Interim Evaluation

Reimagine tomorrow.

California Statewide Opt-in Time-of-Use Pricing Pilot

Interim Evaluation

April 11, 2017

Prepared for
The TOU Working Group, under contract to
Southern California Edison Company

Prepared by
Nexant, Inc. and
Research Into Action

Stephen George, Ph.D.
Senior Vice President, *Nexant, Inc.*

Eric Bell, Ph.D.
Managing Consultant, *Nexant, Inc.*

Aimee Savage
Consultant, *Nexant, Inc.*

Alexandra Dunn, Ph.D.
Director, *Research Into Action*

Benjamin Messer, Ph.D.
Consultant 3, *Research Into Action*

1 Executive Summary 1
1.1 Experimental Design 1
1.2 Pilot Evaluation 3
1.3 Overall Findings 3
1.3.1 Load Impacts 4
1.3.2 Bill Impacts 6
1.3.3 Customer Attrition 7
1.3.4 Survey Findings 8

2 Introduction 10
2.1 Experimental Design 12
2.2 Pilot Evaluation 13
2.3 Report Organization 14

3 Methodology 16
3.1 Load Impact Analysis 16
3.2 Bill Impact Analysis 22
3.2.1 Structural Benefiter/Non-Benefiter Analysis Based on Pretreatment Usage 24
3.2.2 Estimation of the Average Bill Impact Due to Behavior Change 25
3.2.3 Estimation of the Total Bill Impact Due to Differences in the Tariffs (Holding Usage Constant) and Behavior Change 26
3.2.4 Change in the Distribution of Bill Impacts Due to Behavior Change 27
3.3 Survey Design and Analysis 29
3.3.1 Survey Design 30
3.3.2 Survey implementation 31
3.3.3 Survey Data Validation Checks 33
3.3.4 Data cleaning 36
3.3.5 Estimating Household Income and CARE/FERA eligibility 36
3.3.6 Section 745 Analytical Methods 40
3.3.7 Question-Level Analytical Methods 46
3.3.8 Caution on Sample Sizes and Statistical Significance 47

3.3.9 Understanding the Economic Index Metric 47

4 PG&E Evaluation 53

4.1 Pilot Treatments 53

4.2 Implementation Summary 55

4.2.1 Customer Recruitment 56

4.2.2 Rate Assignment and Enrollment 58

4.2.3 Customer Attrition 60

4.2.4 Education and Outreach Material 66

4.2.5 Operational Challenges and Lessons Learned 66

4.3 Load Impacts 70

4.3.1 Rate 1 75

4.3.2 Rate 2 87

4.3.3 Rate 3 94

4.3.4 Comparison Across Rates 101

4.4 Bill Impacts 104

4.4.1 Structural Benefiter/Non-Benefiter Analysis Based on Pretreatment Usage 105

4.4.2 Estimation of the Average Bill Impact Due to Changes in Usage 108

4.4.3 Estimation of the Total Bill Impact Due to Differences in the Tariffs (Holding Usage Constant) and Behavior Change 113

4.4.4 Change in the Distribution of Bill Impacts Due to Behavior Change 119

4.5 Survey Findings 130

4.5.1 Findings Relevant to Section 745 Decisions 130

4.5.2 Other Research Topics 144

4.6 Synthesis for PG&E Pilot 185

4.6.1 Synthesis 185

4.6.2 Key Findings 191

5 SCE Evaluation 194

5.1 Pilot Treatments 194

5.2 Implementation Summary 196

5.2.1 Customer Recruitment 198

5.2.2 Rate Assignment and Enrollment ... 200
5.2.3 Customer Attrition ... 203
5.2.4 Pilot Outreach and Education ... 209
5.2.5 Operational Challenges and Lessons Learned ... 210
5.3 Load Impacts ... 212
5.3.1 Rate 1 ... 217
5.3.2 Rate 2 ... 227
5.3.3 Rate 3 ... 237
5.3.4 Comparison Across Rates ... 244
5.4 Bill Impacts ... 246
5.4.1 Structural Benefiter/Non-Benefiter Analysis Based on Pretreatment Usage ... 247
5.4.2 Estimation of the Average Bill Impact Due to Changes in Usage ... 251
5.4.3 Estimation of the Total Bill Impact Due to Differences in the Tariffs (Holding Usage Constant) and Behavior Change ... 257
5.4.4 Change in the Distribution of Bill Impacts Due to Behavior Change ... 264
5.5 Survey Findings ... 274
5.5.1 Findings Relevant to 745c Decision ... 275
5.5.2 Other Research Topics ... 290
5.6 Synthesis for SCE Pilot ... 326
5.6.1 Synthesis ... 326
5.6.2 Key Findings ... 331

6 SDG&E Evaluation ... 334
6.1 Pilot Treatments ... 334
6.2 Implementation Summary ... 336
6.2.1 Customer Recruitment ... 338
6.2.2 Rate Assignment and Enrollment ... 339
6.2.3 Customer Attrition ... 342
6.2.4 Pilot Outreach and Education ... 347
6.2.5 Operational Challenges and Lessons Learned ... 347
6.3 Load Impacts ... 350

6.3.1 Rate 1 353
6.3.2 Rate 2 361
6.3.3 Weekly Alert Emails 368
6.3.4 Comparison Across Rates 370
6.4 Bill Impacts 372
6.4.1 Structural Benefiter/Non-Benefiter Analysis Based on Pretreatment Usage 373
6.4.2 Estimation of the Average Bill Impact Due to Changes in Usage 376
6.4.3 Estimation of the Total Bill Impact Due to Differences in the Tariffs (Holding Usage Constant) and Behavior Change 379
6.4.4 Change in the Distribution of Bill Impacts Due to Behavior Change 383
6.5 Survey Findings 389
6.5.1 Findings Relevant to 745c Decision 389
6.5.2 Other Research Topics 399
6.6 Synthesis for SDG&E Pilot 426
6.6.1 Synthesis 426
6.6.2 Key Findings 430
7 Overall Summary 433
7.1 Cross Utility Comparisons of Load and Bill Impacts 433
7.1.1 Load Impacts 434
7.1.2 Bill Impacts 443
7.2 Overall Key Findings 445
7.2.1 Load Impacts 446
7.2.2 Bill Impacts 447
7.2.3 Customer Attrition 449
7.2.4 Survey Findings 449
Appendix A Listing of Electronic Tables 451

1 Executive Summary

This report summarizes the first interim evaluation of California's statewide, opt-in time-of-use (TOU) pricing pilots implemented by Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE) and San Diego Gas and Electric Company (SDG&E). These pilots were implemented in response to California Public Utilities Commission (CPUC) Decision 15-07-001. A key objective of the pilots is to develop insights that will guide the IOUs applications to be filed in January 2018 proposing the implementation of default TOU pricing for all residential electricity customers and the CPUC's policy decisions regarding default pricing.

Collectively, the pilots implemented across the three investor owned utilities (IOUs) are testing nine different TOU rate options. For eight of the nine options, more than 50,000 households were enrolled and assigned to one of the TOU rates or retained in the study on the standard tiered rate (the otherwise applicable tariff, or OAT) to act as a control group for those who were placed on the new tariffs. The ninth rate option is a complex, dynamic rate that SDG&E is testing on a very small group of customers. Recruitment for this rate began in late August and evaluation of the rate is not included in this report.

All eight TOU pilot tariffs have peak periods that primarily cover late afternoon and evening hours year round. Most of the rates have peak periods ending at 9 PM and some have peak periods that don't start until 6 PM. As such, these pilots are among the first in the industry to study the magnitude of load reductions during evening hours.

Another key focus of the pilot tariffs is the willingness and ability of consumers to respond to time-varying price signals that vary across more than two daily rate periods and across more than two seasons. Low prices in midday in the spring—when excess supply conditions sometimes exist—is also something that has not been previously tested. Some of the tariffs have the same pricing structure on weekends as on weekdays, which is yet another atypical tariff feature. For most other existing TOU tariffs, off-peak prices apply on the weekend. In short, these pilots are breaking new ground both in California and in the industry with regard to the timing of peak periods, the use of TOU pricing on weekends in addition to weekdays, the frequency of price changes, and the response of customers to low daytime prices during excess supply conditions.

In addition to assessing the impacts of each tariff, these pilots are also studying the impact of selected technologies and information services. These include estimating TOU load impacts for households with smart thermostats in SCE's service territory and households that receive usage alerts via email in SDG&E's service territory. In PG&E's service territory, TOU customers were offered the option of downloading a smart phone app that conveys a variety of useful information to TOU participants.

1.1 Experimental Design

A key objective of any pilot or experiment is to establish a causal link between the experimental treatments (e.g., TOU rates, enabling technology, etc.) and the outcomes of interest (e.g., load impacts, changes in bills, customer satisfaction, etc.). The best way to do this is through what is referred to as a randomized control trial (RCT) research design. With this approach, participants are offered a treatment and, after they agree to accept it, are randomly assigned to either the treatment or control condition. This ensures that treatment and control customers are identical in every way except for exposure to the treatment and any difference that might occur due to random sampling error. As such, any observed difference in load during the peak period between treatment and control customers, for example, is due either to the treatment of interest (e.g., TOU pricing) or random chance. An RCT design was used in these pilots.

A key challenge in designing the pilots was deciding how to gain insights from residential opt-in TOU pilots that might help inform policy decisions for residential default TOU pricing. Default TOU pricing cannot be implemented prior to January 2018, even as a pilot rate. An important difference between opt-in and default conditions is the mix of customers that are enrolled under each condition. With default enrollment, there are three types of customers who remain on the tariff: those who would enroll on the tariff if it was marketed on an opt-in basis (referred to as “always takers”); those who are unaware that their tariff changed; and those who are aware and would not have enrolled on an opt-in basis but, for a variety of reasons (e.g., inertia, transaction costs associated with switching out, etc.), do not opt out from default enrollment. This latter group—referred to as “complacents”—is likely to be less engaged than the always takers, thus reducing average load reductions per participant compared with traditional opt-in enrollment. However, aggregate load reductions could be much higher under default pricing if the lower average load reduction was offset by significantly higher enrollment.

In order to better represent the mix of customers that are likely to be enrolled under default conditions, the pilots were implemented through what came to be called a “pay-to-play” (PTP) recruitment strategy. Under this approach, rather than recruit customers onto a specific rate by educating them about the features and potential customer benefits associated with the rate, as would be done for a typical opt-in pilot or program, prospective participants were offered an economic incentive for agreeing to be in the pilot and were then randomly assigned to one of three[1] rate options or to the control condition after agreeing to participate. Since a key motivation for enrolling on the study is likely to be the PTP incentive rather than the attractiveness of any particular rate feature, this approach may enroll a reasonable number of participants who would likely be complacents, and even some who might be unaware, under a default enrollment strategy.

Another important aspect of the pilot design concerns assessment of whether TOU rates may cause unreasonable hardship for selected customer segments. Public Utility Code Section 745 requires that the CPUC ensure that any default TOU rate schedule does not cause unreasonable hardship for senior citizens or economically vulnerable customers in hot climate regions. In order to provide insights on this important issue, a stratified sampling and recruitment plan was developed. Each IOU service territory was divided into three climate regions designated as hot, moderate, and cool. Within the hot regions for PG&E and SCE, senior households[2] and CARE/FERA[3] customers with incomes greater and less than 100% of Federal Poverty Guidelines (FPG) were oversampled for one rate in each service territory. Oversampling was not possible in SDG&E’s hot climate region because the region only contains about 16,000 customers.

[1] For SDG&E, participants were assigned to one of two rate options or the control group.

[2] Senior households are defined as households with one or more members aged 65 or older.

[3] California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA).

1.2 Pilot Evaluation

Evaluation of the opt-in pilots focused on a number of important research objectives, including:

- Determining the change in electricity use in different time periods for different customer segments from each rate treatment and in response to the various technology and information treatments summarized above;
- Estimating the distribution of bill impacts associated with each rate option both before and after enrolling on the TOU rates;
- Assessing the extent to which the TOU rates cause unreasonable hardship among selected customer segments such as seniors and economically vulnerable customers in hot climate areas;
- Determining satisfaction with and perceptions about, understanding of and reported changes in behavior associated with different treatment options.

Load impacts for each rate and technology treatment were estimated by comparing loads for customers randomly assigned to each TOU tariff (e.g., treatment customers) with loads for customers randomly assigned to the OAT (e.g., control customers). The difference in loads between treatment and control customers in each rate period before customers are placed on the TOU rate (e.g., the pretreatment period) is subtracted from the difference after customers are placed on the rate (e.g., the treatment period) to ensure that there is no bias in the estimated impact due to random chance. This is referred to as a "difference-in-differences" (DiD) analysis. When applied to data collected through an RCT design, DiD analysis produces the most accurate load impact estimates possible through experimental research.

Bill impacts were estimated in a similar manner to load impacts in that a DiD analysis was conducted in order to control for exogenous factors that might impact bills between the pre- and post-treatment periods.

Assessing the extent to which TOU rates cause unreasonable hardship among selected customer segments such as seniors and economically vulnerable customers in hot climate regions is done primarily through survey questions designed to measure hardship. Responses between treatment and control customers are compared to determine if TOU rates significantly increase the percent of customers that report hardship conditions. Satisfaction with, perceptions about, understanding of and reported changes in behavior associated with different rate and other treatment options are also determined through surveys. The entire treatment and control group population was surveyed using an email, mail, and phone (EMP) mixed-mode survey approach. Response rates varied across customer segments and treatment cells but were excellent in all cases. The lowest response rate was around 65% and the highest exceeded 90%. The survey was designed, managed, and analyzed by Research Into Action (RIA).

1.3 Overall Findings

This evaluation covers only a few summer months following shortly after customers were enrolled onto the new rates in June and July of 2016. As such, while this evaluation has produced a large volume of preliminary information that will be useful in guiding California's pricing strategy, it must be kept in mind that the findings are preliminary and both load and bill impacts are going to differ significantly during winter months. The actions and perceptions of TOU pilot participants may be quite different over the course of a full year and even over the course of summer 2017 when customers will have had the experience of summer 2016 to rely on for input to their behavioral decisions.

