0.25 | 1.55 |
| 16 | 2031 | 0.26 | 1.59 |
| 17 | 2032 | 0.27 | 1.64 |
| 18 | 2033 | 0.28 | 1.69 |
| 19 | 2034 | 0.29 | 1.74 |
| 20 | 2035 | 0.30 | 1.79 |
| 21 | 2036 | 0.30 | 1.85 |
| 22 | 2037 | 0.31 | 1.90 |
| 23 | 2038 | 0.32 | 1.96 |
| 24 | 2039 | 0.33 | 2.02 |
| 25 | 2040 | 0.34 | 2.08 |
| 26 | 2041 | 0.35 | 2.14 |
| 27 | 2042 | 0.36 | 2.20 |
| 28 | 2043 | 0.37 | 2.27 |
| 29 | | | |
| 30 | [1] For 2018, the average cost per kWh and therm paid by ESA participants is shown. Cost is escalated 3% annually for remaining years. These values do not include adjustments for TOU rates. | | |

| | A | B | C | D | E |
|----|--|----------------------|---------------------------------------|---|--|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report ESAP Table 11 Bill Savings Calculations by Program Year [1] | | | | |
| 2 | Program Year | Program Costs | Program Lifecycle Bill Savings | Program Bill Savings/ Cost Ratio | Per Home Average Lifecycle Bill Savings |
| 3 | 2011 | \$ 20,950,509 | \$ 11,372,235 | 0.54 | \$ 504 |
| 4 | 2012 | \$ 21,046,806 | \$ 10,325,509 | 0.49 | \$ 461 |
| 5 | 2013 | \$ 17,874,649 | \$ 7,897,313 | 0.44 | \$ 450 |
| 6 | 2014 | \$ 19,143,282 | \$ 9,030,922 | 0.47 | \$ 410 |
| 7 | 2015 | \$ 17,355,596 | \$ 5,632,584 | 0.32 | \$ 279 |
| 8 | 2016 | \$ 17,511,142 | \$ 5,435,882 | 0.31 | \$ 275 |
| 9 | 2017 | \$ 30,649,505 | \$ 5,891,654 | 0.19 | \$ 272 |
| 10 | 2018* | \$ 22,780,528 | \$ 15,889,992 | 0.70 | \$ 743 |
| 11 | | | | | |
| 12 | | | | | |
| 13 | [1] Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts. | | | | |
| 14 | * The primary reason for the increase in 2018 savings compared to previous years is the addition to the program of LED lighting measures. | | | | |

| | A | B |
|----|--|--------------------------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report | |
| 2 | ESAP Table 13 | |
| 3 | Categorical and Other Enrollment [1] | |
| 4 | | |
| 5 | | |
| 6 | Type of Enrollment | Number of Homes Treated |
| 7 | Women, Infants, and Children Program (WIC) | 647 |
| 8 | Supplemental Security Income (SSI) | 520 |
| 9 | CalFresh/Supplemental Nutrition Assistance Program - Food Stamps | 602 |
| 10 | CalWORKs/Temporary Assistance for Needy Families (TANF) | 26 |
| 11 | Tribal TANF | - |
| 12 | Medicaid/Medi-Cal for Families | 1,190 |
| 13 | Healthy Families A&B | 122 |
| 14 | National School Lunch Program (NSLP) - Free Lunch | 201 |
| 15 | Low-income Home Energy Assistance Program (LIHEAP) | 856 |
| 16 | Bureau of Indian Affairs General Assistance | - |
| 17 | Head Start Income Eligible - (Tribal Only) | - |
| 18 | Targeted Self Certification | 13,854 |
| 19 | Standard Enrollment | 3,369 |
| 20 | Total | 21,387 |
| 21 | | |
| 22 | [1] Summary data which includes ESA Program and CSD Leveraging efforts. | |
| 23 | Note: Does not include MF common area efforts. | |

SDG&E PY 2018 Energy Savings Assistance Program Annual Report
ESAP Table 14
Leveraging & Integration [6]

| | A | B | C | D | E | F | G | H | I | J | K |
|----|--|--|-------------------------------|--------------|-----------------------------|--|--------------------------------|--|---|--------------------|-----------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report | | | | | | | | | | |
| 2 | ESAP Table 14 | | | | | | | | | | |
| 3 | Leveraging & Integration [6] | | | | | | | | | | |
| 4 | Partner | Brief Description of Effort | Relationship outside the IOU? | MOU Present? | Amount of Dollars Saved [2] | Amount of Energy Savings [3] | Other Measureable Benefits [3] | Enrollments Resulting from Leveraging Effort [4] | Methodology [5] | Meets all Criteria | If not, Explain |
| 5 | LIHEAP | SDG&E's partners with local CSD agencies to enroll eligible LIHEAP bill assistance customers in the ESA Program. ESA expanded efforts which allowed LIHEAP agencies to perform outreach and assessment services. | Yes | Contract | None | 249,296 kWh 176 kW 4,213 therms | | 856 | Sum of savings per treated homes identified as having LIHEAP as program for categorical enrollment. | N/A | |
| 6 | CSD | Data sharing effort providing CSD with customer usage information for CSD client receiving weatherization service and payment assistance | Yes | Yes | None | | | N/A | | | |
| 7 | SASH | Continued to work closely with Grid Alternatives to efficiently identify and serve any ESA Program eligible customers with all feasible measures. Provide GRID with information for CARE High Usage customers receiving weatherization services through ESA. | Yes | Yes | None | 0 kWh 0 kW 0 therms | | 0 | | | |
| 8 | EUC MIDI Program | Lead Sharing between ESA Program and MIDI | No | No | None | 0 kWh 0 kW 0 therms | | 0 | | | |
| 9 | CARE/Medical Baseline | Marketing to customers enrolled in CARE and/or Medical Baseline | No | No | None | 81,814 kWh 30.59 kW 1,648 therms | | 199 | Sum of savings per treated homes identified as having CARE or Medical Baseline as lead source. | | |
| 10 | CARE High Usage | Automated Lead Generation for CARE High Usage Verification Process | No | No | None | 14,835 kWh 5.96 kW 75 therms | | 88 | Sum of savings per treated homes identified as having CARE High Usage as lead source. | | |
| 11 | | | | | | | | | | | |
| 12 | [1] Leveraging, Interdepartmental integration, Program Coordination, Data Sharing, ME&O, etc. | | | | | | | | | | |
| 13 | [2] Leveraging and Integration efforts are measurable and quantifiable in terms of dollars saved by the IOU (Shared/contributed/donated resources, shared marketing materials, shared information technology, shared programmatic infrastructure, among others are just some examples of cost and/or resource savings to the IOU). | | | | | | | | | | |
| 14 | [3] Annual Energy savings/benefits for measures installation in 2018. Leveraging efforts are measurable and quantifiable in terms of home energy benefits/ savings to the eligible households. | | | | | | | | | | |
| 15 | [4] Enrollment increases. Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served. | | | | | | | | | | |
| 16 | [5] In footnotes, provide information on methodology used to calculate cost and/or resource savings. | | | | | | | | | | |
| 17 | [6] Summary data which includes ESA Program, CSD Leveraging, and MF common area efforts. | | | | | | | | | | |
| 18 | | | | | | | | | | | |
| 19 | Fields not applicable to specific efforts are marked "N/A". | | | | | | | | | | |

| | A | B | C | D | E | F |
|----|--|---|--------------------------------------|---|--|-------------------------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report | | | | | |
| 2 | ESAP Table 15 | | | | | |
| 3 | CFL Lighting [4] | | | | | |
| 4 | | | | | | |
| 5 | ESA Program CFL Tracking Table | | | | | |
| 6 | <i>Instructions: Please identify the CFL bulbs used within your ESA program and fill in the remaining columns for each</i> | | | | | |
| 7 | Bulb Name / Identification | Bulb Description (wattage, lumens) | Bulb Cost (material) | Admin Cost (overhead, contractor fee, marketing, etc.) | Total Bulb Cost (material + admin) [1] | AB 1109 Compliant? [2] |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | This Table is Not Applicable. | | | | | |
| 11 | Commission D.16-11-022 and D.17-12-009 directs the IOU to no longer offer CFL's in ESA Program beginning 1/1/2018. | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | Year | Number of Homes Treated in ESA Program | Number of Homes Provided CFLs | Avg. # of CFL bulbs given per home | Est. total energy savings from installed CFLs [3] | |
| 18 | 2009 | 20,927 | 17,653 | 6 | 1,796,496 | |
| 19 | 2010 | 21,593 | 17,016 | 7 | 1,796,176 | |
| 20 | 2011 | 22,575 | 17,246 | 6 | 1,697,568 | |
| 21 | 2012 | 22,415 | 17,046 | 6 | 1,772,269 | |
| 22 | 2013 | 17,568 | 11,639 | 6 | 1,502,883 | |
| 23 | 2014 | 22,039 | 20,895 | 6 | 2,207,495 | |
| 24 | 2015 | 20,209 | 18,724 | 6 | 1,856,926 | |
| 25 | 2016 | 19,792 | 18,606 | 5 | 1,626,672 | |
| 26 | 2017 | 21,677 | 11,343 | 5 | 1,036,278 | |
| 27 | 2018 | 21,387 | 0 | 0 | 0 | |
| 28 | | | | | | |
| 29 | [1] Bulb cost and admin cost were combined effective 2013. | | | | | |
| 30 | | | | | | |
| 31 | [2] Compliant in regards to: 1) Do bulbs meet or exceed CEC energy efficiency standards for general purpose lighting? | | | | | |
| 32 | Do all models comply with Europe's RoHS standards on toxicity? | | | | | |
| 33 | | | | | | |
| 34 | [3] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report. | | | | | |
| 35 | | | | | | |
| 36 | [4] Summary data which includes ESA Program, CSD Leveraging, and MF efforts. | | | | | |

| | A | B | C | D | E | F | G |
|----|--|-------------------------------------|---------------|---------------------|---------------------------|------------------------------------|--------------------------------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report | | | | | | |
| 2 | ESAP Table 16 | | | | | | |
| 3 | "Add Back" Measures | | | | | | |
| 4 | | | | | | | |
| 5 | | Ratio of Benefits Over Costs | | | | | |
| 6 | Measure [1][2] | Climate Zone | ESACET | Resource TRC | Quantity Installed | Budget Impact of "Add Back" | Lifecycle Bill Savings Impact |
| 7 | Furnace Repair/Replacement MF | 7 | 0.00 | N/A | 71 | 21,835 | \$ - |
| 8 | Furnace Repair/Replacement MF | 10 | 0.00 | N/A | 116 | 25,863 | \$ - |
| 9 | Furnace Repair/Replacement MH | 7 | 0.00 | N/A | 273 | 304,864 | \$ - |
| 10 | Furnace Repair/Replacement MH | 10 | 0.00 | N/A | 270 | 301,961 | \$ - |
| 11 | Furnace Repair/Replacement MH | 15 | 0.00 | N/A | 2 | 235 | \$ - |
| 12 | Furnace Repair/Replacement SF | 7 | 0.00 | N/A | 929 | 607,652 | \$ - |
| 13 | Furnace Repair/Replacement SF | 10 | 0.00 | N/A | 750 | 487,097 | \$ - |
| 14 | Water Heater Repair/Replacement MF | 7 | 0.45 | N/A | 8 | 6,520 | \$ 649 |
| 15 | Water Heater Repair/Replacement MF | 10 | 0.45 | N/A | 8 | 3,366 | \$ 649 |
| 16 | Water Heater Repair/Replacement MH | 7 | 0.45 | N/A | 135 | 138,842 | \$ 10,952 |
| 17 | Water Heater Repair/Replacement MH | 10 | 0.45 | N/A | 122 | 132,339 | \$ 9,897 |
| 18 | Water Heater Repair/Replacement MH | 15 | 0.45 | N/A | 2 | 1,500 | \$ 162 |
| 19 | Water Heater Repair/Replacement SF | 7 | 0.45 | N/A | 312 | 146,529 | \$ 25,312 |
| 20 | Water Heater Repair/Replacement SF | 10 | 0.45 | N/A | 181 | 96,172 | \$ 14,684 |
| 21 | Room A/C Replacement MF | 10 | 0.05 | N/A | 35 | 35,412 | \$ 1,392 |
| 22 | Room A/C Replacement MH | 10 | 0.05 | N/A | 12 | 12,141 | \$ 477 |
| 23 | Room A/C Replacement SF | 10 | 0.05 | N/A | 33 | 33,389 | \$ 1,362 |
| 24 | Duct sealing gas MF | 10 | 0.49 | 0.91 | 2 | 458 | \$ 483 |
| 25 | Duct sealing gas MH | 7 | 0.56 | 1.27 | 1 | 229 | \$ 336 |
| 26 | Duct sealing gas MH | 10 | 0.49 | 0.92 | 3 | 687 | \$ 730 |
| 27 | Duct sealing electric SF | 7 | 0.00 | 0.00 | 1 | 229 | \$ - |
| 28 | Duct sealing gas SF | 7 | 0.56 | 1.27 | 61 | 13,967 | \$ 20,471 |
| 29 | Duct sealing gas SF | 10 | 0.49 | 0.91 | 65 | 14,882 | \$ 15,684 |
| 30 | Duct sealing gas SF w/ac | 7 | 0.63 | 1.63 | 9 | 2,061 | \$ 4,632 |
| 31 | Duct sealing gas SF w/ac | 10 | 0.58 | 1.27 | 12 | 2,748 | \$ 5,045 |
| 32 | Attic insulation gas MF cz7 | 7 | 0.42 | 0.44 | 1 | 1,200 | \$ 625 |
| 33 | Attic insulation gas MF cz10 | 10 | 0.38 | 0.38 | 1 | 1,200 | \$ 536 |
| 34 | Attic insulation gas MF cz10 w/ac | 10 | 0.49 | 0.50 | 1 | 1,200 | \$ 874 |
| 35 | | | | | | | |
| 36 | Notes: | | | | | | |
| 37 | [1] Based on Appendix J.1 and J.2 in D.12-08-044 and D.14-08-030. | | | | | | |
| 38 | [2] Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts. | | | | | | |

| | A | B | C | D | E | F | G | H | I | J |
|----|--|-----------------------------------|------------------|------------------|----------------------|-----------------|-----------------|-----------------------------|------------|------------|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report | | | | | | | | | |
| 2 | ESAP Table 17 | | | | | | | | | |
| 3 | Expenditures for Pilots and Studies | | | | | | | | | |
| 4 | | | | | | | | | | |
| 5 | | Authorized 2018 Funding[1] | | | 2018 Expenses | | | % of Budget Expended | | |
| 6 | | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| 7 | Pilots | | | | | | | | | |
| 8 | | | | | | | | | | |
| 9 | Programmable Controllable Thermostat | \$ 150,000 | \$ 150,000 | \$ 300,000 | \$ 5,538 | \$ 5,538 | \$ 11,076 | 4% | 4% | 4% |
| 10 | | | | | | | | | | |
| 11 | Total Pilots | \$150,000 | \$150,000 | \$300,000 | \$5,538 | \$5,538 | \$11,076 | 4% | 4% | 4% |
| 12 | | | | | | | | | | |
| 13 | | | | | | | | | | |
| 14 | Studies | | | | | | | | | |
| 15 | | | | | | | | | | |
| 16 | Low Income Needs Assessment Study | \$ 8,334 | \$ 8,334 | \$ 16,667 | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| 17 | Load Impact Evaluation Study [2] | \$ 9,167 | \$ 9,167 | \$ 18,333 | \$ 14,690 | \$ 14,690 | \$ 29,380 | 160% | 160% | 160% |
| 18 | Equity Criteria and Non Energy Benefits Evaluation (NEB's) [3] | \$ 2,500 | \$ 2,500 | \$ 5,000 | \$ 6,766 | \$ 6,766 | \$ 13,531 | 271% | 271% | 271% |
| 19 | Unallocated Funds [4] | \$ (2,917) | \$ (2,917) | \$ (5,834) | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| 20 | 2017 Potential and Goals Study | \$ 5,625 | \$ 5,625 | \$ 11,250 | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| 21 | Rapid Feedback Research and Analysis | \$ 25,000 | \$ 25,000 | \$ 50,000 | \$ - | \$ - | \$ - | 0% | 0% | 0% |
| 22 | | | | | | | | | | |
| 23 | Total Studies | \$47,708 | \$47,708 | \$95,416 | \$21,455 | \$21,456 | \$42,911 | 45% | 45% | 45% |
| 24 | | | | | | | | | | |
| 25 | [1] Reflects authorized budget in SDG&E Advice Letter 3065-E-A/2568-G-A approved by Commission Resolution E-4884 on December 14, 2017 and SDG&E Advice Letter 3250-E/2688-G approved by Commission on December 27, 2018. | | | | | | | | | |
| 26 | [2] Expense activity from Southern California Gas as lead utility was higher than anticipated, however expenses are expected to stay within 2017-2020 cycle budget. | | | | | | | | | |
| 27 | [3] Reflects true 2018 NEB's Study activity, net of co-funding reimbursements billed in 2019. | | | | | | | | | |
| 28 | [4] Unallocated funds represent the amount of funds originally requested for the Energy Education Phase II Study which was subsequently not authorized in D.16-11-022, and is now unallocated to a specific study. | | | | | | | | | |

| | A | B | C | D | E |
|----|---|-------------------------|--|---|---|
| 1 | SDG&E PY 2018 Energy Savings Assistance Program Annual Report | | | | |
| 2 | ESAP Table 18 | | | | |
| 3 | Miscellaneous (2nd Refrigerators, Education Only, A/C Cycling, etc.) | | | | |
| 4 | | | | | |
| 5 | Measures | Units | Received Refrigerator | Not eligible for Refrigerator due to Less than Six Occupants | |
| 6 | | | | | |
| 7 | Second Refrigerators | Each | 5 | 3 | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | Measures | Units | Households that Only Received Education | | |
| 11 | | | | | |
| 12 | | | | | |
| 13 | In-Home Education | Home | 0 | | |