It is also important to note that when interpreting results, policymakers must keep in mind that statistically significant differences do not necessarily translate into material differences. This is especially true for survey findings since the large sample sizes for program participants, combined with the decision to survey all participants, means that even very small differences in survey metrics can be found to be statistically significant. For example, a difference in an average survey rating of 6.0 and 6.5 on an 11 point scale might prove to be statistically significant but have little practical significance.

With these cautions in mind, the remainder of this section provides a high level summary of key findings.

1.3.1 Load Impacts

Key findings for load impacts include the following:

- As previously mentioned, all eight tariffs tested in these pilots had a substantial portion of the peak period covering key evening hours. Indeed, the common hours across all eight tariffs are from 6 to 8 PM. Some tariffs had peak periods extending until 9 PM and some had shoulder periods extending until midnight. **A key finding from the pilots is that customers can and will respond to TOU price signals during evening hours.** Statistically significant load reductions were found for all rates tested for each IOU service territory as a whole and for all climate regions. Table 1.1-1 summarizes the percentage and absolute peak period load reductions for each rate and service territory.[4] As seen, the lowest load impact occurred for SCE's Rate 3, showing an average reduction of 2.7% and 0.03 kW, and the highest occurred for PG&E's Rate 2, which had an average percentage reduction of 6.1% and 0.06 kW.

Table 1.1-1: Peak Period Load Reductions

Utility	Metric	Rate 1	Rate 2	Rate 3
PG&E	Peak Period Hours	4-9 PM	6-9 PM	4-9 PM
	% Impact	5.8%	6.1%	5.5%
	Absolute Impact (kW)	0.06 kW	0.06 kW	0.06 kW
SCE	Peak Period Hours	2-8 PM	5-8 PM	4-9 PM
	% Impact	4.4%	4.2%	2.7%
	Absolute Impact (kW)	0.06 kW	0.06 kW	0.03 kW
SDG&E	Peak Period Hours	4-9 PM	4-9 PM	N/A
	% Impact	5.4%	4.6%	N/A
	Absolute Impact (kW)	0.04 kW	0.04 kW	N/A

[4] The values in the table represent the average reduction for each peak period for each rate. They do not represent average reductions for a common set of hours. As such, variation in average load reductions across rates may be due to a differences in the peak-to-off-peak price ratios as well as differences in the length and timing of the peak period.

- Another important policy question given shifting load patterns at some utilities is the magnitude of peak period load reductions on weekends. Peak period load reductions on weekends and the pattern of load reductions across rate periods on weekends were generally similar to weekday impacts. **That is, customers can and will respond to TOU price signals on weekends.**
- Also often of interest when examining TOU rates is whether peak period reductions consist primarily of load shifting or load reductions without significant shifting. TOU rates may even increase usage during the low cost off-peak hours more than the reduction during peak hours, thus leading to an overall increase in usage. The preliminary findings covering the initial summer period found that **changes in daily usage ranged from very small negative values (e.g., an increase) to reductions as high as 4%.**
- **For PG&E, absolute reductions in peak period energy use were largest in the hot climate region, second largest in the moderate region and smallest in the cool region and differences across regions were statistically significant for all three PG&E rates.** Percentage reductions also followed this pattern at PG&E but the differences were not always statistically significant. This pattern was also found at SDG&E. **However, at SCE, the pattern of load reductions was not the same.** In general, the differences across regions were smaller than at PG&E or SDG&E and in some cases, the largest load reductions were found in the cool climate region and the smallest in the hot region. It is noteworthy that SCE's hot region has many more hot days than PG&E's hot region and SCE's moderate region is much hotter than PG&E or SDG&E's moderate region. This, combined with the fact that some of SCE's rates had long shoulder periods during which prices were higher than during the off-peak period may have made it difficult for customers in hot regions to reduce energy use and still stay reasonably comfortable.
- **For the service territory as a whole for all three utilities, CARE/FERA customers had lower average percent and absolute peak period load reductions than non-CARE/FERA customers for all rates.** This pattern was typically (although not universally) true at PG&E and SDG&E for all rates and climate regions. Once again, SCE had a different result for some rates and climate regions. In selected cases, CARE/FERA customers even had larger load reductions than non-CARE/FERA customers in SCE's service territory.
- **Senior households in both PG&E's and SCE's hot climate region had load reductions very similar to those for the general population in the hot climate region.** This was true for senior households overall as well as for senior households that were and were not on CARE/FERA rates.
- **Households with incomes below 100% of the Federal Poverty Guidelines (FPG) in hot climate regions did not reduce peak period loads in PG&E's service territory but had load reductions similar to those of the general population in SCE's hot climate region.**
- SCE recruited customers who already owned smart thermostats into the study and randomly assigned these customers to rate and treatment groups to estimate the magnitude of load impacts for customers with smart thermostats. **Absolute load impacts for smart thermostat owners were similar to those for the general population even though they had larger usage overall and, therefore, might be expected to have larger load reductions.** SCE plans to work with the smart thermostat provider in the lead-up to summer 2017 to see if an offer to optimize usage in light of being on TOU rates might produce larger load reductions.
- SDG&E tested whether delivery of weekly summaries of usage and bills to TOU customers would produce greater load reductions compared with households on TOU rates that did not receive this information. **Differences in load impacts between customers who did and did not receive Weekly Alert Emails in SDG&E's service territory were not statistically significant.**

- PG&E offered a smart phone app that would provide a variety of information to those who downloaded it that might help them to manage their energy use. **The number of customers who successfully downloaded the app was quite low and there were not enough users to determine whether the app had an impact.**

1.3.2 Bill Impacts

Key findings concerning bill impacts include the following:

- **At both PG&E and SCE, average monthly bills during this summer period were higher for all TOU rates than they would have been on the OAT for all customer segments and all climate regions.** Average monthly bill increases over three summer months ranged from a low of roughly $5 to as much as $40**. Most segments on average were only able to offset a small proportion of the structural bill increase by reducing or shifting usage.** It is important to keep in mind that these bill increasers are likely to be the worst that will occur over any time period during the pilots. It should also be noted that some of the increases would be largely or completely offset by enrollment bill credits that were distributed during the summer as part of the pay-to-play recruitment package.
- **Absolute bill impacts were typically largest in the hot climate region, second largest in the moderate region and smallest in the cool region.**
- **Bill impacts at SDG&E were quite different from those at PG&E and SCE**, with very small structural impacts and with some customer segments being able to more than offset small structural bill increases with load shifting or conservation behavior and, thus, had slightly lower bills even during the summer period than they would have had on the OAT.

The stark contrast between the relatively large bill increases for TOU customers during the summer months at PG&E and SCE relative to SDG&E is noteworthy and should be examined carefully as the IOUs develop pricing strategies for default enrollment starting in 2019. This significant difference did not stem from SDG&E having significantly more modest peak-to-off-peak price differentials or smaller differentials between peak prices and the OAT price relative to the other two utilities. Indeed, SDG&E's price differentials were larger than for several of the pilot rates at PG&E and SCE. Rather, the much more modest bill impacts at SDG&E had to do with the fact that both SDG&E's OAT and TOU rates are seasonally price differentiated, with higher prices in the summer than in the winter. SCE and PG&E's OATs are not seasonally differentiated, but their TOU rates are. As a result, the summer bill differentials between their TOU and OAT rates were much greater than SDG&E's.

Another point to keep in mind is that bill volatility across seasons can be managed through tools designed specifically to address bill volatility, such as balanced payment plans, which allow customers to pay the same bill each month based on historical usage and current rates (with periodic true-ups). The extent to which this option might mute TOU price signals is subject to debate but will be examined in the default pilots that the IOUs will implement in 2018.

A final point to keep in mind as default tariff options are designed is that all customers who will be defaulted onto TOU rates in 2019 will receive bill protection for the first full year on the new tariff. As such, while summer bills may be higher than under the OAT, customers who stay for a full year will not pay a higher bill than they would under the OAT.

In summary, while bill volatility is a legitimate concern in light of the relatively large bill increases experienced by many pilot participants over the few summer months covered by this initial evaluation period, it is not at all clear that a good solution to this problem is to mute the TOU price signal. Seasonal bill volatility exists even under the OAT in California due to tiered pricing and variation in usage over seasons. Importantly, SDG&E's pilot tariffs had TOU price signals higher than some of the PG&E and SCE pilot rates that were associated with much higher bill volatility. Designing TOU tariffs that account for the seasonal differentiation in the OAT (or lack thereof), and offering balanced payment programs, combined with first year bill protection, may be better solutions that will protect customers while improving economic efficiency through TOU prices that more accurately reflect cost causation.

1.3.3 Customer Attrition

Customer attrition is driven by three very different factors. One is customers who move, referred to as customer churn. Another is customers who become ineligible as a result of factors such as installing solar, going onto medical baseline, or switching to service from a Community Choice Aggregator (CCA). The final factor is customers who consciously opt out of the rate because they are unhappy being on a TOU rate. Key findings concerning customer attrition include the following:

- Cumulative opt-out rates between the enrollment date and the end of December have been quite low for nearly all rates and customer segments. For PG&E, the cumulative percent of treatment customers who dropped off the rate was between 1% and 2% and at SCE it was between 1.5% and 3%.
- There is no material difference in the cumulative percent of opt outs across tariffs at PG&E or SDG&E. At SCE, the cumulative percent of opt outs for Rate 3 was 3% for the service territory as a whole but was much higher, roughly 10%, for CARE/FERA customers in the hot climate region.
- The number of customers dropping off the TOU rates was highest in the hot region, second highest in the moderate region and lowest in the cool climate region for all tariffs (but still very low in all cases except for SCE's Rate 3 in the hot climate region).
- Opt out rates were slightly lower for CARE/FERA customers in PG&E's service territory compared with non-CARE/FERA customers and the opposite was true in SCE's service territory but the differences were small in all cases except for Rate 3 at SCE.
- Overall attrition ranged from as low as 4% to as high as 18% with the highest being for CARE/FERA customers in SCE's hot climate region on Rate 3. Given that the pilot planning assumption was that total attrition would be roughly 25% over the course of the two summer periods, this segment may be at risk of having sample sizes that are lower than ideal by summer 2017.
- Attrition has also been high in PG&E's moderate and cool climate regions for some segments due primarily to customers switching to CCAs, which are quite active in PG&E's service territory. With CCA growth expected to continue, some sample sizes at PG&E may also be at risk of being smaller than required to meet target levels of statistical precision by summer 2017. However, there is some cushion in these sample size estimates and unless the pace of CCA recruitment increases dramatically over current projections, this problem should be manageable.

1.3.4 Survey Findings

Key findings from the surveys that were administered include the following:

- An important policy question is whether TOU rates might increase economic hardship for selected customer segments in the hot climate region for PG&E and SCE and the moderate climate region for SDG&E. The surveys included questions pertaining to economic hardship and responses to several questions were combined to produce an economic index. The value of this index was compared between treatment and control customers to determine whether the TOU rates increase the value of the index. **There were no statistically significant differences in the economic index values between treatment and control customers for segments of interest at PG&E or SDG&E. At SCE, Rate 3 CARE/FERA customers and Rate 2 customers with incomes between 100% and 200% of FPG had higher economic index scores when compared with control group customers.** For context, the size of the difference in the economic index score is equivalent to the difference in value of the index from using one additional non-income based method to pay bills or from having difficulty paying one additional bill over the summer.
- The surveys also asked customers whether they had sought medical attention due to excessive heat and these responses were compared between treatment and control customers. These comparisons were made only for customers who reported requiring air conditioning due to a medical condition. **No difference in the health index between treatment and control customers was found at PG&E or SDG&E. At SCE, about 10% more Rate 1 and Rate 3 CARE/FERA customers reported seeking medical attention due to excessive heat when compared with control customers.**
- **At PG&E and SCE, satisfaction ratings with the TOU rate and with the utility were typically slightly lower for TOU rate customers than for control customers and these differences were sometimes statistically significant but they were always less than 1 point on an 11 point scale.** Put another way, none of these differences are likely to be judged as material. At SDG&E, customers on the TOU rates sometimes had higher satisfaction ratings than control customers.
- The surveys revealed that **a very large percent of customers on TOU rates received summer bills that were higher than expected.** This is also true of control customers since summer bills are typically higher for many customers in California. However, **the percentage difference on this metric between treatment and control customers was statistically significant for the majority of rates, customer segments, and climate regions at PG&E and SCE.** For some segments, rates and climate regions, more than 50% of customers said their bills were higher than expected. This is an important finding that should influence not only the timing of enrollment for customers on TOU rates (e.g., enrolling customers during fall or winter, not in late spring or early summer) but also the content of ME&O materials, which could do a better job of preparing customers for higher than expected bills in the summer period (while reminding them about lower bills at other times of the year).
- **The surveys also showed a significant disparity in understanding of the timing of the peak period between CARE/FERA and non-CARE/FERA customers.** For some rates and climate regions, between 30% and 40% of CARE/FERA customers could not identify a single hour that fell in the peak period rate window, while the percent of non-CARE/FERA customers that had the same level of misunderstanding was often significantly lower or even in the single digits. This disparity could partly be due to the fact that more CARE/FERA customers have English as a second language, but there may be other explanations. Nexant recommends that this issue be carefully addressed and studied further in the upcoming default pilots where there is a much

greater emphasis on and opportunity to develop and test ME&O options and content for all segments.

- **For all three utilities, customers on TOU rates were more likely to take time-specific actions than customers on the OAT.** For example, while a similar proportion of customers from control and treatment groups indicated they turned off their lights to conserve energy, a larger proportion of treatment customers indicated they shifted doing laundry and running the dishwasher during peak hours. This trend suggests that while fewer treatment customers understood the nuances of their rates, they did know and act on actions that helped them shift use.