| 14 | | | | | |
| 15 | | | | | |
| 16 | Households for My Energy/My Account Platform | | | Households that Received ESA Program Measures and Elect to: | |
| 17 | Opt-Out | Already Enrolled | Opt-In | Opt-In to a New Program (DR or alternative tariff) | |
| 18 | 18,398 | 2,602 | 387 | | |
| 19 | | | | NA | |
| 20 | | | | | |
| 21 | | | | | |
| 22 | Households Received A/C Cycling Controls when A/C | | | | |
| 23 | | # Installed | | | |
| 24 | A/C Cycling controls | NA | | | |
| 25 | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H |
|----|---|-----------------------|----------------------|-----------------------|--------------------------------|-------------------|----------------------------|--|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | |
| 2 | CARE Table 1 | | | | | | | |
| 3 | Overall Program Expenses | | | | | | | |
| 4 | Category | Overall Expenditures | | Total | Authorized Budget ¹ | % of Budget Spent | Total Shifted ² | Shifted to/from? |
| 5 | | Electric | Gas | | | | | |
| 6 | Outreach ³ | \$ 2,498,744 | \$ 228,830 | \$ 2,727,574 | \$ 3,327,551 | 82% | | |
| 7 | Processing, Certification, Recertification | \$ 555,333 | \$ 51,324 | \$ 606,657 | \$ 606,657 | 100% | \$99,637 | Shifted from General Admin |
| 8 | Post Enrollment Verification | \$ 232,567 | \$ 21,600 | \$ 254,167 | \$ 356,501 | 71% | | |
| 9 | IT Programming | \$ 1,278,903 | \$ 119,899 | \$ 1,398,802 | \$ 1,661,365 | 84% | | |
| 10 | Cool Centers | \$ 37,600 | \$ 3,343 | \$ 40,943 | \$ 43,069 | 95% | | |
| 11 | Pilots | \$ 197,162 | \$ 18,643 | \$ 215,805 | \$ 262,500 | 82% | | |
| 12 | Measurement & Evaluation | \$ - | \$ - | \$ - | \$ - | 0% | | |
| 13 | Regulatory Compliance ^{4,5} | \$ 176,172 | \$ 15,872 | \$ 192,044 | \$ 247,184 | 78% | | |
| 14 | General Administration ⁶ | \$ 351,392 | \$ 30,237 | \$ 381,629 | \$ 720,132 | 53% | (\$99,637) | Shifted to Processing Certification, Recertification |
| 15 | CPUC Energy Division | \$ 31,411 | \$ 2,984 | \$ 34,395 | \$ 56,712 | 61% | | |
| 16 | | | | | | | | |
| 17 | TOTAL Program Costs | \$ 5,359,284 | \$ 492,731 | \$ 5,852,015 | \$ 7,281,672 | 80% | \$0 | |
| 18 | | | | | | | | |
| 19 | CARE Rate Discount | \$ 116,158,861 | \$ 10,006,738 | \$ 126,165,599 | \$ 73,102,151 | 173% | \$ - | |
| 20 | Service Establishment Charge Discount | \$ - | \$ - | \$ - | \$ - | 0% | \$ - | |
| 21 | | | | | | | | |
| 22 | TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS | \$ 121,518,145 | \$ 10,499,469 | \$ 132,017,614 | \$ 80,383,823 | 164% | \$0 | |
| 23 | | | | | | | | |
| 24 | 1. Reflects authorized funding approved in the CPUC Energy Division Disposition Letter dated 12/27/2018 approving SDG&E Advice Letter 3250-E/2688-G. | | | | | | | |
| 25 | 2. Reflects fund shift in accordance with the rules set forth in D. 08-11-031 as modified by D. 10-10-008, D. 10-16-11-022, and D 17-12-009, which granted the IOUs authority to shift funds between the CARE program categories. | | | | | | | |
| 26 | 3. Includes manual adjustment of (\$19,688) related to the Medical Base Line Program. | | | | | | | |
| 27 | 4. Includes manual adjustment of (\$30,609) for audit fees related to PY 2017. | | | | | | | |
| 28 | 5. Includes manual adjustment of (\$20,000) for vendor disaggregation related to PY 2019. | | | | | | | |
| 29 | 6. Includes manual adjustment of (\$5,642) for agency fees related to the Energy Efficiency System Support Programs. | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y |
|----|---|----------------------------|-------------------------|--|--------|--------|--------|------------|--------------------|--------|----------------------------|-----------------|----------------------------|-----------|-------------------------------|---------------|-----------------------|------------------------|--------|---------------------------|-------------|--------------------|-------------------------|-------------------------|-------------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | CARE Table 2 - Clean Amended | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Enrollment, Recertification, Attrition, & Penetration | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | New Enrollment | | | | | | | | | | | Recertification | | | | | Attrition (Drop Offs) | | | | | Enrollment | | | |
| 6 | Automatic Enrollment | | | Self-Certification (Income or Categorical) | | | | | | | Total New Enrollment (E-F) | Scheduled | Non-Scheduled (Duplicates) | Automatic | Total Recertification (L-M+N) | No Response * | Failed PEV | Failed Recertification | Other | Total Attrition (P-Q+R+S) | Gross (K+O) | Net Adjusted (K-T) | Total CARE Participants | Estimated CARE Eligible | Penetration Rate % (WX) |
| 7 | Inter-Utility ¹ | Intra-Utility ¹ | Leveraging ² | Combined (B+C+D) | Online | Paper | Phone | Capitation | Combined (E+G+H+I) | | | | | | | | | | | | | | | | |
| 8 | January | 0 | 240 | 0 | 2,607 | 1,966 | 0 | 348 | 4,921 | 5,161 | 2,438 | 795 | 3,018 | 6,251 | 2,402 | 176 | 161 | 1,571 | 4,310 | 11,412 | 851 | 281,889 | 321,323 | 88% | |
| 9 | February | 0 | 182 | 0 | 2,277 | 1,890 | 0 | 141 | 4,308 | 4,490 | 2,202 | 1,159 | 2,382 | 5,743 | 1,536 | 118 | 106 | 2,355 | 4,115 | 10,233 | 378 | 282,264 | 321,323 | 88% | |
| 10 | March | 0 | 194 | 0 | 2,864 | 1,840 | 135 | 157 | 4,996 | 5,190 | 1,935 | 918 | 3,198 | 6,051 | 1,624 | 118 | 92 | 1,401 | 3,235 | 11,241 | 1,955 | 284,219 | 321,323 | 88% | |
| 11 | April | 0 | 139 | 0 | 1,599 | 1,541 | 151 | 159 | 4,531 | 4,476 | 2,119 | 785 | 2,552 | 5,456 | 743 | 90 | 97 | 3,545 | 4,476 | 9,928 | 46 | 284,213 | 321,323 | 88% | |
| 12 | May | 0 | 82 | 0 | 3,139 | 1,726 | 202 | 114 | 5,181 | 5,263 | 2,416 | 749 | 3,441 | 6,606 | 1,173 | 61 | 113 | 1,790 | 3,137 | 11,869 | 2,126 | 286,339 | 321,323 | 89% | |
| 13 | June | 0 | 27 | 0 | 2,789 | 1,879 | 117 | 66 | 4,851 | 4,878 | 1,392 | 858 | 2,518 | 4,768 | 1,165 | 62 | 60 | 2,405 | 3,692 | 9,646 | 1,186 | 287,525 | 321,323 | 89% | |
| 14 | July | 0 | 22 | 0 | 2,844 | 2,456 | 125 | 138 | 5,563 | 5,585 | 1,030 | 1,808 | 1,852 | 4,690 | 1,057 | 76 | 91 | 4,135 | 5,359 | 10,275 | 226 | 287,751 | 321,323 | 90% | |
| 15 | August | 0 | 83 | 0 | 4,317 | 2,425 | 706 | 178 | 7,626 | 7,709 | 1,952 | 1,965 | 2,451 | 6,308 | 737 | 70 | 124 | 2,567 | 3,498 | 14,017 | 4,211 | 291,962 | 321,323 | 91% | |
| 16 | September | 0 | 140 | 0 | 2,931 | 1,632 | 190 | 185 | 4,938 | 5,078 | 1,390 | 1,545 | 2,193 | 5,128 | 683 | 50 | 92 | 3,328 | 4,153 | 10,206 | 925 | 292,887 | 321,323 | 91% | |
| 17 | October | 41 | 171 | 0 | 2,12 | 2,619 | 1,645 | 69 | 175 | 4,508 | 4,720 | 1,911 | 1,274 | 2,522 | 5,707 | 1,904 | 59 | 102 | 3,768 | 5,833 | 10,427 | -1,113 | 291,774 | 321,323 | 91% |
| 18 | November | 1,135 | 222 | 0 | 1,357 | 2,639 | 1,828 | 243 | 211 | 4,921 | 6,378 | 1,680 | 1,121 | 3,244 | 6,045 | 6,534 | 38 | 99 | 2,461 | 9,132 | 12,323 | -2,854 | 288,920 | 321,323 | 90% |
| 19 | December | 4,610 | 94 | 0 | 4,708 | 2,322 | 1,579 | 143 | 238 | 4,282 | 8,986 | 2,084 | 1,420 | 3,614 | 7,118 | 1,757 | 78 | 121 | 2,951 | 4,907 | 16,104 | 4,079 | 292,999 | 321,323 | 91% |
| 20 | YTD Total | 5,786 | 1,596 | 0 | 7,382 | 33,848 | 22,407 | 2,081 | 2,090 | 66,426 | 67,808 | 22,540 | 14,337 | 32,985 | 69,871 | 21,315 | 997 | 1,258 | 32,277 | 55,847 | 137,679 | 11,961 | 292,999 | 321,323 | 91% |
| 21 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | Enrollments via data sharing between the IOUs. | | | | | | | | | | | | | | | | | | | | | | | | |