2 Introduction

In Decision 15-07-001, the California Public Utilities Commission (CPUC or the Commission) ordered California's three investor owned utilities (IOUs) to conduct certain "pilot" programs and studies of residential Time-of-Use (TOU) electric rate designs (TOU Pilots and Studies) beginning the summer of 2016, and to file applications no later than January 1, 2018 proposing default TOU rates for residential electric customers. The IOUs were also directed to form a working group (TOU Working Group) to address issues regarding the TOU pilots and to hire one or more qualified independent consultants to assist with the design and implementation of the TOU Pilots and Studies. The TOU Working Group (WG) was comprised of 37 entities and included almost 100 people. Nexant, Inc. was engaged as the independent consultant.

On December 17, 2015, Nexant delivered a detailed report summarizing the design of the proposed opt-in pilots.[5] This report was relied upon by and incorporated into the Advice Letters filed by each IOU requesting approval of and funding for the pilots that each IOU would implement.[6] In February and March, 2016, the Commission issued resolutions approving the pilot designs and funding, with modifications from the original plan.[7]

At the outset of the WG process, the WG developed the following objectives to help guide pilot design:

- Consider treatment options and pilot designs for 2016/2017 that will provide useful insights for development of the IOU's January 1, 2018 application for default pricing that may begin as early as 2019;
- Estimate load impacts by rate period for different tariff structures that vary in terms of
  - the timing and length of rate periods
  - the number of rate periods
  - changes in rate periods and price ratios across seasons
  - possible other features such as low or negative prices during excess supply conditions;
- Assess customer understanding/acceptance/engagement/satisfaction with various TOU rate options;
- Calculate bill impacts for customers on each pilot TOU rate relative to the otherwise applicable tariff (OAT);
- Assess the degree of hardship that might result from default TOU rates on senior citizen households and economically vulnerable customers (and perhaps others) in hot areas as directed by Public Utilities Code Section 745;
- Assess the incremental effect of enabling technology on load impacts, bill impacts, and customer satisfaction;
- Assess adoption rates for enabling technology for customers on TOU rates; and
- Assess the effectiveness of alternative information, education, and outreach options.

---

[5] George, S., Sullivan, M., Potter, J., & Savage, A. (2015). Time-of-Use Pricing Opt-in Pilot Plan. *Nexant, Inc.* (hereafter referred to as the TOU Pilot Design Report).

[6] SCE: Advice Letter 3335-E; PG&E: Advice Letter 4764-E; and SDG&E: Advice Letter 2835-E.

[7] SCE: Resolution E-4761; PG&E: Resolution E-4762; and SDG&E: Resolution E-4769.

Collectively, the pilots implemented across the three IOUs are testing nine different TOU rate options. For eight of the nine options, more than 50,000 households were enrolled and assigned to one of the TOU rates or retained in the study on the standard tiered rate to act as a control group for those who were placed on the new tariffs. The ninth rate option is a complex, dynamic rate that SDG&E is testing on a very small group of customers. Recruitment for this rate began in late August and led to enrollment of roughly 65 customers.

All eight TOU pilot tariffs have peak periods that primarily cover late afternoon and evening hours year round. This later peak period is driven by the increasing penetration of solar in California and is a significant departure from the vast majority of pilots and tariffs that have been implemented previously in California and elsewhere. With most of the rates having peak periods ending at 9 PM and some with peak periods that don't start until 6 PM, these pilots will be among the first in the industry to study the magnitude of load reductions during evening hours.

Focus on Evening Peak Periods

While numerous TOU tariffs have been examined in pilot settings and through evaluation of full scale programs, few historical studies have included tariffs with peak periods that extend well into the evening period when most household members are home and when cooling loads diminish in many of the populous climate zones in California. Most of the tariffs included in the pilots evaluated in this report have peak periods that primarily cover the evening hours. Determining the magnitude of demand reductions during evening hours will provide useful insights for setting pricing policies that help manage load increases in evening hours when output from solar resources drops.

Another key focus of the pilot tariffs is the willingness and ability of consumers to respond to time-varying price signals that vary across more than two daily rate periods and across more than two seasons. Low prices in midday in the spring—when excess supply conditions sometimes exist—is also something that has not been previously tested. Some of the tariffs have the same pricing structure on weekends as on weekdays, which is yet another atypical tariff feature. For most other existing TOU tariffs, off-peak prices apply on the weekend. In short, these pilots will break new ground both in California and in the industry with regard to the timing of peak periods, the use of TOU pricing on weekends in addition to weekdays, the frequency of price changes, and the response of customers to low daytime prices during excess supply conditions.

In addition to assessing the impacts of each tariff, these pilots are also studying the impact of various technologies and information services. These include estimating TOU load impacts for households with smart thermostats in SCE's service territory and households that receive usage alerts via email in SDG&E's service territory. In PG&E's service territory, TOU customers were offered the option of downloading a smart phone app that conveys a variety of useful information to TOU participants, including: pricing information; TOU-specific performance feedback; bill projections, and energy saving tips informed by user specific end use load disaggregation, in order to encourage energy savings. SCE is also testing whether "enhanced" education and outreach to customers on TOU rates influences demand response and customer satisfaction.

2.1 Experimental Design[8]

A key objective of any pilot or experiment is to establish a causal link between the experimental treatments (e.g., TOU rates, enabling technology, etc.) and the outcomes of interest (e.g., load impacts, changes in bills, customer satisfaction, etc.). The best way to do this is through what is referred to as a randomized control trial (RCT) research design. With this approach, participants are offered a treatment and, after they agree to accept it, are randomly assigned to either the treatment or control condition. This ensures that the treatment and control customers are identical in every way except for exposure to the treatment and any difference that might occur due to random sampling error. As such, any observed difference in load during the peak period between treatment and control customers, for example, is due either to the treatment of interest (e.g., TOU pricing) or random chance.

<u>A Unique, Internally Valid Experimental Design</u>

The opt-in pilots are randomized control trials (RCTs), which ensures that the estimated load impacts are internally valid. A unique aspect of the pilot design is that customers were asked to enroll into the pilot with the knowledge that they would be randomly assigned to one of several rate options. They were given limited information about the specific structure of the rate options. Enrollment was encouraged through payment of financial incentives. It is believed that this “pay-to-play” approach will induce a larger number of “complacent” customers who are prevalent when default enrollment is used.

A key challenge faced by the TOU Working Group was deciding how to gain insights from residential opt-in TOU pilots that might help inform policy decisions for residential default TOU pricing. An important difference between opt-in and default conditions is the mix of customers that are enrolled under each condition. With default enrollment, there are three types of customers who remain on the tariff: those who would enroll on the tariff if it was marketed on an opt-in basis (referred to as “always takers”); those who are unaware that their tariff changed; and those who are aware and would not have enrolled on an opt-in basis but, for a variety of reasons (e.g., inertia, transaction costs associated with switching out, etc.), do not opt out from default enrollment. This latter group—referred to as “complacents”—is likely to be less engaged than the always takers. Unaware customers are, by definition, unengaged. Because of the presence of complacent and unaware customers, average load reductions have been found to be lower under default enrollment compared with opt-in enrollment. However, aggregate load reductions could be much higher under default pricing if the lower average load reduction was offset by significantly higher enrollment.[9]

In order to better represent the mix of customers that are likely to be enrolled under default conditions, the TOU Working Group decided to implement what is being called a “pay-to-play” (PTP) recruitment strategy. Under this approach, rather than recruit customers onto a specific rate by educating them about the features and potential customer benefits associated with the rate, as would be done for a typical opt-in pilot or program, prospective participants were offered an economic incentive for

[8] More details on pilot design and the reasons underlying the design decisions can be found the TOU Pilot Design Report.

[9] SmartPricing Options Final Evaluation. September 5, 2014. https://www.smartgrid.gov/files/SMUD-CBS_Final_Evaluation_Submitted_DOE_9_9_2014.pdf

agreeing to be in the pilot and were then randomly assigned to one of three[10] rate options or to the control condition after agreeing to participate. Since a key motivation for enrolling on the study is likely to be the PTP incentive rather than the attractiveness of any particular rate feature, this approach may enroll a reasonable number of participants who would likely be complacents, and even some who might be unaware, under a default enrollment strategy.

Another important aspect of the pilot design concerns assessment of whether TOU rates may cause unreasonable hardship for selected customer segments. Public Utility Code Section 745 requires that the CPUC ensure that any default TOU rate schedule does not cause unreasonable hardship for senior citizens or economically vulnerable customers in hot climate regions. In order to provide insights on this important issue, a stratified sampling and recruitment plan was developed. Each IOU service territory was divided into three climate regions designated as hot, moderate, and cool.[11] Within the hot regions for PG&E and SCE, senior households[12] and CARE/FERA[13] customers with incomes greater and less than 100% of Federal Poverty Guidelines (FPG) were oversampled for one rate in each service territory. Oversampling was not possible in SDG&E's hot climate region because the region only contains about 16,000 customers. For the remaining rates in PG&E and SCE's hot climate regions and for all rates in the mild and cool climate regions for all three utilities, an equal number of CARE/FERA and non-CARE/FERA customers were recruited, which means that CARE/FERA customers were oversampled in those zones as well since they make up less than half of the regional population.

2.2 Pilot Evaluation

Evaluation of the opt-in pilots focused on a number of important research objectives, including:

- Determining the change in electricity use in different time periods for different customer segments from each rate treatment and in response to the various technology and information treatments summarized above;
- Estimating the distribution of bill impacts associated with each rate option both before and after enrolling on the TOU rates;
- Assessing the extent to which the TOU rates cause unreasonable hardship among selected customer segments such as seniors and economically vulnerable customers in hot climate areas;
- Determining satisfaction with and perceptions about, understanding of and reported changes in behavior associated with different treatment options.

Load impacts for each rate and technology treatment were estimated by comparing loads for customers randomly assigned to each TOU tariff (e.g., treatment customers) with loads for customers randomly assigned to the OAT (e.g., control customers). The difference in loads between treatment and control customers in each rate period before customers are placed on the TOU rate (e.g., the pretreatment period) is subtracted from the difference after customers are placed on the rate (e.g., the treatment

[10] For SDG&E, participants were assigned to one of two rate options or the control group.

[11] See Appendix Volume I for a summary of the geographic regions included in the hot, moderate, and cool climate regions for each IOU.

[12] Senior households are defined as households with one or more members aged 65 or older.

[13] California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA).

> **This Is An Interim Evaluation**
>
> When considering the key findings summarized in this report, it is important to keep in mind that the results represent impacts during the initial few summer months of a longer term pilot. Estimates of load, bill, economic and health impacts will almost certainly differ during non-summer months or over the course of a full year.

period) to ensure that there is no bias in the estimated impact due to random chance. This is referred to as a "difference-in-differences" (DiD) analysis. When applied to data collected through an RCT design, DiD analysis produces the most accurate load impact estimates possible through experimental research.

Bill impacts were estimated in a similar manner to load impacts in that a DiD analysis was conducted in order to control for exogenous factors that might impact bills between the pre- and post-treatment periods. Bill impacts were estimated as the difference between bills using pre- or post-treatment loads based on the TOU tariff compared with the OAT. Average bill impacts are reported as well as changes in the percent of customers who experience bill impacts above a certain threshold. It is important to note that bill impacts for this interim evaluation are being reported for the summer rate period when the majority of customer's bills will be higher under TOU rates compared with the OAT. Average bill impacts over the course of a year will be significantly lower than those reported here.

Assessing the extent to which TOU rates cause unreasonable hardship among selected customer segments such as seniors and economically vulnerable customers in hot climate areas is done primarily through survey questions designed to measure hardship. Responses between treatment and control customers are compared to determine if TOU rates significantly increase the percent of customers that report hardship conditions. Satisfaction with, perceptions about, understanding of, and reported changes in behavior associated with different rate and other treatment options are also determined through surveys. The entire treatment and control group population was surveyed using an email, mail, and phone (EMP) mixed-mode survey approach. Response rates varied across customer segments and treatment cells but were excellent in all cases. The lowest response rate was around 65% and the highest exceeded 90%. The survey was designed, managed, and analyzed by Research Into Action (RIA).

2.3 Report Organization

The remainder of this report is organized as follows. Section 3 contains a summary of the evaluation methodologies that were used to produce the results reported in subsequent sections. A more detailed methodological discussion for the load and bill impacts is contained in Appendix Volume I, which is comprised of the detailed Load Impact Evaluation Plan that was produced by Nexant in October 2016. Appendix Volume II contains a detailed discussion of the survey approach and implementation process written by RIA.

Sections 4, 5 and 6 summarize the load impact, bill impact and survey results for PG&E, SCE, and SDG&E, respectively. Each section starts with a brief summary of the treatments included in each utility's pilots, the sampling plan, the recruitment process, and other elements of pilot implementation. More detailed discussion of these implementation efforts is contained in Appendix Volume I. Following this summary, load impacts by rate period are presented for each rate option and relevant customer segment. The next subsection discusses bill impacts and this is followed by a summary of key survey findings. The survey discussion focuses on key research issues such as hardship and does not contain a full accounting of all survey research findings. A detailed summary of the responses to each survey question is contained in Appendix Volume II. The final subsections of Sections 4 through 6 provide a high level summary and synthesis of the impact and survey results for each IOU.

Section 7 provides a comparison of results across the utilities as well as overall conclusions that can (or cannot) be drawn from the entire body of research. While the pilots were designed jointly and are meant to be complementary, they were not designed specifically to allow cross-utility comparisons in most instances. For example, it is not appropriate to compare Rate 1 from SCE's pilot to Rate 2 from PG&E's pilot and conclude that one rate produced greater load impacts than the other due to differences in rate structure because differences in other factors, such as climate, customer demographics, customer satisfaction, perceptions about the utility, economic conditions and perhaps others may partially or fully explain any observed differences in the load impacts between the two rate options. Nevertheless, cross-utility comparisons are likely to be made by reviewers and some comparisons are more valid than others. As such, we provide a brief comparison of some key findings across utilities in this final section.

Appendix A to this report contains a list of Microsoft Excel files that have been filed as electronic tables in conjunction with the primary report. These electronic tables allow the reader to access the underlying data that created the figures and tables in the report, and to determine actual values for data points within the figures.