| 23 | Enrollments via data sharing between departments and/or programs within the utility. | | | | | | | | | | | | | | | | | | | | | | | | |
| 24 | Enrollments via data sharing with programs outside the IOU that serve low-income customers. | | | | | | | | | | | | | | | | | | | | | | | | |
| 25 | *No response includes no response to both Recertification and Verification. | | | | | | | | | | | | | | | | | | | | | | | | |
| 26 | | | | | | | | | | | | | | | | | | | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I |
|----|--|--------------------------------|---|--|--|---|---|---|--|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | |
| 2 | CARE Table 3A - Post-Enrollment Verification Results (Model) 2018 Clean Amended | | | | | | | | |
| 3 | Month | Total CARE Households Enrolled | Households Requested to Verify ¹ | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) ² | Total Households De-enrolled ³ | % De-enrolled through Post Enrollment Verification ⁴ | % of Total CARE Households De-enrolled |
| 4 | January | 281,889 | 1,769 | 0.63% | 835 | 134 | 969 | 55% | 0.34% |
| 5 | February | 282,264 | 1,039 | 0.37% | 520 | 91 | 611 | 0% | 0.22% |
| 6 | March | 284,219 | 1,147 | 0.40% | 584 | 79 | 663 | 0% | 0.23% |
| 7 | April | 284,213 | 1,008 | 0.35% | 476 | 64 | 540 | 54% | 0.19% |
| 8 | May | 286,339 | 1,106 | 0.39% | 564 | 92 | 656 | 59% | 0.23% |
| 9 | June | 287,525 | 1,096 | 0.38% | 384 | 65 | 449 | 41% | 0.16% |
| 10 | July | 287,751 | 1,413 | 0.49% | 732 | 85 | 817 | 58% | 0.28% |
| 11 | August | 291,962 | 1,414 | 0.48% | 888 | 68 | 956 | 68% | 0.33% |
| 12 | September | 292,887 | 1,152 | 0.39% | 726 | 57 | 783 | 68% | 0.27% |
| 13 | October | 291,774 | 1,428 | 0.49% | 862 | 90 | 952 | 67% | 0.33% |
| 14 | November | 288,920 | 1,148 | 0.40% | 572 | 222 | 794 | 69% | 0.27% |
| 15 | December | 292,999 | 1,130 | 0.39% | 166 | 606 | 772 | 68% | 0.26% |
| 16 | YTD Total | 292,999 | 14,850 | 5.07% | 7,309 | 1,653 | 8,962 | 60% | 3.06% |
| 17 | | | | | | | | | |
| 18 | ¹ Includes all customers who failed SDG&E's CARE eligibility probability model. | | | | | | | | |
| 19 | ² Includes customers verified as over income or who requested to be de-enrolled. | | | | | | | | |
| 20 | ³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request. Results may be pending due to the time permitted for a participant to respond. | | | | | | | | |
| 21 | ⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month. | | | | | | | | |
| 22 | | | | | | | | | |
| 23 | SDG&E PY 2018 CARE Annual Report | | | | | | | | |
| 24 | CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage) Clean Amended | | | | | | | | |
| 25 | | | | | | | | | |
| 26 | Month | Total CARE Households Enrolled | Households Requested to Verify ¹ | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) ² | Total Households De-enrolled ³ | % De-enrolled through HUV Post Enrollment Verification | % of Total CARE Households De-enrolled |
| 27 | January | 281,889 | 423 | 0.15% | 285 | 0 | 285 | 67% | 0.10% |
| 28 | February | 282,264 | 411 | 0.15% | 290 | 0 | 290 | 71% | 0.10% |
| 29 | March | 284,219 | 217 | 0.08% | 124 | 0 | 124 | 57% | 0.04% |
| 30 | April | 284,213 | 273 | 0.10% | 165 | 0 | 165 | 60% | 0.06% |
| 31 | May | 286,339 | 135 | 0.05% | 68 | 0 | 68 | 50% | 0.02% |
| 32 | June | 287,525 | 157 | 0.05% | 81 | 0 | 81 | 52% | 0.03% |
| 33 | July | 287,751 | 214 | 0.07% | 85 | 0 | 85 | 40% | 0.03% |
| 34 | August | 291,962 | 3,375 | 1.16% | 2,366 | 0 | 2,366 | 70% | 0.81% |
| 35 | September | 292,887 | 5,507 | 1.88% | 4,415 | 0 | 4,415 | 80% | 1.51% |
| 36 | October | 291,774 | 921 | 0.32% | 470 | 0 | 470 | 51% | 0.16% |
| 37 | November | 288,920 | 642 | 0.22% | 304 | 0 | 304 | 47% | 0.11% |
| 38 | December | 292,999 | 5,646 | 1.93% | 4,823 | 1 | 4,824 | 85% | 1.65% |
| 39 | YTD Total | 292,999 | 17,921 | 6.12% | 13,476 | 1 | 13,477 | 75% | 4.60% |
| 40 | | | | | | | | | |
| 41 | ¹ Includes all participants who were selected for high usage verification process. | | | | | | | | |
| 42 | ² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized. | | | | | | | | |
| 43 | ³ Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond. | | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I |
|----|---|--------------------------------|---|--|--|---|---|---|--|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | |
| 2 | CARE Table 3A - Post-Enrollment Verification Results (Model) 2018 Redlined | | | | | | | | |
| 3 | Month | Total CARE Households Enrolled | Households Requested to Verify ¹ | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) ² | Total Households De-enrolled ³ | % De-enrolled through Post Enrollment Verification ⁴ | % of Total CARE Households De-enrolled |
| 4 | January | 298,295 | 1,770 | 0.59% | 837 | 133 | 970 | 55% | 0.33% |
| 5 | February | 298,176 | 1,040 | 0.35% | 520 | 91 | 611 | 0% | 0.20% |
| 6 | March | 299,228 | 1,146 | 0.38% | 585 | 79 | 664 | 0% | 0.22% |
| 7 | April | 298,187 | 1,007 | 0.34% | 476 | 64 | 540 | 54% | 0.18% |
| 8 | May | 299,408 | 1,104 | 0.37% | 565 | 92 | 657 | 60% | 0.22% |
| 9 | June | 299,213 | 1,096 | 0.37% | 384 | 65 | 449 | 41% | 0.15% |
| 10 | July | 298,139 | 1,409 | 0.47% | 732 | 85 | 817 | 58% | 0.27% |
| 11 | August | 301,084 | 1,403 | 0.47% | 889 | 67 | 956 | 68% | 0.32% |
| 12 | September | 300,852 | 1,151 | 0.38% | 728 | 56 | 784 | 68% | 0.26% |
| 13 | October | 298,426 | 1,429 | 0.48% | 877 | 76 | 953 | 67% | 0.32% |
| 14 | November | 294,254 | 1,143 | 0.39% | 693 | 47 | 740 | 65% | 0.25% |
| 15 | December | 297,103 | 1,118 | 0.38% | 0 | 29 | 29 | 3% | 0.01% |
| 16 | YTD Total | 297,103 | 14,816 | 4.99% | 7,286 | 884 | 8,170 | 55% | 2.75% |
| 17 | | | | | | | | | |
| 18 | ¹ Includes all customers who failed SDG&E's CARE eligibility probability model. | | | | | | | | |
| 19 | ² Includes customers verified as over income or who requested to be de-enrolled. | | | | | | | | |
| 20 | ³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request. Results may be pending due to the time permitted for a participant to respond. | | | | | | | | |
| 21 | ⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month. | | | | | | | | |
| 22 | | | | | | | | | |
| 23 | SDG&E PY 2018 CARE Annual Report | | | | | | | | |
| 24 | CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage) Redlined | | | | | | | | |
| 25 | | | | | | | | | |
| 26 | Month | Total CARE Households Enrolled | Households Requested to Verify ¹ | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) ² | Total Households De-enrolled ³ | % De-enrolled through HUV Post Enrollment Verification | % of Total CARE Households De-enrolled |
| 27 | January | 298,295 | 422 | 0.14% | 285 | 0 | 285 | 68% | 0.10% |
| 28 | February | 298,176 | 410 | 0.14% | 291 | 0 | 291 | 71% | 0.10% |
| 29 | March | 299,228 | 217 | 0.07% | 125 | 0 | 125 | 58% | 0.04% |
| 30 | April | 298,187 | 274 | 0.09% | 165 | 0 | 165 | 60% | 0.06% |
| 31 | May | 299,408 | 134 | 0.04% | 68 | 0 | 68 | 51% | 0.02% |
| 32 | June | 299,213 | 157 | 0.05% | 81 | 0 | 81 | 52% | 0.03% |
| 33 | July | 298,139 | 213 | 0.07% | 85 | 0 | 85 | 40% | 0.03% |
| 34 | August | 301,084 | 3,338 | 1.11% | 2,369 | 0 | 2,369 | 71% | 0.79% |
| 35 | September | 300,852 | 5,517 | 1.83% | 4,426 | 0 | 4,426 | 80% | 1.47% |
| 36 | October | 298,426 | 923 | 0.31% | 472 | 0 | 472 | 51% | 0.16% |
| 37 | November | 294,254 | 642 | 0.22% | 308 | 0 | 308 | 48% | 0.10% |
| 38 | December | 297,103 | 5,659 | 1.90% | 2,268 | + | 2,269 | 42% | 0.80% |