A large volume of supplemental and useful information is contained in two appendix volumes. As mentioned above, Appendix Volume I contains the load and bill impact evaluation plan report that was produced in October 2016. This 200 page report contains more detailed descriptions of the implementation process for each pilot, including copies of most of the marketing, education and outreach materials used by each utility. This appendix also contains a detailed validation analysis that was conducted by Nexant to determine if the internal validity of the experimental design was retained through implementation (it was for nearly all treatments). Finally, this volume assesses the extent to which each utility met the very specific requirements of the resolutions issued by the CPUC approving the pilot designs and budgets.

Appendix Volume II, written by RIA, provides a detailed discussion of the design and implementation of the surveys that were conducted. It also contains summaries of responses to each survey question.

Interested readers may also wish to review the TOU Pilot Design Report,[14] which contains a detailed discussion of research issues and explanations for the design decisions that were made by the TOU Working Group. The IOU advice letters[15] and the CPUC resolutions may also contain information of interest.[16]

[14] George, S., Sullivan, M., Potter, J., & Savage, A. (2015). Time-of-Use Pricing Opt-in Pilot Plan. *Nexant, Inc.*

[15] SCE: Advice Letter 3335-E; PG&E: Advice Letter 4764-E; and SDG&E: Advice Letter 2835-E.

[16] SCE: Resolution E-4761; PG&E: Resolution E-4762; and SDG&E: Resolution E-4769.

3 Methodology

As discussed in Section 2, this interim report provides load impacts and bill impacts for each of eight rate treatments tested across the three IOUs for various customer segments and climate regions. The incremental load impacts for SDG&E's Weekly Alert Emails and for SCE's enhanced education treatment are also estimated. Analysis of survey data assessing hardship, customer satisfaction and other variables of interest is also provided. This section summarizes the methodological approaches used to estimate the metrics of interest for each pilot treatment. The discussion is organized into three broad sections summarizing the approach for estimating load impacts, bill impacts, and survey analysis.

3.1 Load Impact Analysis

The estimation of load impacts by rate period and changes in annual and seasonal energy use for each pilot rate are key pilot objectives. Estimating load impacts for other pilot treatments, such as smart thermostats and usage alerts, is also important. Also of interest is how load impacts vary across customer segments, both those that were incorporated into the pilot design and sampling plan (e.g., impacts for CARE/FERA and non-CARE/FERA customers and for seniors and others in the hot climate zone) as well as segments that weren't built into the pilot plan but that can be identified through surveys or from IOU databases.

The approach used to estimate load impacts for the eight rate treatments spread across the three IOUs and for each customer segment that was oversampled rigorously adheres to the RCT design, which ensures that the impacts are internally valid. Internal validity means that the treatments being studied (e.g., TOU rates) are the cause of any observed difference in loads by rate period between the treatment and control conditions.

The analysis method used is referred to as difference-in-differences (DiD) analysis. This method estimates impacts by subtracting treatment customers' loads from control customers' loads in each hour or rate period after the treatments are in place and subtracts from this value the difference in loads between treatment and control customers for the same rate period in the pretreatment period. With random assignment to treatment and control conditions, this straightforward analysis ensures that any estimated impacts are internally valid. Subtracting any difference between treatment and control customers prior to the treatment going into effect adjusts for any difference between the two groups that might occur due to random chance.

The DiD analysis can be done by hand using simple averages or by using regression analysis. Customer fixed effects regression analysis allows each customer's mean usage to be modeled separately, which reduces the standard error of the impact estimates without changing their magnitude. Additionally, standard regression software allows for the calculation of standard errors, confidence intervals, and significance tests for load impact estimates that correctly account for the correlation in customer loads over time.[17] Implementing a DiD through simple arithmetic would yield the same point estimate but it would not generate confidence intervals. A typical regression specification for estimating impacts using an RCT design is shown in equation 3.1-1:

[17] More accurately, they account for the correlation in regression errors within customers over time.

$$kW_{i,t} = \alpha_i + \gamma \text{post}_t + \beta(\text{treatpost})_{i,t} + \ v_i + \ \varepsilon_{i,t} \qquad \text{Equation 3.1-1}$$

In Equation 3-1, the variable $kW_{i,t}$ equals electricity usage during the time period of interest, which might be each hour of the day, peak or off-peak rate periods, daily usage or some other period. The index i refers to customers and the index t refers to the time period of interest. The estimating database would contain electricity usage data during both the pretreatment and post-treatment periods for both treatment and control group customers. The variable post is equal to 1 for days after the TOU rate has been implemented and a value of 0 for days during the pretreatment period. The treatpost term is the interaction of treat and post and its coefficient β is a differences-in-differences estimator of the treatment effect that makes use of the "pretreatment" data. The primary parameter of interest is β, which provides the estimated demand impact of TOU during the relevant period. The parameter a_i is equal to mean usage for each customer for the relevant time period (e.g., hourly, peak period, etc.). The v_i term is the customer fixed effects variable that controls for unobserved factors that are time-invariant and unique to each customer. In the evaluation, Equation 1 was estimated using ordinary least squares regression (or weighted least squares in situations where oversampled cells are combined with random samples so that the estimated impacts represent the relevant populations) with clustered robust standard errors to account for serial correlation that is likely to be present in the data.18

Customer attrition is an important factor to address in the load impact analysis. Customer attrition stems from three factors; customers who move (referred to as churn); customers who become ineligible after enrolling in the pilot; and customers who drop off the pilot because they are unhappy being on the TOU rate. Customer churn and changes in eligibility should stay the same for both treatment and control customers. As such, dropping customers from both treatment and control groups due to churn and changes in eligibility do not introduce selection effects. That is, dropping these customers maintains the integrity of the RCT design. On the other hand, dropout rates will differ between treatment and control customers since, aside from completing a few surveys, there is no real reason for a control customer to drop off the pilot. As such, dropping these customers from the estimating sample will introduce a selection bias into the estimated impacts if they are analyzed as an RCT.

In order to address the differential opt-out rates between the treatment and control group, the load impact analysis was conducted as if the experiment was based on a Randomized Encouragement Design (RED). With a RED design, the behavior of two randomly-chosen groups of customers who were subjected to different levels of encouragement to take up a treatment is observed. In a typical RED design, the treatment customers are encouraged to enroll in a pilot, and only a certain percentage of customers actually sign up. In this case, all of the treatment group customers were enrolled on a TOU rate, but some chose to drop out after some period of time. In both cases, the end result is that a portion of customers originally assigned to the treatment group do not actually receive the treatment in some periods. However, in order to maintain the initial randomization and internal validity of the experimental design, all customers assigned to the treatment group must be retained as treatment

[18] Serial correlation certainly exists in the variable of interest (*treatpost*) and is very likely to be present in the dependent variable (period average load). If unaddressed, serial correlation will lead to standard errors that are systematically too small. This results in overstating the precision of the impact estimate and misleading inference. To adjust for serial correlation, we follow the best practices described by Bertrand, et al. (2002), Wooldridge (2003), and Cameron (2010).

customers for purposes of the analysis. This ensures that the treatment and control groups still have the same expected characteristics prior to the experiment and allows for estimation of the effect of the treatment on customers who were affected by the encouragement, as summarized below.

One fundamental difference between the analyses used for RCTs and for REDs is that with RCTs all customers in the treatment group are enrolled and therefore are assumed to be affected by the treatment, and none in the control group are affected. In contrast, for REDs, the treatment group consists of all customers who received some form of encouragement toward a treatment (in this case customers who were enrolled on a TOU rate) and the control group consists of customers who received less encouragement or no encouragement (in this case these are the control group customers who were not enrolled on a TOU rate). This means the RED treatment group will potentially contain some customers who are assumed to be unaffected by the treatment because they declined or in this case opted-out of the treatment. This introduces the potential for confusion in terminology when discussing REDs because it is often convenient to consider the treatment group of an experiment to be the group of all customers who are directly affected by the treatment of interest (e.g., all customers who actually enrolled in the TOU pilot).

For a RED there are two treatments of interest, each vital to producing the final treatment impact estimate. First, there is the encouragement treatment, which gives a RED its name. In this case, that treatment consists of a customer being enrolled on a TOU rate. Second, there is the impact of the treatment itself. That is, the impact for those who do not opt-out (i.e. accept the treatment).

The same regression specification shown in Equation 3.1-1 for an RCT design can be used to estimate the first stage impact, which estimates the impact of the encouragement.[19] The estimating database includes all customers who were offered the treatment, whether or not they accepted it—meaning it includes those who actually opt-out at some point.[20] It also includes the control group. The impact in this case represents the average for all customers that received an offer (were enrolled onto a TOU rate), not the average for customers who accepted the offer (customers who stayed on the TOU rate). This initial load impact estimate is often referred to as the intention-to-treat (ITT) effect. Under the reasonable assumption that those who opt-out revert to their pretreatment behavior once they return to the OAT, the intention-to-treat estimate can be transformed into the effect of the treatment on those who stay compliers by dividing the intention-to-treat estimate by the fraction of the population enrolled on the pricing plan in that period. This scaled up effect is often referred to as the local average treatment effect (LATE) or, alternatively, the treatment effect on the treated.

The model shown in Equation 3.1-1 is a simple and transparent specification that produces unbiased impact estimates with precise standard errors. It does not incorporate variables such as weather, time,

[19] Through the research plan review process Nexant received a suggestion that rather than using the RED analysis approach as described above, “opt-outs could be included in the analysis dataset if the variable *treatpost* was given a value of 0 once a customer had exited the pilot”. It was suggested that this would “eliminate the issue of participants self-selecting out of the treatment group (they remain as part of the analysis), but allow the β from Equation 1 to model what we’ve intuitively come to expect in terms of the impact of the TOU rates”. Nexant conducted some simulation analysis comparing the two approaches and found the differences in estimates to be small. This analysis as well as the reasons for staying with the approach outlined here are summarized in Appendix Volume 1 (Section 5.3)

[20] As indicated above, movers will be removed from the estimation database for both treatment and control customers.

day of week, customer segment, or other factors that can influence hourly loads. Adding additional variables like these can reduce variation in loads over time, thus increasing the precision of the estimated impacts. Doing so can also allow for determining whether impacts vary across customer characteristics by using interaction terms and observing whether the estimated coefficients are statistically significant. Finally, such models can be used to predict what impacts would be for other populations or other conditions than those experienced during the pilot. In spite of these potential advantages, this approach was not taken for the following reasons.

- **Lack of transparency:** The simple DiD model summarized in Equation 3.1-1 is very easy to understand and quite transparent compared with a model that incorporates multiple interaction terms. Given the keen interest of many stakeholders in the results from these pilots, we believe the transparency and simplicity of the proposed model is important.
- **Sample size determination was based on the same simple model:** As such, given that the target sample sizes were met, the target level of precision can be achieved without adding variables to the model to try and improve precision. While greater precision is always desirable, the potential errors that could be introduced by specification error (see next bullet) must be considered.
- **Potential specification error:** Introducing additional terms in the model in order to improve precision can lead to specification error and potential bias. For example, if the relationship between interaction terms and load is non-linear but a linear specification is used, the estimated coefficients would be biased and potentially misleading, especially across values at the extremes of the distribution.
- **The correlation between impacts and customer characteristics can be determined differently while maintaining transparency and avoiding specification error:** This can be done by partitioning the data for treatment and control customers into segments (e.g., a/c owners, usage stratum, pretreatment load shapes, etc.) and then using the simple DiD regression to the segmented data (assuming the segments of interest are large enough).

The load impact estimates reported here conform to the requirements for ex post evaluation of non-event based demand response resources as indicated in California's Demand Response Load Impact Protocols.[21] These protocols require that load impacts in each hour be developed for the average weekday and monthly system peak days for each month of the year. Although not explicitly required by the protocols, load impacts for the average weekend day are also developed for each month of the year given that the TOU rates are also effective on the weekends. As this is an ex post evaluation, average weekday impacts are based on the observed customer load pooled across the weekdays in each month, and similarly for weekend days. Monthly system peak day impacts are estimated based on loads that occur on the historical monthly system peak days. Weather normalized results, such as those conducted for demand response ex ante load impacts, are not currently in scope for this evaluation. Load impacts are presented in both nominal (kWh) and proportional (%) terms.

Figure 3.1-1 displays an image from an Excel spreadsheet containing the output that is produced for each IOU, rate treatment, customer segment, climate region, day type, and month covered by this interim analysis. These Excel spreadsheets are available upon request through the CPUC. Pull down

[21] http://www.calmac.org/events/FinalDecision_AttachementA.pdf

menus in the upper left hand corner of the spreadsheet allow users to select different customer segments, climate regions, day types (e.g., weekdays, weekends, monthly peak day) and time period (individual months or the average of July, August and September). In this written report, tables and graphs are presented that report estimated load impacts by treatment, rate period, customer segment, and day type for the summer period.

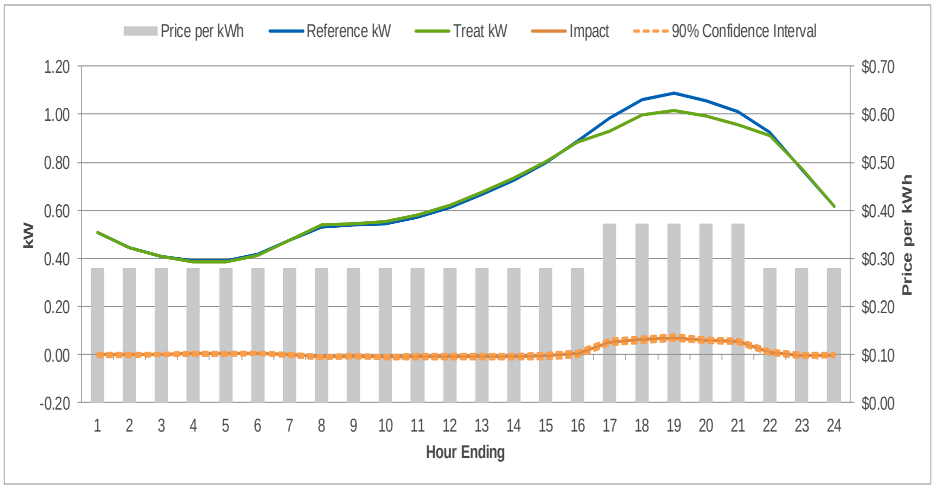
As discussed in Section 2.1, the experimental design and sampling were constructed so that load impacts and other metrics can be reported for selected customer segments and climate regions. For the segments around which the pilots were designed, load impacts are estimated using the model represented in Equation 3.1-1 for the data partitioned by segment (for both treatment and control customers). These estimates are internally valid by virtue of the RCT/RED design and DiD analysis.

There is also interest in knowing whether load impacts might vary across numerous other customer segments. Characteristics of potential interest might include psychological personas, load shape (e.g., peaky versus non-peaky loads), usage stratum (e.g., high and low usage customers), whether or not a customer was a structural benefiter or non-benefiter, whether or not a customer owns central air conditioning, senior households in cooler climate regions, customers who do and don't experience economic index based on survey questions, highly satisfied or less satisfied customers and others. Whether or not a DiD RCT analysis can be used to produce unbiased, internally valid load impact estimates for these ex post customer segments depends on several factors. A discussion of the conditions under which such analysis is valid is contained in Appendix Volume 1, Section 5.3.3. Analysis for segments other than those for which the pilot was designed is not provided in this interim report.

Figure 3.1-1: Average Hourly Load Impact Estimates for PG&E's TOU Pilot Rate 1

Segment	All
Rate	Rate 1
Month	July, August, September 2016
Day Type	Average Weekday
Treated Customers	6,428

Period	Reference kW	Treat kW	Impact	Percent Impact	90% Confidence Interval	
Peak	1.04	0.98	0.06	5.8%	0.06	0.06
Partial Peak	N/A	N/A	N/A	N/A	N/A	N/A
Off Peak	0.59	0.59	0.00	-0.4%	0.00	0.00
Super Off Peak	N/A	N/A	N/A	N/A	N/A	N/A
Daily kWh	16.43	16.17	0.26	1.6%	0.22	0.30



Hour Ending	Reference kW	Treat kW	Impact	Percent Impact	90% Confidence Interval		Price	Period
1	0.51	0.51	0.00	-0.1%	-0.01	0.01	$0.28	Off Peak
2	0.45	0.45	0.00	-0.3%	-0.01	0.00	$0.28	Off Peak
3	0.41	0.41	0.00	0.0%	-0.01	0.01	$0.28	Off Peak
4	0.39	0.39	0.00	0.8%	0.00	0.01	$0.28	Off Peak
5	0.39	0.39	0.00	0.8%	0.00	0.01	$0.28	Off Peak
6	0.42	0.41	0.00	1.1%	0.00	0.01	$0.28	Off Peak
7	0.48	0.48	0.00	-0.2%	-0.01	0.01	$0.28	Off Peak
8	0.53	0.54	-0.01	-1.6%	-0.02	0.00	$0.28	Off Peak
9	0.54	0.54	-0.01	-1.2%	-0.01	0.00	$0.28	Off Peak
10	0.55	0.56	-0.01	-1.7%	-0.02	0.00	$0.28	Off Peak
11	0.57	0.58	-0.01	-1.5%	-0.02	0.00	$0.28	Off Peak
12	0.61	0.62	-0.01	-1.3%	-0.02	0.00	$0.28	Off Peak
13	0.67	0.67	-0.01	-1.0%	-0.02	0.00	$0.28	Off Peak
14	0.73	0.73	-0.01	-0.9%	-0.02	0.00	$0.28	Off Peak
15	0.80	0.80	-0.01	-0.7%	-0.02	0.00	$0.28	Off Peak
16	0.89	0.89	0.00	0.4%	-0.01	0.01	$0.28	Off Peak
17	0.98	0.93	0.05	5.2%	0.04	0.06	$0.37	Peak
18	1.06	1.00	0.06	6.0%	0.05	0.07	$0.37	Peak
19	1.09	1.02	0.07	6.4%	0.06	0.08	$0.37	Peak
20	1.05	0.99	0.06	5.7%	0.05	0.07	$0.37	Peak
21	1.01	0.96	0.06	5.5%	0.05	0.07	$0.37	Peak
22	0.92	0.91	0.01	1.3%	0.00	0.02	$0.28	Off Peak
23	0.77	0.77	0.00	-0.5%	-0.01	0.00	$0.28	Off Peak
24	0.62	0.62	0.00	-0.2%	-0.01	0.01	$0.28	Off Peak
Daily kWh	16.43	16.17	0.26	1.6%	0.22	0.30	N/A	N/A

3.2 Bill Impact Analysis

The impact of TOU rates on customers' bills is an important metric of interest to multiple stakeholders. A key design requirement for the TOU pilots and one of the primary objectives delineated in the Advice Letters and the Commission resolutions is to estimate bill impacts based on both pre- and post-treatment usage for a variety of customer segments. In hot climate regions, these segments include: seniors; CARE/FERA customers; households with incomes less than 100% of Federal Poverty Guidelines (FPG); and households with incomes between 100% and 200% of FPG. The bill impacts of TOU rates on CARE/FERA and non-CARE/FERA households in the moderate and cool climate regions is also of interest.

From a policy standpoint, what is of primary interest is how much individual customers' bills change as a result of being placed on a TOU rate after they adjust their behavior (or choose not to) in response to the time-varying price signals associated with the rate. However, it is not valid to compare an individual's bill before and after they are placed on a TOU rate because there are myriad reasons why such bills might change that have nothing to do with the new rate. A specific household might have gained or lost a household member, had a teenager go away to (or return from) college, made an addition to the house, purchased an electric vehicle, changed one or more appliances, or made any of a number of other changes that could cause very significant changes to usage and bills that have nothing to do with the rate change. As such, a key challenge is determining how best to answer the key policy questions associated with bill impacts without relying on "before-and-after" comparisons of bills for individual customers.

The basic approach used to examine the distribution of bill impacts for both treatment and control customers based on both pre- and post-treatment usage. By estimating bill impacts based on pretreatment usage, it is possible to identify the percent of customers in segments of interest that are structural benefiters and non-benefiters. It is also possible to determine, for example, the percent of customers in each segment that would see bill increases of, say, 10% or more or $20 dollars or more, if they didn't change their usage in response to the new rate. However, as indicated above, comparing this distribution based on pretreatment usage with a similar distribution or metric based on post-treatment usage for participants does not produce a valid estimate of the impact of a price-induced change in behavior on bill impacts because some or all of the observed change could result from some exogenous factors, such as differences in weather or a slowdown in the economy, or a change in the number of people in the household. Put another way, if we found that 25% of customers would see bill impacts greater than $20 based on pretreatment usage but only 20% would see a bill impact of $20 or more based on post-treatment usage, we wouldn't know if some of that observed reduction in the percent of customers experiencing high bill impacts resulted from a cooler than normal summer period with less load used during high priced periods.

To address this issue, we compare the change in the bill distribution and other metrics for treatment and control customers to determine how much of the observed change in the distribution is driven by price-induced behavior change and how much is driven by exogenous factors. Suppose, for example, we found that the percent of control group customers experiencing a bill impact greater than $20 was the same if calculated based on usage in both the pre- and post-treatment periods. Given this, we could say with confidence that the drop from 25% to 20% in the percent of customers in the treatment group experiencing bill impacts above $20 was due to a change in behavior for these customers in response to the TOU pricing and not due to some exogenous factor. Alternatively, if we found that the percent of control customers experiencing a bill increase based on post-treatment usage was down from 25% to 23%, then we could attribute 3 percentage points (60%) of the observed 5 percentage point change in the percent of treatment customers experiencing a $20 or more bill impact to a change in usage behavior and the remaining 2 percentage points (40%) to some exogenous factor such as weather. Conceptually, this approach is equivalent to a difference-in-differences calculation. Bill impacts based on the DiD approach as defined above were estimated for a set of metrics including an estimation of the average bill impact due to changes in usage, estimation of the total bill impact due to differences in the tariffs (holding usage constant) and behavior change, and the change in the distribution of bill impacts due to behavior change.

The calculation of bill impacts is quite straightforward. The primary challenge in this instance is to determine the best way to present the analysis so that it clearly answers the policy questions of interest. Based on iterative discussions with stakeholders, the following four analyses were conducted:

- **Structural benefiter/non-benefiter analysis based on pretreatment usage-** Displaying the proportions of structural benefiters and non-benefiters for each rate and relevant customer segment based on pretreatment data on an annual and summer season basis;
- **Estimation of the average bill impact due to changes in usage-** Displaying the average bill impact resulting from changes in behavior in response to the new price signals for each rate and relevant customer segment (after controlling for exogenous factors);
- **Estimation of the total bill impact due to differences in the tariffs (holding usage constant) and behavior change-** Displaying the bill impact for each rate and relevant customer segment due to structural differences in the rate mitigated by changes in behavior;
- **Change in the distribution of bill impacts due to behavior change-** Displaying the distribution curves of bill impacts (percentage of customers with bill impacts within $10 incremental bins) with and without behavior change in the same graph to illustrate if the distribution for participants shifted to the left or changed shape compared with the distribution for control customers without behavior change.

The following subsections provide detailed descriptions of the analysis methods implemented in each of the four billing impact analyses. Given the number of terms and variation in the equations used for each analysis, a common set of abbreviations used below are defined in Table 3.2-1.

Table 3.2-1: Terms Used in Billing Analysis Equations

Abbreviation	Term / Definition
PRE	Pre-Treatment Period –The period of time prior to enrollment on the TOU rate
POST	Post-Treatment Period – The period of time after enrollment on the TOU rate
OAT	Otherwise Applicable Tariff – The rate a customer would be on if they weren't enrolled on the TOU rate
TOU	Time-of-use Rate – The TOU rate for the Pilot
TREAT	Treatment Group – Customers on the TOU rate
CTRL	Control Group – Customers on the OAT rate
CUST	Customers

3.2.1 Structural Benefiter/Non-Benefiter Analysis Based on Pretreatment Usage

The structural benefiter analysis was conducted for the summer and annual time periods using pretreatment data for the treatment group for each rate and relevant customer segment. Annual impacts are based on hourly load data from May 2015 through April 2016 for all three utilities. This time period was selected to ensure that customer energy use was as close to the present time as possible, but wasn't significantly influenced by the utilities' communications with customers about the pilot. Summer impacts are based on June 2015 through September 2015 for PG&E and SCE, and May 2015 through October 2015 for SDG&E due to their longer summer period.

Average monthly bills are estimated for each treatment group customer on the OAT and TOU rate using the hourly load data. Prior to estimating any structural bill impacts, the monthly bills generated from the hourly load data were compared to the actual bills generated by the utilities for validation. After working with the utilities to understand any discrepancies, all rates for all utilities ultimately passed the validation test. The difference between the TOU rate and the OAT rate determined if a customer was a structural benefiter or non-benefiter, as shown in Equation 3.2-1.

Equation 3.2-1: Structural Benefiter / Non-Benefiter

(PRE, TREAT, TOU)[22] – (PRE, TREAT, OAT)

On some rates a significant portion of the customers exhibited differences that were close to zero. As such, it could appear that a large share of customers were structural benefiters or non-benefiters even when bill impacts for a large number of customers are quite small. To address this, a neutral category of

[22] Each parenthetical term in the equation contains three acronyms which were defined in Table 3-2. The first acronym refers to the time period (i.e. pre- or post-enrollment), the second to the customer group (control or treatment), and the third to the rate (OAT or TOU). For example, (PRE, TREAT, TOU) refers to the bill amount based on pretreatment usage for treatment customers using the TOU tariff.

+/- $3 per month was defined. The neutral category helps ensure that the assignment to the structural benefiter or non-benefiter category is more meaningful and not overly influenced by customers who would experience a difference in bills of only a few dollars.

Similar to the load impact analysis, in some instances, customers are allowed to be represented in multiple segments. For example, a senior customer on CARE in the hot climate region is allowed to represent CARE customers and senior customers. This is accomplished using a weighting scheme where each segment's proportion within the general population is known. If a segment happens to be over-sampled, its weight is scaled accordingly so that in the final calculations, it was properly represented. The weights used for each segment and treatment cell are shown in Sections 4.2, 5.2 and 6.2 for PG&E, SCE, and SDG&E, respectively.

The final results from the structural benefiter / non-benefiter analysis are presented in column graphs and shown as percentages for the summer season and on an annual basis. For each rate and relevant segment, the percentage of customers who are non-benefiters, neutral (+/- $3), or benefiters based on their average monthly bills for the time period of interest are shown as individual columns. The three columns within each rate and segment combination total 100%, thus showing the distribution of structural benefiters and non-benefiters for each rate and segment of interest.

3.2.2 Estimation of the Average Bill Impact Due to Behavior Change

The average bill impact due to customers changing their behavior in response to the TOU rates is estimated by first calculating bills for both the treatment and control group under the TOU rate during the pre-and post-treatment periods. A difference-in-differences (DiD) fixed effects model, similar to that used for estimating load impacts, is then used to estimate the average bill impact for the rate and segment of interest. The DiD analysis can be expressed by Equation 3.2-2.[23]

Equation 3.2-2: Average Bill Impact Due to Changes in Usage

[(POST, CTRL, TOU) - (POST, TREAT, TOU)] - [(PRE, CTRL, TOU) - (PRE, TREAT, TOU)]

In simplified terms, the estimated value equals the difference between the control group and the treatment group bills calculated on the TOU rate using post-treatment usage minus any pre-existing differences between the control and treatment group bills based on pretreatment usage. The control group bill calculated on the TOU rate represents the bill that would be expected if a customer was billed on the TOU rate, but didn't change their energy use behavior. The bill for the treatment group customers on the TOU rate reflects any behavioral changes in response to being on the TOU rate. By subtracting the treatment group's average bill from the control group's average bill—and removing any pre-existing differences—we are able estimate the average bill impact attributable to the treatment group's change in behavior resulting from exposure to the pilot rate, after controlling for exogenous factors. A positive impact indicates that customers successfully reduced their bills relative to the control group who did not respond to a TOU rate.