| 39 | YTD Total | 297,103 | 17,906 | 6.03% | 11,043 | + | 11,044 | 62% | 3.72% |
| 40 | | | | | | | | | |
| 41 | ¹ Includes all participants who were selected for high usage verification process. | | | | | | | | |
| 42 | ² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized. | | | | | | | | |
| 43 | ³ Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600%+ users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond. | | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G |
|---|--|-----------------|-----------------|-----------------|---------------|--------------------------------|-------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | |
| 2 | CARE Table 4 Clean Amended | | | | | | |
| 3 | CARE Self-Certification and Self-Recertification Applications¹ | | | | | | |
| 4 | | Provided | Received | Approved | Denied | Pending/Never Completed | Duplicates |
| 5 | Total (Y-T-D) | 3,378,197 | 162,378 | 72,095 | 21,607 | 44 | 68,632 |
| 6 | Percentage | | 100% | 44% | 13% | 0% | 42% |
| 7 | | | | | | | |
| 8 | ¹ Includes sub-metered customers. | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G |
|---|--|-----------------|--------------------|-------------------|-------------------|--------------------------------|-------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | |
| 2 | CARE Table 4 Redlined | | | | | | |
| 3 | CARE Self-Certification and Self-Recertification Applications¹ | | | | | | |
| 4 | | Provided | Received | Approved | Denied | Pending/Never Completed | Duplicates |
| 5 | Total (Y-T-D) | 3,378,197 | 162,549 | 72,172 | 21,624 | 51 | 68,702 |
| 6 | Percentage | | 100% | 44% | 13% | 0% | 42% |
| 7 | | | | | | | |
| 8 | ¹ Includes sub-metered customers. | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I | J |
|----|---|---------------------------|--------------------------|----------------|---------------------------|--------------|----------------|-------------------------|--------------|--------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | | |
| 2 | CARE Table 5 Clean Amended | | | | | | | | | |
| 3 | CARE Enrollment by County | | | | | | | | | |
| 4 | County | Estimated Eligible | | | Total Participants | | | Penetration Rate | | |
| 5 | | Urban | Rural¹ | Total | Urban | Rural | Total | Urban | Rural | Total |
| 6 | Orange | 18,048 | 0 | 18,048 | 12,564 | 0 | 12,564 | 70% | 0% | 70% |
| 7 | San Diego | 294,632 | 8,643 | 303,275 | 274,308 | 6,127 | 280,435 | 93% | 71% | 92% |
| 8 | Total | 312,680 | 8,643 | 321,323 | 286,872 | 6,127 | 292,999 | 92% | 71% | 91% |
| 9 | | | | | | | | | | |
| 10 | | | | | | | | | | |
| 11 | ¹ Rural includes zip codes classified as such according to the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. | | | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I | J |
|----|---|---------------------------|--------------------------|----------------|---|---|---|---|---|---|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | | |
| 2 | CARE Table 5 Redlined | | | | | | | | | |
| 3 | CARE Enrollment by County | | | | | | | | | |
| 4 | County | Estimated Eligible | | | Total Participants | | | Penetration Rate | | |
| 5 | | Urban | Rural¹ | Total | Urban | Rural | Total | Urban | Rural | Total |
| 6 | Orange | 18,048 | 0 | 18,048 | 12,646 | 0 | 12,646 | 70% | 0% | 70% |
| 7 | San Diego | 294,632 | 8,643 | 303,275 | 278,226 | 6,231 | 284,457 | 94% | 72% | 94% |
| 8 | Total | 312,680 | 8,643 | 321,323 | 290,872 | 6,231 | 297,103 | 93% | 72% | 92% |
| 9 | | | | | | | | | | |
| 10 | | | | | | | | | | |
| 11 | ¹ Rural includes zip codes classified as such according to the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. | | | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H |
|----|--|------------------------------|---|------------------------------------|--|--|--|--|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | |
| 2 | CARE Table 6 Clean Amended | | | | | | | |
| 3 | CARE Recertification Results | | | | | | | |
| 4 | 2017 | Total CARE Households | Households Requested to Recertify ¹ | % of Households Total (C/B) | Households Recertified ² | Households De-enrolled ³ | Recertification Rate % ⁴ (E/C) | % of Total Households De-enrolled (F/B) |
| 5 | January | 281,889 | 2,977 | 1.1% | 2,162 | 642 | 73% | 0.23% |
| 6 | February | 282,264 | 2,242 | 0.8% | 1,569 | 459 | 70% | 0.16% |
| 7 | March | 284,219 | 3,394 | 1.2% | 2,600 | 626 | 77% | 0.22% |
| 8 | April | 284,213 | 2,889 | 1.0% | 2,017 | 633 | 70% | 0.22% |
| 9 | May | 286,339 | 2,052 | 0.7% | 1,388 | 422 | 68% | 0.15% |
| 10 | June | 287,525 | 2,481 | 0.9% | 1,179 | 404 | 48% | 0.14% |
| 11 | July | 287,751 | 3,205 | 1.1% | 2,231 | 638 | 70% | 0.22% |
| 12 | August | 291,962 | 2,782 | 1.0% | 1,783 | 747 | 64% | 0.26% |
| 13 | September | 292,887 | 2,627 | 0.9% | 1,736 | 680 | 66% | 0.23% |
| 14 | October | 291,774 | 3,077 | 1.1% | 2,026 | 868 | 66% | 0.30% |
| 15 | November | 288,920 | 3,675 | 1.3% | 2,339 | 1,066 | 64% | 0.37% |
| 16 | December | 292,999 | 4,107 | 1.4% | 2,779 | 1,094 | 68% | 0.37% |
| 17 | YTD | 292,999 | 35,508 | 12.12% | 23,809 | 8,279 | 67% | 2.83% |
| 18 | | | | | | | | |
| 19 | ¹ Excludes count of customers recertified through the probability model. | | | | | | | |
| 20 | ² Recertification results are tied to the month initiated and the recertification process allows customers 90 days (3 or 4 bill cycles) to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond. | | | | | | | |
| 21 | ³ Includes customers who did not respond or who requested to be de-enrolled. | | | | | | | |
| 22 | ⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month. | | | | | | | |
| 23 | ⁵ There were 5,924 accounts that were excluded from Households Recertified or De-Enrolled process due to any one of the following reasons: account was selected for high usage, account was selected for PEV (show proof of eligibility), or account closed. | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H |
|----|--|------------------------------|---|------------------------------------|--|--|--|--|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | |
| 2 | CARE Table 6 Redlined | | | | | | | |
| 3 | CARE Recertification Results | | | | | | | |
| 4 | 2017 | Total CARE Households | Households Requested to Recertify ¹ | % of Households Total (C/B) | Households Recertified ² | Households De-enrolled ³ | Recertification Rate % ⁴ (E/C) | % of Total Households De-enrolled (F/B) |
| 5 | January | 298,295 | 2,976 | 1.0% | 2,163 | 641 | 73% | 0.21% |
| 6 | February | 298,176 | 2,244 | 0.8% | 1,569 | 460 | 70% | 0.15% |
| 7 | March | 299,228 | 3,396 | 1.1% | 2,604 | 628 | 77% | 0.21% |
| 8 | April | 298,187 | 2,890 | 1.0% | 2,017 | 633 | 70% | 0.21% |
| 9 | May | 299,408 | 2,053 | 0.7% | 1,388 | 423 | 68% | 0.14% |
| 10 | June | 299,213 | 2,485 | 0.8% | 1,180 | 404 | 47% | 0.14% |
| 11 | July | 298,139 | 3,204 | 1.1% | 2,231 | 637 | 70% | 0.21% |
| 12 | August | 301,084 | 2,783 | 0.9% | 1,785 | 749 | 64% | 0.25% |
| 13 | September | 300,852 | 2,628 | 0.9% | 1,736 | 682 | 66% | 0.23% |
| 14 | October | 298,426 | 3,078 | 1.0% | 2,026 | 868 | 66% | 0.29% |
| 15 | November | 294,254 | 3,681 | 1.3% | 2,300 | 953 | 62% | 0.32% |
| 16 | December | 297,103 | 4,124 | 1.4% | 1,460 | 81 | 35% | 0.03% |
| 17 | YTD | 297,103 | 35,542 | 11.96% | 22,459 | 7,159 | 63% | 2.41% |
| 18 | | | | | | | | |
| 19 | ¹ Excludes count of customers recertified through the probability model. | | | | | | | |