[23] In practice this is estimated via an econometric model, and some of the terms drop out. However, this equation is provided in order to present the concept of the calculations that are involved with the analysis. The outcome of this equation and the econometric model are identical, but the econometric model also produces standard errors which are used to determine if the results are statistically significant.

Bill impacts are presented on a column graph and shown as dollar impacts for the average summer monthly bill across July, August, and September for PG&E and SCE[24]; October is included for SDG&E due to their longer summer season. Impacts are organized by rate, climate region, and segment. The bill impact in percentage terms that corresponds to the dollar amount is also reported. It should also be noted that small bill impacts do not necessarily indicate that customers did not change their behavior. Bill impacts depend on the combination of changes in usage in each rate period. Customer may reduce use during the peak period but increase it in the off-peak period not just due to load shifting but also due to increased end-use activity. Depending on the relative magnitude of these changes and the rate differentials, significant behavior changes could lead to minimal changes in the total bill.

3.2.3 Estimation of the Total Bill Impact Due to Differences in the Tariffs (Holding Usage Constant) and Behavior Change

Total bill impacts experienced by customers on a TOU rate can be decomposed into two components: the structural impact, and the behavioral impact. The structural impact represents the change in customer bills based solely on the change in the underlying structure and prices for the rate. In this case, it is the change from the OAT to the time-differentiated TOU pilot rates. The behavioral impact represents how the customer changed their energy usage in response to the new pricing structure of the rate—which includes higher prices in the afternoon and evening and lower prices at other times of the day. During the summer period, most customers experienced a structural increase in their bills due to transitioning to the TOU rate. However, customers also had an opportunity to offset that increase by changing their energy use behavior in response to the new price signals. As noted above, it is the combination of the structural and behavioral impacts that produces the total bill impact experienced by the average study participant.

The estimation of the total bill impact requires the calculation of three components:

- **No Change in Behavior or Tariff [1]:** Estimate bills for control group customers based on post-treatment usage and the OAT and adjust for any small pretreatment difference in bills between control and treatment customers.

Equation 3.2-3: No Change in Behavior or Tariff

(POST, CTRL, OAT) - [(PRE, CTRL, OAT) – (PRE, TREAT, OAT)]

  - This represents what the treatment group bills would have been in the post-treatment period if they were on the OAT and had not changed their behavior.
  - It adjusts for exogenous factors that might affect bills such as differences in weather, economic conditions, or the like.

- **No Change in Behavior, Change in Tariff [2]:** Estimate bills for control customers based on the TOU tariff using post-treatment usage and adjust for any small pretreatment differences in bills between control and treatment customers.

[24] July is omitted for SCE Rate 3 customers due to the timing of customers being transitioned onto the rate during that month.

Equation 3.2-4: No Change in Behavior, Change in Tariff
(POST, CTRL, TOU) - [(PRE, CTRL, TOU) – (PRE, TREAT, TOU)]

- This represents what the treatment group bills would have been in the post-treatment period if they were on the TOU rate and had not changed their behavior.

- **Change in Behavior and in Tariff [3]:** Estimate bills for treatment customers based on the TOU tariff using post-treatment usage.

Equation 3.2-5: Change in Behavior and in Tariff
(POST, TREAT, TOU)

- This represents what the treatment group bills were in the post-treatment period on the TOU rate with a change in behavior

Based on the components defined above, the following metrics are calculated:

- The difference between **[1]** and **[2]** is the structural bill impact;
- The difference between **[1]** and **[3]** is the bill impact due to structural differences in the rates, but mitigated by changes in behavior;
- The difference between **[2]** and **[3]** is the amount customers were able reduce their bills by changing their behavior.

The results from this analysis are presented as the average summer monthly bills for July, August, and September for PG&E and SCE[25] —October is included for SDG&E due to their longer summer season—for [1], [2], and [3] as defined above. Presenting the total expected bill amount helps to provide context for the magnitude of the differences. In this exercise, one of the major factors is the relationship between the structural bill impacts, and how customers were able to respond. This relationship is represented by the "percentage of structural loss mitigated by the change in behavior". Put differently, this percentage represents how much of the bill increase from the TOU rate the customers are able to offset. Results are reported by rate, climate region, and segment; similar to the other bill impact analysis sections.

3.2.4 Change in the Distribution of Bill Impacts Due to Behavior Change

The fourth analysis presents the distribution of bill impacts for customers with and without behavioral change, and is designed to show how the distribution shifts in when customers respond to the rate by changing behavior. Similar to the other analyses, impact distributions are based on the average summer monthly bills for July, August, and September for PG&E and SCE[25] and October is included for SDG&E due to their longer summer season. The distributions are developed by estimating the percentage of customers who fall into bill impact ranges or bins, organized in $10 increments.[26] The underlying calculations used to develop the distributions are based on a DiD approach that compares the bills for

[25] July is omitted for SCE Rate 3 customers due to the timing of customers being transitioned onto the rate during that month.

[26] It should be noted that there is uncertainty associated with this distribution because calculations are not made at the individual customer level. There is also uncertainty associated with this calculation because the pilot itself is a sample and not the entire population.

treatment and control customers using both pre- and post-treatment usage. This analysis involves the following steps.

Equation 3.2-6: Steps for Calculating Change in Distribution of Bill Impacts[27]

- **Develop bill distributions:** For each range from $X to $Y in $10 increments, the percentage of customers experiencing bill impacts is calculated with and without a behavior change.
  - With change in behavior:
    - (POST, TREAT, $X, $Y)
  - No change in behavior:
    - (POST, CTRL[28], $X, $Y)- **[**(PRE, CTRL, $X, $Y) - (PRE, TREAT, $X, $Y)**]**
- **Underlying calculations:** (by bins or range from $X to $Y)
  - (PRE, CTRL, $X, $Y) = % of segment where:
    $X < [(PRE, CTRL, TOU) - (PRE, CTRL, OAT)] < $Y
  - (PRE, TREAT, $X, $Y) = % of segment where:
    $X < [(PRE, TREAT, TOU) - (PRE, TREAT, OAT)] < $Y
  - (POST, CTRL, $X, $Y) = % of segment where:
    $X < [(POST, CTRL, TOU) - (POST, CTRL, OAT)] < $Y
  - (POST, TREAT, $X, $Y) = % of segment where:
    $X < [(POST, TREAT, TOU) - (POST, TREAT, OAT)] < $Y.

Structural bill impacts are estimated for two cases, with and without behavior change, using the four terms defined above. Customers are segmented into bill impact bins. The percentage of customers in each $10 increment (with and without behavior change) is used to produce the two distributions of bill impacts.

The two distributions are presented on a line graph, with the height of the line at any given $10 increment representing the percentage of customers experiencing a bill impact of the corresponding dollar amount. An example is provided in Figure 3.2-1. In this case, the bill impact is measured as the difference between the TOU bill and the OAT bill. For example, if the point on the line graph in the $21 to $30 range is at 25% for the group without behavior change, it indicates that 25% of customers in the group could expect to see an increase of between $21 and $30 per month on their bill if they switched from the OAT to a TOU rate and didn't change their behavior. If the line for the group with behavior change is to the left of the line representing the group with no change in behavior, it shows that at least some customers were able to lower their bills by modifying their energy use. It is important to note that customers could move up or down through the incremental impact bins, and could potentially move

[27] It should be noted that the estimate is based on a difference in differences calculation done arithmetically (as opposed to a regression analysis) and, therefore, confidence intervals cannot be estimated. However, that doesn't mean that there isn't uncertainty involved in the estimate because the reference load itself is an estimate. Therefore the "true" impact could be smaller or larger than what's actually being reported.

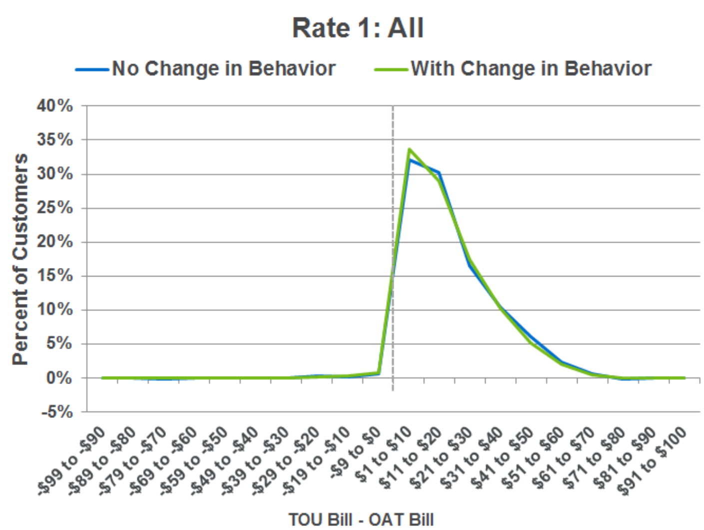
[28] The calculations for estimating bill impacts for the control group are based on the bills for individual customers, not an estimated reference load as seen in the load impacts section. This allows customers to be slotted into each of the dollar segments. After the difference in difference is calculated, there are no longer any individual customer data points.

more than one bin—meaning that a customer could potentially experience a bill increase due to their behavioral response, or they could jump down several bins and go from a $21 to $30 per month bill impact down to $1 to $10 impact, for example.

Given customers can shift anywhere along the curve on the graph, the key take away from this analysis is to observe the changes in the shape of the distribution of the line representing the group who changed their behavior, relative to the line representing no change in behavior. The interpretation of the changing shape of the distributions will be discussed in more detail in the results sections where actual results are presented.

Figure 3.2-1: PG&E Rate 1 Change in the Distribution of Bill Impacts Due to Behavior Change

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0%	0%
-$89 to -$80	0%	0%
-$79 to -$70	0%	0%
-$69 to -$60	0%	0%
-$59 to -$50	0%	0%
-$49 to -$40	0%	0%
-$39 to -$30	0%	0%
-$29 to -$20	0%	0%
-$19 to -$10	0%	0%
-$9 to $0	1%	1%
$1 to $10	32%	34%
$11 to $20	30%	29%
$21 to $30	17%	17%
$31 to $40	10%	10%
$41 to $50	6%	5%
$51 to $60	2%	2%
$61 to $70	1%	1%
$71 to $80	0%	0%
$81 to $90	0%	0%
$91 to $100	0%	0%



3.3 Survey Design and Analysis

In addition to estimating load and bill impacts, key objectives for the TOU pilots included research questions that could only be addressed through customer surveys. An integral part of pilot design was to conduct two surveys, one at the end of the first summer and the other at the end of the first full year on the TOU rates. A substantial portion of the "pay-to-play" incentives used to recruit customers into the study were tied to completion of the surveys to obtain high response rates for both treatment and control customers, which is essential to obtaining valid insights regarding some of the key research issues of interest. The remainder of this section provides an overview of the key research questions being studied through the initial survey, survey design and implementation, analytical methods that were applied to obtain key research findings, and other implementation and methodological issues useful for understanding and interpreting the survey findings presented in Sections 4 through 6. The survey was conducted and analyzed by Research Into Action (RIA).

3.3.1 Survey Design

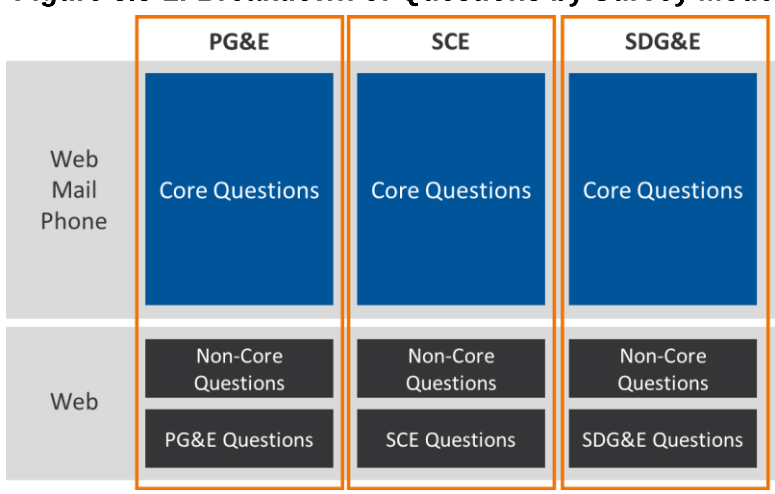
RIA, in collaboration with the TOU working group, developed a 20-minute survey to answer the following key research questions:

- What motivated respondents to participate in the study?
- How satisfied are respondents with their study rate and their utility?
- Do respondents understand key elements of how their study rate works?
- Did customers experience issues with paying their bills because of their study rate?
- Did their study rate increase economic or health hardship?
- What actions did they take to shift use on their study rate?
- Did respondents use study websites, apps, or tools to help manage their electricity use?

The 2016 survey specifically assessed differences in responses between those customers on the control rate (OAT) and those on the TOU rates for the summer months of the pilot. In addition to addressing the key research questions listed above, the survey included questions on demographics, housing characteristics, and attitudes toward and awareness of energy efficiency and demand response to help explain the survey findings. See Appendix Volume II for the survey guide and mapping of survey questions to the key research questions.

To manage survey length and respondent burden, the number of questions for mail and phone respondents was limited (see Figure 3.3-1). To determine which questions to leave out of the mail and phone survey, the survey questions were divided into “core” and “non-core” questions. Core questions contained all questions necessary to address regulatory requirements, including all hardship questions, welcome kit messaging questions, rate and utility satisfaction, motivations for participation, understanding of the rate, and actions taken in response to the rate. Non-core items included IOU-specific questions, website and smartphone application questions, and smart thermostat use questions. All core questions were included in each survey mode and non-core questions were added to the web survey. Because 81% of survey responses were completed via the web, the non-core questions were answered by the majority of respondents.