| 20 | ² Recertification results are tied to the month initiated and the recertification process allows customers 90 days (3 or 4 bill cycles) to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond. | | | | | | | |
| 21 | ³ Includes customers who did not respond or who requested to be de-enrolled. | | | | | | | |
| 22 | ⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month. | | | | | | | |
| 23 | ⁵ There were 5,924 accounts that were excluded from Households Recertified or De-Enrolled process due to any one of the following reasons: account was selected for high usage, account was selected for PEV (show proof of eligibility), or account closed. | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I |
|----|--|--|-----|--------|--------|--------------------------|--------------|--------------|-----------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | |
| 2 | CARE Table 7 | | | | | | | | |
| 3 | CARE Capitation Contractors | | | | | | | | |
| 4 | Contractor Name ¹ | Contractor Type (Check one or more if applicable) | | | | Enrollments ² | | | Total Expenditures |
| 5 | | Private | CBO | WMDVBE | LIHEAP | Rural | Urban | Total | |
| 6 | 211 SAN DIEGO | | X | | | 39 | 1,679 | 1,718 | \$ 34,360 |
| 7 | ALLIANCE FOR AFRICAN ASSISTANCE | | X | | | - | 7 | 7 | \$ 140 |
| 8 | AMERICAN RED CROSS WIC | | X | X | | 2 | 45 | 47 | \$ 940 |
| 9 | CATHOLIC CHARITIES | | X | | | - | 3 | 3 | \$ 60 |
| 10 | CHULA VISTA COMMUNITY COLLABORATIVE | | X | | | 3 | 251 | 254 | \$ 5,080 |
| 11 | COMMUNITY RESOURCE CENTER | | X | | | - | 8 | 8 | \$ 160 |
| 12 | DEAF COMMUNITY SERVICES | | X | | | - | - | - | \$ - |
| 13 | HEARTS AND HANDS TOGETHER | | X | | | - | 1 | 1 | \$ 20 |
| 14 | HORN OF AFRICA | | X | | | - | - | - | \$ - |
| 15 | INTERFAITH COMMUNITY | | X | | | - | 4 | 4 | \$ 80 |
| 16 | LA MAESTRA FAMILY CLINIC | | X | | | - | 44 | 44 | \$ 880 |
| 17 | MAAC PROJECT - CARE | | X | | X | - | 49 | 49 | \$ 980 |
| 18 | NEIGHBORHOOD HEALTH CARE | | X | | | - | 11 | 11 | \$ 220 |
| 19 | NEIGHBORHOOD HEALTH INSURANCE CENTER | X | | | | - | 1 | 1 | \$ 20 |
| 20 | NORTH COUNTY HEALTH SERVICES | | X | | | - | 70 | 70 | \$ 1,400 |
| 21 | SAN DIEGO STATE UNIVERSITY WIC | | X | | | 4 | 23 | 27 | \$ 540 |
| 22 | SAN YSIDRO HEALTH CENTERS | | X | | | - | - | - | \$ - |
| 23 | SCRIPPS HEALTH WIC (SHW) | | X | | | - | 18 | 18 | \$ 360 |
| 24 | UNION OF PAN ASIAN COMMUNITIES (UPAC) | | X | | | - | - | - | \$ - |
| 25 | VISTA COMMUNITY CLINIC | | X | | | - | 5 | 5 | \$ 100 |
| 26 | Total Enrollments and Expenditures | | | | | 0 | 2,219 | 2,267 | \$ 45,340 |
| 27 | | | | | | | | | |
| 28 | | | | | | | | | |
| 29 | ¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year. | | | | | | | | |
| 30 | ² Enrollments reflect new enrollments only. | | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H |
|----|--|-------------------------|-----------------|----------------------|--------------|----------------------------|-------------------------|-----------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | |
| 2 | CARE Table 8 Clean Amended | | | | | | | |
| 3 | CARE Participants as of Month-End | | | | | | | |
| 4 | 2018 | Gas and Electric | Gas Only | Electric Only | Total | Eligible Households | Penetration Rate | % Change |
| 5 | January* | 167,880 | N/A | 114,009 | 281,889 | 321,323 | 88% | 0.71% |
| 6 | February | 168,050 | N/A | 114,214 | 282,264 | 321,323 | 88% | 0.12% |
| 7 | March | 169,093 | N/A | 115,126 | 284,219 | 321,323 | 88% | 0.61% |
| 8 | April | 169,075 | N/A | 115,138 | 284,213 | 321,323 | 88% | 0.00% |
| 9 | May | 170,280 | N/A | 116,059 | 286,339 | 321,323 | 89% | 0.66% |
| 10 | June | 170,860 | N/A | 116,665 | 287,525 | 321,323 | 89% | 0.37% |
| 11 | July | 170,957 | N/A | 116,794 | 287,751 | 321,323 | 90% | 0.07% |
| 12 | August | 173,462 | N/A | 118,500 | 291,962 | 321,323 | 91% | 1.31% |
| 13 | September | 174,031 | N/A | 118,856 | 292,887 | 321,323 | 91% | 0.29% |
| 14 | October | 173,358 | N/A | 118,416 | 291,774 | 321,323 | 91% | -0.35% |
| 15 | November | 171,129 | N/A | 117,791 | 288,920 | 321,323 | 90% | -0.89% |
| 16 | December | 173,878 | N/A | 119,121 | 292,999 | 321,323 | 91% | 1.27% |
| 17 | | | | | | | | |
| 18 | *In January 2018, SDG&E revised the methodology for determining CARE enrollment; therefore, the methodology change caused a discrepancy in the percentage change for the month of January. | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H |
|----|--|-------------------------|-----------------|----------------------|--------------|----------------------------|-------------------------|-----------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | |
| 2 | CARE Table 8 Redlined | | | | | | | |
| 3 | CARE Participants as of Month-End | | | | | | | |
| 4 | 2018 | Gas and Electric | Gas Only | Electric Only | Total | Eligible Households | Penetration Rate | % Change |
| 5 | January* | 177,640 | N/A | 120,655 | 298,295 | 321,323 | 93% | 5.71% |
| 6 | February | 177,521 | N/A | 120,655 | 298,176 | 321,323 | 93% | -0.04% |
| 7 | March | 178,091 | N/A | 121,137 | 299,228 | 321,323 | 93% | 0.33% |
| 8 | April | 177,555 | N/A | 120,632 | 298,187 | 321,323 | 93% | -0.32% |
| 9 | May | 178,274 | N/A | 121,134 | 299,408 | 321,323 | 93% | 0.38% |
| 10 | June | 178,056 | N/A | 121,157 | 299,213 | 321,323 | 93% | -0.06% |
| 11 | July | 177,451 | N/A | 120,688 | 298,139 | 321,323 | 93% | -0.33% |
| 12 | August | 179,261 | N/A | 121,823 | 301,084 | 321,323 | 94% | 0.92% |
| 13 | September | 179,183 | N/A | 121,669 | 300,852 | 321,323 | 94% | -0.07% |
| 14 | October | 177,750 | N/A | 120,676 | 298,426 | 321,323 | 93% | -0.76% |
| 15 | November | 174,709 | N/A | 119,545 | 294,254 | 321,323 | 92% | -1.30% |
| 16 | December | 176,820 | N/A | 120,283 | 297,103 | 321,323 | 92% | 0.89% |
| 17 | | | | | | | | |
| 18 | *In January 2018, SDG&E revised the methodology for determining CARE enrollment; therefore, the methodology change caused a discrepancy in the percentage change for the month of January. | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D |
|----|--|---------------------|-------------------------|--------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | |
| 2 | CARE Table 9 | | | |
| 3 | CARE Average Monthly Usage & Bill | | | |
| 4 | | | | |
| 5 | Average Monthly Gas / Electric Usage | | | |
| 6 | Residential Non-CARE vs. CARE Customers | | | |
| 7 | | Gas Therms | Gas Therms | |
| 8 | Customer | Tier 1 | Tier 2 | Total |
| 9 | Non-CARE | 19.0 | 4.0 | 23.0 |
| 10 | CARE | 17.0 | 2.0 | 19.0 |
| 11 | | Electric KWh | Electric KWh | |
| 12 | Customer | Tier 1 | Tier 2 and Above | Total |
| 13 | Non-CARE | 301 | 125 | 426 |
| 14 | CARE | 298 | 61 | 359 |
| 15 | | | | |
| 16 | | | | |
| 17 | Average Monthly Gas / Electric Bill² | | | |
| 18 | Residential Non-CARE vs. CARE Customers¹ | | | |
| 19 | (Dollars per Customer) | | | |
| 20 | Customer | Gas | Electric | |
| 21 | Non-CARE | \$30.12 | \$125.53 | |
| 22 | CARE | \$19.30 | \$58.13 | |
| 23 | | | | |
| 24 | | | | |
| 25 | ¹ Excludes master-meter usage. | | | |
| 26 | ² Average Monthly Gas/Electric Bill reflects residential Non-CARE (CARE) 2018 total billed. | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F |
|----|--|-----------------------------|--------------|--------------------|-------------------|-------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | |
| 2 | CARE Table 10 | | | | | |
| 3 | CARE Surcharge & Revenue | | | | | |
| 4 | Electric | | | | | |
| 5 | CARE Surcharge and Revenue Collected by Customer Class | | | | | |
| 6 | Class | CARE Surcharge ¹ | Monthly Bill | as Percent of Bill | Collected | Revenue Collected |
| 7 | Residential | \$1.83 | \$116 | 1.58% | \$22,323,678 | 28.83% |
| 8 | Commercial | \$18.36 | \$902 | 2.04% | \$32,978,991 | 42.59% |
| 9 | Agricultural | \$30.49 | \$1,177 | 2.59% | \$1,445,804 | 1.87% |
| 10 | Large/Indust | \$2,665.01 | \$72,986 | 3.65% | \$20,677,829 | 26.71% |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | GAS | | | | | |
| 15 | CARE Surcharge and Revenue Collected by Customer Class | | | | | |
| 16 | Customer | Average Monthly | | CARE Surcharge | Total CARE | Percentage of |
| 17 | Class | CARE Surcharge ² | Monthly Bill | as Percent of Bill | Surcharge Revenue | CARE Surcharge |
| 18 | Class | CARE Surcharge ² | Monthly Bill | as Percent of Bill | Collected | Revenue Collected |
| 19 | Residential | \$0.20 | \$28 | 0.72% | \$1,637,142 | 42.86% |
| 20 | Commercial | \$4.50 | \$279 | 1.61% | \$1,625,342 | 42.55% |
| 21 | Natural Gas Vehicle | \$375.06 | \$10,308 | 3.64% | \$170,650 | 4.47% |
| 22 | Industrial | \$653.37 | \$5,827 | 11.21% | \$386,798 | 10.13% |
| 23 | | | | | | |
| 24 | ¹ Excludes CARE customers. Pursuant to D. 15-07-001, OP 4 and Section 11.1.1 authorizes adjustments to CARE to transition to the legislatively-mandated CARE discount range in compliance with Section 739.1 were authorized. Effective 9/1/15 per AL 2783-E, CARE customers receive non-CARE rates; therefore, there is no longer a CARE Rate subsidy. | | | | | |
| 25 | ² Excludes CARE customers. | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F |
|----|--|-----------------------|-----------------------------|---------------|---------------------------------|------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | |
| 2 | CARE Table 11 Clean Amended | | | | | |
| 3 | CARE Capitation Applications¹ | | | | | |
| 4 | Entity | Total Received | Approved² | Denied | Pending/ Never Completed | Duplicate |
| 5 | 211 SAN DIEGO | 2,824 | 1,964 | 128 | 4 | 731 |
| 6 | ALLIANCE FOR AFRICAN ASSISTANCE | 16 | 10 | 1 | 0 | 5 |
| 7 | AMERICAN RED CROSS | 132 | 61 | 4 | 0 | 67 |
| 8 | CATHOLIC CHARITIES | 8 | 3 | 0 | 0 | 5 |
| 9 | CHILDREN'S INITIATIVE | 0 | 0 | 0 | 0 | 0 |
| 10 | CHULA VISTA COMMUNITY COLLABORATIVE | 55 | 22 | 4 | 0 | 29 |
| 11 | COMMUNITY RESOURCE CENTER | 7 | 4 | 0 | 0 | 3 |
| 12 | CRISIS HOUSE | 0 | 0 | 0 | 0 | 0 |
| 13 | DEAF COMMUNITY SERVICES | 0 | 0 | 0 | 0 | 0 |
| 14 | FAMILY HEALTH CENTERS OF SAN DIEGO | 1 | 0 | 0 | 0 | 1 |
| 15 | HEARTS AND HANDS TOGETHER | 7 | 1 | 0 | 0 | 6 |
| 16 | HORN OF AFRICA | 4 | 0 | 0 | 0 | 4 |
| 17 | INTERFAITH COMMUNITY | 6 | 5 | 0 | 0 | 1 |
| 18 | LA MAESTRA FAMILY CLINIC | 308 | 47 | 15 | 0 | 246 |
| 19 | MAAC PROJECT - CARE | 148 | 61 | 7 | 0 | 80 |
| 20 | NEIGHBORHOOD HEALTH CARE | 21 | 9 | 0 | 0 | 12 |
| 21 | NEIGHBORHOOD HEALTH INSURANCE CENTER | 1 | 1 | 0 | 0 | 0 |
| 22 | NORTH COUNTY HEALTH SERVICES | 242 | 75 | 26 | 0 | 141 |
| 23 | SAN DIEGO STATE UNIVERSITY WIC | 74 | 33 | 3 | 0 | 38 |
| 24 | SAN YSIDRO HEALTH CENTERS | 0 | 0 | 0 | 0 | 0 |
| 25 | SCRIPPS HEALTH WIC (SHW) | 29 | 20 | 1 | 0 | 8 |
| 26 | VISTA COMMUNITY CLINIC | 17 | 9 | 0 | 0 | 8 |
| 27 | Total | 3,900 | 2,325 | 189 | 4 | 1,385 |
| 28 | | | | | | |
| 29 | | | | | | |
| 30 | ¹ Includes sub-metered customers. | | | | | |
| 31 | ² Includes new enrollments and recertification applications approved. | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F |
|----|--|--|--|--------------------------------------|---------------------------------|--|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | |
| 2 | CARE Table 11 Redlined | | | | | |
| 3 | CARE Capitation Applications¹ | | | | | |
| 4 | Entity | Total Received | Approved² | Denied | Pending/ Never Completed | Duplicate |
| 5 | 211 SAN DIEGO | 2,827 | 1,965 | 129 | 4 | 729 |
| 6 | ALLIANCE FOR AFRICAN ASSISTANCE | 46 | 40 | 4 | 0 | 5 |
| 7 | AMERICAN RED CROSS | 132 | 61 | 4 | 0 | 67 |
| 8 | CATHOLIC CHARITIES | 8 | 3 | 0 | 0 | 5 |
| 9 | CHILDREN'S INITIATIVE | 0 | 0 | 0 | 0 | 0 |
| 10 | CHULA VISTA COMMUNITY COLLABORATIVE | 55 | 22 | 4 | 0 | 29 |
| 11 | COMMUNITY RESOURCE CENTER | 7 | 4 | 0 | 0 | 3 |
| 12 | CRISIS HOUSE | 0 | 0 | 0 | 0 | 0 |
| 13 | DEAF COMMUNITY SERVICES | 0 | 0 | 0 | 0 | 0 |
| 14 | FAMILY HEALTH CENTERS OF SAN DIEGO | 1 | 0 | 0 | 0 | 1 |
| 15 | HEARTS AND HANDS TOGETHER | 7 | 1 | 0 | 0 | 6 |
| 16 | HORN OF AFRICA | 4 | 0 | 0 | 0 | 4 |
| 17 | INTERFAITH COMMUNITY | 6 | 5 | 0 | 0 | 1 |
| 18 | LA MAESTRA FAMILY CLINIC | 308 | 47 | 15 | 0 | 246 |
| 19 | MAAC PROJECT - CARE | 148 | 61 | 7 | 0 | 80 |
| 20 | NEIGHBORHOOD HEALTH CARE | 21 | 9 | 0 | 0 | 12 |
| 21 | NEIGHBORHOOD HEALTH INSURANCE CENTER | 1 | 1 | 0 | 0 | 0 |
| 22 | NORTH COUNTY HEALTH SERVICES | 243 | 75 | 26 | 0 | 142 |
| 23 | SAN DIEGO STATE UNIVERSITY WIC | 74 | 33 | 3 | 0 | 38 |
| 24 | SAN YSIDRO HEALTH CENTERS | 0 | 0 | 0 | 0 | 0 |
| 25 | SCRIPPS HEALTH WIC (SHW) | 29 | 20 | 1 | 0 | 8 |
| 26 | VISTA COMMUNITY CLINIC | 17 | 9 | 0 | 0 | 8 |
| 27 | Total | 3,904 | 2,326 | 190 | 4 | 1,384 |
| 28 | | | | | | |
| 29 | | | | | | |
| 30 | ¹ Includes sub-metered customers. | | | | | |
| 31 | ² Includes new enrollments and recertification applications approved. | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G |
|----|--|--|---------------------------------------|------------------|--|---------------------------------------|-----------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | |
| 2 | CARE Table 12 Clean Amended | | | | | | |
| 3 | CARE Expansion Program | | | | | | |
| 4 | | | | | | | |
| 5 | Participating Facilities by Month | | | | | | |
| 6 | | Gas | | | Electric | | |
| 7 | 2017 | CARE Residential Facilities | CARE Commercial Facilities | Total Gas | CARE Residential Facilities | CARE Commercial Facilities | Total Electric |
| 8 | January | 233 | 109 | 342 | 390 | 98 | 488 |
| 9 | February | 236 | 112 | 348 | 429 | 169 | 598 |
| 10 | March | 237 | 111 | 348 | 391 | 102 | 493 |
| 11 | April | 244 | 111 | 355 | 418 | 169 | 587 |
| 12 | May | 243 | 111 | 354 | 391 | 102 | 493 |
| 13 | June | 238 | 112 | 350 | 386 | 89 | 475 |
| 14 | July | 237 | 111 | 348 | 405 | 119 | 524 |
| 15 | August | 237 | 111 | 348 | 441 | 171 | 612 |
| 16 | September | 239 | 110 | 349 | 448 | 171 | 619 |
| 17 | October | 244 | 110 | 354 | 423 | 102 | 525 |
| 18 | November | 245 | 110 | 355 | 417 | 94 | 511 |
| 19 | December | 248 | 111 | 359 | 464 | 171 | 635 |
| 20 | | | | | | | |
| 21 | | | | | | | |
| 22 | Average Monthly Gas / Electric Usage¹ | | | | | | |
| 23 | Customer | Gas Therms | Electric KWh | | | | |
| 24 | Residential Facilities | 32 | 485 | | | | |
| 25 | Commercial Facilities | 386 | 9,832 | | | | |
| 26 | | | | | | | |
| 27 | | | | | | | |
| 28 | | | | | | | |
| 29 | CARE Expansion Self-Certification and Self-Recertification Applications | | | | | | |
| 30 | | Received | Approved | Denied | Pending/Never Completed | Duplicates | |
| 31 | Total | 80 | 16 | 0 | 0 | 64 | |
| 32 | Percentage | | 20% | 0% | 0% | 80% | |
| 33 | | | | | | | |
| 34 | | | | | | | |
| 35 | ¹ Excludes master meter usage. | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G |
|----|--|--|---|--------------------------------------|--|---|--------------------------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | |
| 2 | CARE Table 12 Redlined | | | | | | |
| 3 | CARE Expansion Program | | | | | | |
| 4 | | | | | | | |