Figure 3.3-1: Breakdown of Questions by Survey Mode



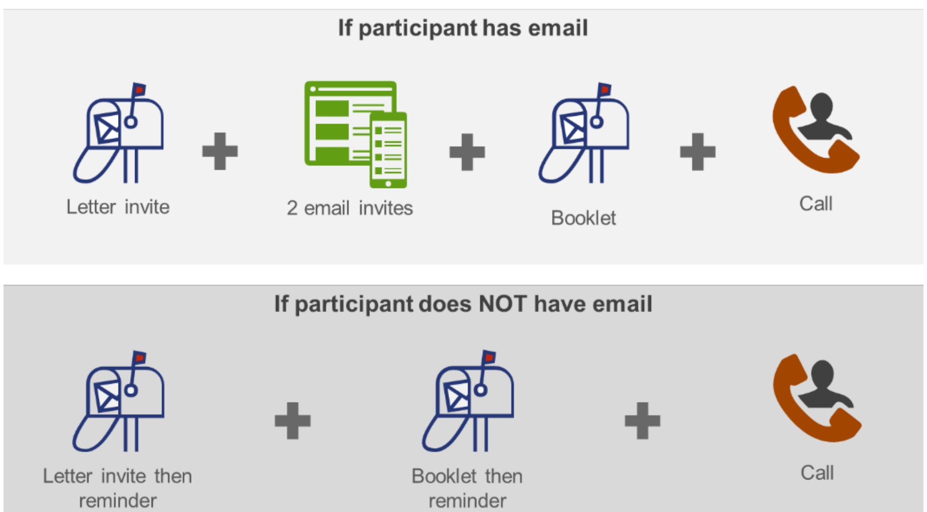
3.3.2 Survey implementation

An email, mail, and phone (EMP) mixed-mode survey approach was used for all segments in the pilot to achieve a high response rate from pilot participants.[29] An attempt was made to reach a complete census of all pilot participants. Pilot participants with email addresses received a mail invitation letter with a web link, then two email invitations. Non-responders received a mailed questionnaire and a phone call. Pilot participants without email addresses received a mail invitation letter with web link, followed by an additional invitation. Non-responders received a mailed questionnaire, a follow-up postcard reminder, and, finally, a phone call (Figure 3.3-2). All participants who did not respond via email or mail were called. See Appendix Volume II for examples of invitation letters and survey booklets.

<u>High Response Rates Ensure Valid Results</u>

A mixed-mode (email, mail, and phone) survey methodology was employed to help ensure high response rates and minimize response bias. This, combined with the incentives paid for survey completion, produced response rates by segment ranging from a low of 66% to a high of 96%. Importantly, response rates were very similar between control and treatment groups, which ensures the internal validity of key findings based on comparisons across groups.

Figure 3.3-2: EMP Process for 2016 Survey



Washington State's Social and Economic Sciences Research Center (SESRC) fielded the survey between October and December 2016. An overall response rate of 82% and a 94% cooperation rate were obtained across the three IOUs. Table 3.3-1 shows a detailed disposition table with counts and rates for each IOU and for the three IOUs combined. The response rates were sufficiently high to minimize non-response bias. In addition, most respondents to the survey (88% to 95%) reported that their name is on the bill they receive from their IOU.

[29] Survey implementation was based on Dillman's Tailored Design Method. Dillman, Don A., Smyth, Jolene D., Christian, Leah Melani. 2014. Internet, Phone, Mail, and Mixed-Mode Surveys: The Tailored Design Method, 4th edition. John Wiley: Hoboken, NJ.

Table 3.3-1: Disposition Table for 2016 Survey[30]

Disposition Code	PG&E	SCE	SDG&E	Total
Completes				
Phone completes	843	553	195	1,591
Mail completes	2,613	2,594	1,485	6,692
Web completes	12,731	12,740	10,804	36,275
Phone partial completes	168	88	42	298
Web partial completes	234	206	228	668
Eligible - Not Surveyed				
Refusal	338	195	82	615
Non-contact	429	376	154	959
Answering machine	1,874	2,057	940	4,871
Deceased respondent	10	6	5	21
Physically or mentally unable	12	5	8	25
Language problem	422	667	236	1,325
Unknown Eligibility - Not Surveyed				
Always busy	41	32	20	93
No answer	197	178	66	441
Call blocking	53	72	23	148
USPS: Returned to sender	64	14	13	91
Not Eligible - Not Surveyed				
Number not working, disconnected, changed	348	286	414	1,048
Other	52	39	17	108
Total Counts				
Total phone numbers used	20,429	20,108	14,732	55,269
Complete Interviews	16,187	15,887	12,484	44,558
Partial Interviews	402	294	270	966
Refusal and break off	338	195	82	615
Non-contact	2,303	2,433	1,094	5,830
Other	444	678	249	1,371
Response Rates				
Response Rate - Completes only	81%	80%	87%	82%
Response Rate - Full and partial completes	83%	82%	89%	84%
Cooperation Rates				
Cooperation rate - All respondents	93%	93%	95%	94%
Cooperation rate - All eligible	98%	99%	99%	99%

[30] The American Association for Public Opinion Research (AAPOR) standard disposition definitions was used for this disposition table. http://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions20169theditionfinal.pdf

3.3.3 Survey Data Validation Checks

To ensure that the internal validity of the RCT remained intact, response rates between the control and TOU rate groups were compared for each customer segment. Segment response rates varied from a low of 66% to a high of 96%. Lower-income, hard to reach populations had lower response rates; however, all response rates were sufficiently high to minimize non-response bias. Further, there are few differences in the response rates between participants in the control condition and those in the treatment condition, with differences in response rates between RCT groups ranging from 1% to a maximum of 6%. Because of the large sample sizes in the segments, several comparisons between response rates across RCT groups are statistically significant;[31] however, these differences may not be meaningful.

Response Rates for the PG&E Pilot: Table 3.3-2 shows the survey response rates for PG&E. Response rates ranged from a low of 66% for respondents with incomes below 100% of the federal poverty guide (FPG) in the hot climate region assigned to Rate 1 to a high of 92% for Non-CARE/FERA customers in several rate groups. When comparing response rates between control and TOU rate treatment groups in the hot region, three segments exhibited significant differences: those with incomes above 200% of FPG, seniors, and non-CARE/FERA customers. Although these differences are statistically significant, the response rates for these segments are high – 80% and above - and differences between response rates are 3% or less.

Table 3.3-2: PG&E Response Rates by Segment and RCT Group[1]

PG&E	Control	Rate 1	Rate 2	Rate 3	Overall	Sparkline	Largest ▲
Hot							
All	82%	80%	81%	80%	81%		2% *
Non-CARE/FERA	90%	87%	88%	87%	88%		3% *
CARE/FERA	76%	75%	73%	73%	75%		3%
Below 100% FPG	67%	66%	68%	67%	67%		2%
100 to 200% FPG	82%	78%	78%	78%	80%		4%
Seniors	84%	81%	82%	81%	82%		3% *
Moderate							
All	81%	79%	78%	81%	80%		3%
Non-CARE/FERA	92%	88%	88%	88%	89%		4%
CARE/FERA	71%	69%	68%	74%	71%		6%
Cool							
All	85%	82%	84%	80%	83%		4%
Non-CARE/FERA	92%	90%	92%	89%	91%		4%
CARE/FERA	76%	72%	74%	71%	73%		5%
All Climate Zones							
Overall	83%	80%	81%	81%	81%		2%

[1] Asterisks (*) indicate a significant difference in the response rate across RCT groups for that segment.

[31] Chi-square tests were used to test the number of respondents versus non-respondents across RCT groups by segment. Those flagged as significant indicate a chi-square significant at the 95% confidence level.

Response Rates for the SCE Pilot: Table 3.3-3 shows the survey response rates for SCE. Response rates ranged from a low of 66% for respondents with incomes below 100% of the FPG in the hot climate region assigned to Rate 3 to a high of 92% for non-CARE/FERA customers assigned to Control in the moderate climate region, and Control and Rate 2 in the cool climate region. Two segments showed significant differences in response rates (seniors and CARE/FERA segments) in the hot region when comparing response rates between control and rate treatment groups. While statistically significant, response rates for these segments are high (70% and above) and differences between response rates are 6% or less.

Table 3.3-3: SCE Response Rates by Segment and RCT Group[1]

SCE	Control	Rate 1	Rate 2	Rate 3	Overall	Sparkline	Largest ▲
Hot							
All	82%	84%	79%	80%	81%		5% *
Non-CARE/FERA	88%	90%	87%	87%	88%		3%
CARE/FERA	76%	75%	71%	73%	74%		5% *
Below 100% FPG	71%	69%	67%	66%	69%		4%
100 to 200% FPG	83%	80%	78%	80%	80%		5%
Seniors	85%	87%	81%	83%	84%		6% *
Moderate							
All	82%	79%	79%	81%	80%		3%
Non-CARE/FERA	88%	88%	87%	91%	89%		4%
CARE/FERA	75%	71%	70%	70%	72%		5%
Cool							
All	82%	79%	80%	79%	80%		3%
Non-CARE/FERA	90%	89%	88%	89%	89%		2%
CARE/FERA	73%	67%	71%	68%	70%		6%
All Climate Zones							
Overall	82%	81%	79%	80%	80%		3% *

[1] Asterisks (*) indicate a significant difference in the response rate across RCT groups for that segment.

Response Rates for the SDG&E Pilot: Table 3.3-4 shows the survey response rates for SDG&E. Response rates ranged from a low of 77% for CARE/FERA respondents to a high of 96% for non-CARE/FERA respondents in the cool region. One segment showed a significant difference in response rates – CARE/FERA customers in the cool region when comparing response rates between control and TOU treatment groups. While statistically significant, response rates for these segments are high – 75% and above - and differences between response rates was 5%.

Table 3.3-4: SDG&E Response Rates by Segment and RCT Group[1]

SDG&E	Control	Rate 1	Rate 2	Total	Overall	Largest ▲
Hot						
All			91%	91%		0%
Moderate						
All	87%	86%	85%	86%		1%
Non-CARE/FERA	93%	93%	93%	93%		0%
CARE/FERA	80%	78%	77%	78%		2%
Cool						
All	88%	87%	86%	87%		2%
Non-CARE/FERA	94%	96%	95%	95%		2%
CARE/FERA	82%	78%	77%	79%		5% *
All Climate Zones						
Overall	87%	87%	86%	87%		1%

[1] Asterisks (*) indicate a significant difference in the response rate across RCT groups for that segment.

For another survey validation check, response rates were compared across survey modes (i.e., web, mail, or phone) for each IOU sample. Three comparisons were made for each survey question (web vs. mail, web vs. phone, and mail vs. phone) using regression models controlling for RCT group, climate region, CARE/FERA enrollment, FPG, household income, level of education, race, and age. Across all IOUs, web and mail survey respondents were more likely to choose “Don’t know” and to skip questions compared to phone respondents. Phone respondents were more likely to choose extreme answers on scale questions (i.e., choosing 9 or 10 on a 0-10 scale) compared to web and mail respondents. These findings align with previous research showing that respondents to interviewer-administered surveys (e.g., phone) are less likely to admit they don’t know an answer to a question, are less likely to skip questions, and are likely to give higher or lower ratings on scale questions compared to respondents to self-administered surveys (e.g., web or mail).[32] The differences across survey mode are small and do not impact the overall validity of the survey results.

[32] Dillman, Smyth, & Christian (2014). *Internet, Phone, Mail, and Mixed-Mode Surveys: The Tailored Design Method, 4th ed.* Hoboken, NJ: John Wiley & Sons Inc.; Krosnick & Presser (2010). “Question and Questionnaire Design,” in *Handbook of Survey Research*, Marsden & Wright (eds.). Bingley, UK: Emerald Group Publishing Ltd, pgs. 263-314.

3.3.4 Data cleaning

To clean the survey data, respondents who answered seven or fewer (5.4% or less) of the 129 survey items asked of all respondents (n=259 of 45,524, or 0.6%) were removed from the dataset. The team also removed the respondents who provided the same answer for each item (i.e., straight-lining) in all three of the multi-item questions that had more than four items on the list (n=77 of 45,524, or 0.2%).

Also removed from the dataset were:

- Respondents who straight-lined a multi-item question with four or more items;
- Respondents who selected all items in a 'select-all-that-apply' question in which not all answer categories are mutually exclusive; and
- Outliers to the survey questions about year of birth and number of household members.

Finally, 'Don't Know' responses for many survey items were recoded using the following rules:

- 'Don't Know' responses were excluded from all the rating questions and some of the demographic questions, like race, housing type, number of bedrooms.
- 'Don't Know responses were coded as 'No' for most of the recall questions, like recall participation and welcome packet, and some of the characteristics questions, like type of cooling equipment in the home.
- 'Don't Know' responses were kept for questions in which it is a meaningful response, like the test questions, reasons IOUs are changing to TOU rates, and the economic and health hardship/status questions.

3.3.5 Estimating Household Income and CARE/FERA eligibility

This section describes the steps taken to estimate customers who are currently not participating in IOU CARE/FERA programs, but are still eligible to participate based upon their income and household size. The following steps were taken to identify additional CARE/FERA eligible participants:

1. Gathered income data for as many survey respondents as possible
2. Imputed income data using prior enrollment or IOU purchased data if necessary
3. Used household size responses from the survey paired with income data from the survey or the imputed income data to identify respondents eligible but not currently participating in the CARE/FERA program.

Estimating Household Income

Table 3.3-5 shows the frequency of responses for household income from the 2016 survey.

Table 3.3-5: Household Income Categories from 2016 Survey

Household Income Categories	Count	Percent
Less than $12,000	3,736	8%
$12,000 to less than $17,000	3,609	8%
$17,000 to less than $21,000	2,669	6%
$21,000 to less than $25,000	2,908	6%
$25,000 to less than $29,000	2,186	5%
$29,000 to less than $33,000	2,303	5%
$33,000 to less than $37,000	1,770	4%
$37,000 to less than $41,000	1,762	4%
$41,000 to less than $50,000	3,313	7%
$50,000 to less than $100,000	8,973	20%
$100,000 or more	8,300	18%
Total survey responses to income question	*41,529*	*92%*
Don't know	2,386	5%
No answer	1,273	3%
Total left to impute	*3,659*	*8%*
Grand total survey responses in dataset	**45,188**	**100%**

Across all three IOUs, 8% of respondents did not provide a viable response (5% chose “don’t know” and 3% did not answer). To minimize the number of missing and don’t know responses in the analyses, income data was imputed from either the enrollment survey or purchased IOU data. Both supplementary data sources included two types of income data: one containing six income categories and one containing eleven categories. Table 3.3-6 displays the improvements in missing income data following each imputation step.