| 5 | Participating Facilities by Month | | | | | | |
| 6 | 2017 | Gas | | | Electric | | |
| 7 | | CARE Residential Facilities | CARE Commercial Facilities | Total Gas | CARE Residential Facilities | CARE Commercial Facilities | Total Electric |
| 8 | January | 235 | 108 | 343 | 391 | 96 | 487 |
| 9 | February | 238 | 109 | 347 | 431 | 161 | 592 |
| 10 | March | 239 | 108 | 347 | 392 | 98 | 490 |
| 11 | April | 246 | 108 | 354 | 419 | 161 | 580 |
| 12 | May | 245 | 108 | 353 | 392 | 98 | 490 |
| 13 | June | 240 | 109 | 349 | 387 | 85 | 472 |
| 14 | July | 239 | 108 | 347 | 406 | 115 | 521 |
| 15 | August | 239 | 108 | 347 | 443 | 162 | 605 |
| 16 | September | 241 | 107 | 348 | 450 | 162 | 612 |
| 17 | October | 246 | 107 | 353 | 424 | 98 | 522 |
| 18 | November | 247 | 106 | 353 | 417 | 87 | 504 |
| 19 | December | 250 | 107 | 357 | 464 | 162 | 626 |
| 20 | | | | | | | |
| 21 | | | | | | | |
| 22 | Average Monthly Gas / Electric Usage¹ | | | | | | |
| 23 | Customer | Gas | Electric | | | | |
| 24 | | Therms | KWh | | | | |
| 25 | Residential Facilities | 33 | 486 | | | | |
| 26 | Commercial Facilities | 382 | 8,892 | | | | |
| 27 | | | | | | | |
| 28 | | | | | | | |
| 29 | CARE Expansion Self-Certification and Self-Recertification Applications | | | | | | |
| 30 | | Received | Approved | Denied | Pending/Never Completed | Duplicates | |
| 31 | Total | 80 | 16 | 0 | 0 | 64 | |
| 32 | Percentage | | 20% | 0% | 0% | 80% | |
| 33 | | | | | | | |
| 34 | | | | | | | |
| 35 | ¹ Excludes master meter usage. | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I | J |
|----|---|------------------------------|--|--|---------------------------------------|-------------------------------|------------------|-----------------------------------|-----------------------|-------------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | | |
| 2 | CARE Table 13 Clean Amended | | | | | | | | | |
| 3 | CARE High Usage Verification Results⁵ | | | | | | | | | |
| 4 | Stage 1 - IRS Documentation and ESA Agreement | | | | Stage 2 - ESA Participation | | | Stage 3 - Usage Monitoring | | |
| 5 | Households Requested to Verify | Removed (No Response) | Removed (Verified Ineligible)¹ | Income Verified and Referred to ESA | Failed and Removed² | Ineligible³ | Completed | Removed⁴ | Appeals Denied | Appeals Approved |
| 6 | 17,921 | 13,476 | 1 | 1,380 | 49 | 42 | 1,289 | 58 | 2 | 20 |
| 7 | | | | | | | | | | |
| 8 | ¹ Includes customers who were verified as over income, requested to be removed, or did not agree to participate in ESA Program. | | | | | | | | | |
| 9 | ² Includes customers who declined to participate in ESA Program, failed to respond to appointment requests, or missed multiple appointments or denied access to all rooms. | | | | | | | | | |
| 10 | ³ Includes customers who previously participated in ESA Program, did not meet the three-measure minimum, landlord refused, etc. These customers move directly to Stage 3. | | | | | | | | | |
| 11 | ⁴ Customers removed for exceeding 600% of baseline in any monthly billing cycle. | | | | | | | | | |
| 12 | ⁵ High usage is defined as a customer that exceeds 400% or 600% of baseline. | | | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I | J |
|----|---|---|--|--|---------------------------------------|-------------------------------|------------------|-----------------------------------|-----------------------|-------------------------|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | | |
| 2 | CARE Table 13 Redlined | | | | | | | | | |
| 3 | CARE High Usage Verification Results⁵ | | | | | | | | | |
| 4 | Stage 1 - IRS Documentation and ESA Agreement | | | | Stage 2 - ESA Participation | | | Stage 3 - Usage Monitoring | | |
| 5 | Households Requested to Verify | Removed (No Response) | Removed (Verified Ineligible)¹ | Income Verified and Referred to ESA | Failed and Removed² | Ineligible³ | Completed | Removed⁴ | Appeals Denied | Appeals Approved |
| 6 | 17,906 | 11,043 | 1 | 1,380 | 49 | 42 | 1,289 | 58 | 2 | 20 |
| 7 | | | | | | | | | | |
| 8 | ¹ Includes customers who were verified as over income, requested to be removed, or did not agree to participate in ESA Program. | | | | | | | | | |
| 9 | ² Includes customers who declined to participate in ESA Program, failed to respond to appointment requests, or missed multiple appointments or denied access to all rooms. | | | | | | | | | |
| 10 | ³ Includes customers who previously participated in ESA Program, did not meet the three-measure minimum, landlord refused, etc. These customers move directly to Stage 3. | | | | | | | | | |
| 11 | ⁴ Customers removed for exceeding 600% of baseline in any monthly billing cycle. | | | | | | | | | |
| 12 | ⁵ High usage is defined as a customer that exceeds 400% or 600% of baseline. | | | | | | | | | |

San Diego Gas Electric Company

| | A | B | C | D | E | F | G | H | I |
|----|---|--|---|--|---|---|---|--|--|
| 1 | SDG&E PY 2018 CARE Annual Report | | | | | | | | |
| 2 | CARE Table 13A | | | | | | | | |
| 3 | CARE Customer Usage and ESA Program Treatment³ | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | # of CARE customers at or above 90th Percentile of Usage Not subject to High Usage PEV ¹ | Percent of those CARE customers Not served by ESA Program ² | # of Enrollments led to ESA Program measure Installations | # of Long-Term tenancy CARE customers who have Not applied for ESA Program | Energy Usage of Long-Term Tenancy CARE Customers who Accept ESA Program Treatment | | | | Energy Usage of CARE customers who do Not accept ESA Program treatment |
| 6 | | | | | Energy Usage before ESA Program treatment | Energy Usage within 3-months of ESA Program treatment | Energy Usage within 6-months of ESA Program treatment | Energy Usage within 12-months of ESA Program treatment | |
| 7 | 2,641 | NA | NA | NA | NA | NA | NA | NA | NA |
| 8 | | | | | | | | | |
| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
| 11 | ¹ Those CARE customers who have been on CARE rate at the same meter for a least six years. | | | | | | | | |
| 12 | ² Those CARE customers who have not participated in the ESA Program prior to receiving targeted marketing. | | | | | | | | |
| 13 | ³ SDG&E will implement "targeted marketing" to this group 2nd quarter 2019. | | | | | | | | |

San Diego Gas Electric Company

| | A | B |
|----|---|---|
| 1 | SDG&E PY 2018 CARE Annual Report | |
| 2 | CARE Table 14 | |
| 3 | Categorical Enrollment | |
| 4 | Type of Enrollment | Number of Customer Enrollments¹ |
| 5 | Bureau of Indian Affairs General Assistance | 68 |
| 6 | CalFresh/Supplemental Nutrition Assistance Program - Food Stamps | 18,982 |
| 7 | CalWORKs/Temporary Assistance for Needy Families (TANF) ² | 2,692 |
| 8 | Head Start Income Eligible - (Tribal Only) | 400 |
| 9 | Healthy Families A&B | 0 |
| 10 | Low-income Home Energy Assistance Program (LIHEAP) | 3,579 |
| 11 | Medicaid/Medi-Cal | 48,215 |
| 12 | National School Lunch Program (NSLP) - Free Lunch | 14,016 |
| 13 | Supplemental Security Income (SSI) | 9,626 |
| 14 | Tribal TANF ² | 0 |
| 15 | Women, Infants, and Children Program (WIC) | 10,198 |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | ¹ Number of customers enrolled reflects categorical programs selected by customer. Customers may select more than one eligible program for a single account. | |
| 20 | ² CalWORKS and Tribal TANF are combined categorical programs with no distinction between the two programs. | |