Table 3.3-6: Improvements in Missing Income Data Following Imputation

	Percent missing
Raw survey responses	8.10%
Following first imputation (11 category enrollment survey data)	4.38%
Following second imputation (11 category IOU data)	3.09%
Following third imputation (6 category enrollment survey data)	3.07%
Following final imputation (6 category IOU data)	3.05%

The eleven-category variables match the categories shown in Table 3.3-5, and were prioritized for imputing income data. However, for the 3.1% of respondents that still lacked income data following this initial imputation, the six-category data was used to impute household income. Since the six-category data did not perfectly match one of the categories in the survey, the midpoint of the values in each category was mapped into the corresponding category in the survey question (Table 3.3-7). This second round of imputation picked up an additional 0.2% of respondents, ultimately providing 97% of survey respondents with income data.

Table 3.3-7: Household Income Imputation Map

Six-Category Household Income Items	Midpoint (if categories differed)	Value Imputed to 11-Category Household Income
Less than $12,000	->	Less than $12,000
$12,000 to < $25,000	$18,500	$17,000 to < $21,000
$25,000 to < $37,000	$31,000	$29,000 to < $33,000
$37,000 to < $50,000	$43,500	$41,000 to < $50,000
$50,000 to < $100,000	->	$50,000 to < $100,000
$100,000 or more	->	$100,000 or more

Estimating CARE/FERA Eligibility

CARE/FERA eligibility is based on both household size and income, as shown in Table 3.3-8. The maximum household income to household size requirements publicly available on each IOU's website were used.

Table 3.3-8: CARE/FERA Eligibility Requirements

Number of Persons in Household	Maximum Household Income	
	CARE	FERA
1 to 2	Up to $32,040	Not Eligible
3	Up to $40,320	$40,321 - $50,400
4	Up to $48,600	$48,601 - $60,750
5	Up to $56,880	$56,881 - $71,100
6	Up to $65,160	$65,161 - $81,450
7	Up to $73,460	$73,461 - $91,825
8	Up to $81,780	$81,781 - $102,225
Each additional person	$8,320	$8,320 - $10,400

Source: https://www.sce.com/wps/portal/home/residential/assistance/care-fera/

Using household size survey data and the income data described earlier, CARE and FERA eligibility was estimated by mapping the respective income qualification guidelines to the closest corresponding income bracket from the survey options, as summarized in Table 3.3-9.

Table 3.3-9: CARE and FERA Eligibility

Number in Household	CARE Income Requirement	FERA Income Requirement
1 to 2	$29,000 to less than $33,000	--
3	$37,000 to less than $41,000	$41,000 to less than $50,000
4	$41,000 to less than $50,000	$50,000 to less than $100,000
5+	$50,000 to less than $100,000	

The results indicate an estimated 57% of respondents were eligible for CARE or FERA. Due to missing income or household size survey data, CARE/FERA eligibility for 3% of the sample could not be estimated. To identify the number of non-participating but eligible CARE/FERA respondents present in the data, the overlap between those currently participating in CARE/FERA programs and those estimated to be eligible to do so was calculated. As shown in Table 3.3-10 , 27% of non-CARE/FERA customers in the sample were eligible for CARE/FERA. To test the validity of the eligibility estimates, the ratio of those determined to be eligible to participate to those currently participating in CARE/FERA was calculated. Ideally, 100% of current CARE/FERA participants would be determined to be eligible. In fact, 94% of respondents flagged as CARE/FERA participants by the IOUs were also flagged as CARE/FERA eligible using survey data, a substantial amount of overlap. Possible explanations for the 6% error rate include:

- CARE/FERA income qualification guidelines slightly differed from the income brackets used in the survey.[33]
- The status of some CARE/FERA customers may have changed over the six-month period between pilot enrollment and when customers took the survey.

Table 3.3-10: CARE/FERA Enrollment vs Eligibility[1]

Current CARE/FERA status	Eligible for CARE/FERA	
	Count	Percent
Not participating	6,809	27%
Participating	18,772	73%
Total	25,581	100%

[1] Reported values are unweighted and aggregated across all IOUs.

[33] The maximum income data is “$100,000 or more” and CARE eligibility for 11 household members is $106,740. This limits the ability accurately compute eligibility for CARE/FERA households with more than 10 members.

3.3.6 Section 745 Analytical Methods

Reasoning for Metric Development

The following sections describe the steps used to develop Economic and Health indices that help to capture these complex concepts. Using psychometric theory, the most relevant metrics from the opt-in survey data were identified to inform what effect TOU rates might have on the economic or health outcomes of participants. Since both economic and health outcomes are complex and potentially incorporate multiple behaviors, the aim was to create two separate indices that merge related questions reflecting economic outcomes in one index and health outcomes in another. This process makes assessing differences between groups simpler and more valid since the goal is to evaluate the larger concepts of “economic difficulty” or “health difficulty”. Due to the complexity of these concepts, evaluating a series of individual questions can provide misleading and sometimes contradictory outcomes. Given the questions in the survey, different approaches were taken for each index.

1. The economic index was formed using Exploratory Factor Analyses (EFA) to explore the underlying connections between questions targeted at economic and financial issues -- including an index created by the Consumer Financial Protection Bureau -- and questions obtained from other research conducted in California.[34] The EFA identified items that correlated with one another, and demonstrated coverage of several underlying aspects of the “economic difficulties” concept. It was validated and confirmed that this scale measured economic difficulty (as discussed further below).
2. The health index contains a single question, the number of times a customer sought medical attention because it was too hot in their home.[35] Responses to household characteristics questions were used to identify customers for which this question was most relevant (e.g., customers who have air conditioning and who have a disability that requires their home to be cool). Rather than creating a scale, as was done for economic difficulty, the related questions were used to identify the sub-sample where the question is relevant.[36]

The next two sub-sections describe, in detail, the process used to create the economic and health indices.

Economic Index Development

One of the primary purposes of this study is to assess whether TOU rates cause unreasonable economic hardship for particularly vulnerable households, such as seniors or low income customers living in hot climate regions. To do this, it was necessary to create a valid, reliable economic index metric using established methods. Table 3.3-11 summarizes the steps generally used when developing a new metric and the methods used here for that step. More detail on steps three through six is provided below.

[34] These questions were extensively developed and discussed in close collaboration with the TOU Working Group to ensure they would adequately measure economic hardship.

[35] This survey question was similarly developed in collaboration with the TOU Working Group to ensure that it would generate the information necessary to evaluate the impact of TOU rates on health and safety during the summer.

[36] The 2017 survey will focus some additional space to create a more statistically versatile health index, but the current health index identifies groups with increased health effects due to TOU rates sufficiently well to inform 745c decision.

Table 3.3-11: Steps to Create a Valid and Reliable Scale[37]

Established Method	Methods used
Step 1: Generate Items	Combination of new and established items in survey
Step 2: Gather Data	Survey implementation (October to December)
Step 3: Reduce Data to a Model	Exploratory factor analysis and Cronbach's alpha
Step 4: Confirm Model	Confirmatory factor analysis
Step 5: Assess Validity	Confirmatory factor analysis
Step 6: Replicate Findings	Dataset splitting and rerunning steps 3, 4, and 5

Steps 1 and 2 – Generate items and gather data: To generate items, survey questions were designed to assess multiple aspects of economic difficulty, such as a person's concern for being able to pay their bills, the methods used to pay bills, and the difficulty customers had paying their bills during the summer. Questions were also included from previously validated metrics of financial health, such as the Consumer Financial Protection Bureau (CFPB). The abbreviated CFPB index question used in the customer survey is comprised of five Likert scale items.38 For the first three items, respondents are asked how each describes their situation using a scale including "not at all," "very little," "somewhat," "very well," and "completely." For the last two items, respondents are asked how often each applies to them using a scale including "never," "rarely," "sometimes," "often," and "always." The CFPB items are:

- Because of my money situation, I feel like I will never that the things I want in life.
- I am just getting by financially.
- I am concerned that the money I have won't last.
- I have money left over at the end of the month.
- My finances control my life.

Using newly developed questions in concert with previously validated ones helped ensure that both traditional views on financial health and elements of financial hardship specific to rate design were covered. The survey from was conducted during October, November and December 2016 and data was obtained from 44,558 pilot participants.

Step 3 – Reduce data to a model: To prepare the data for step 3, all questions in the survey related to economic or financial status were identified and interval-level indices were created out of ordinal or categorical survey items as described below:

- Calculated the CFPB financial well-being index using five Likert scale items. Scores ranged from 19 to 90, with a score of 90 corresponding to a very financially secure respondent.

[37] Adapted from Hinkin, T. R. (1998). A brief tutorial on the development of measures for use in survey questionnaires. *Organizational Research Methods*, 2*(1)*, 104-121. DOI: 10.1177/109442819800100106.

[38] The Consumer Financial Protection Bureau's methods for the abbreviated version of their "Financial Well-Being Scale" were followed. See the following documentation for full methodological details: http://files.consumerfinance.gov/f/201512_cfpb_financial-well-being-user-guide-scale.pdf

- Summed the response values for three 0 to 10 Likert scale items related to how the respondent's rate plan works for them.[39] Scores range from 0 to 30, with 30 interpreted as high agreement that the rate works well for the respondent.
- Summed the response values for the number of times respondents had trouble paying both their electricity bill and other important household bills.[40] Scores range from 0 to 6, with a score of 6 corresponding to six or more times the respondent had trouble paying their important household bills.
- Summed the number of different methods a respondent used to pay their household bills outside of using their current monthly income. Scores range from 0 to 10, with a score of 10 interpreted as the respondent using ten alternative methods (e.g., borrowing money from a friend) to pay their bills.
- Kept one stand-alone 0 to 10 Likert scale item indicating concern about paying bills as-is, with a 10 meaning a respondent is very concerned about paying their bills.

The transformed data was analyzed using exploratory factor analysis (EFA).[41] EFA methods serve two purposes: 1) as a data reduction method to identify items that are not useful; and 2) as a tool to reveal underlying, or "latent", patterns in the survey data. EFAs are ideal for exploring potential metrics because the method groups ("loads") related items together into "factors".

Because the range of possible values on the items used in the EFAs varied considerably, respondent values for these variables were standardized into z-scores, in which a score of zero reflects the sample mean and a score of one is one standard deviation away from the mean. By standardizing responses, it is possible to compare responses across items and understand that a z-score response of 3.2 is much more extreme than a response of 0.74.

Throughout this process, statistical models were estimated using 30% and 50% of the full dataset of respondents. This was done for two reasons: 1) to ensure that the same factors loaded on different sized random subsamples of the data (vs. the full dataset) and 2) to reduce the excessive statistical power stemming from the very large sample sizes obtained through the survey.

Because EFA is an exploratory method, initial models were run that included potentially relevant survey items that were not included in the final model. The final model included four items as shown in Table 3.3-12 and explains 67% of the variance in answer choices.[42]

[39] Cronbach's alpha = .91. Cronbach's alpha measures the internal consistency of the source variables included in the index.

[40] Cronbach's alpha = .84.

[41] To create a metric useful across California, survey responses were pooled across IOUs, climate zones, segments, and RCT groups.

[42] 67% of the variance explained means that these four items explain 67% of the variability in answer choices used in the model. Typically, the variance explained from models using survey results range from 20% to 40%. A model that explains 67% of the variability in answer choices suggests a very good fitting model.

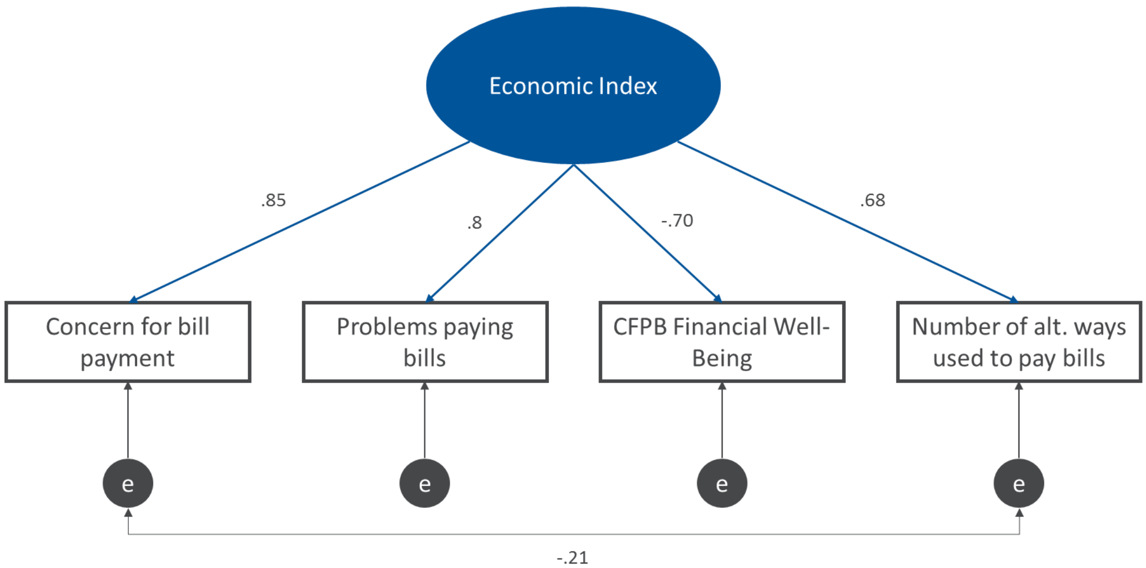
Table 3.3-12: EFA Results[1]

Item	Factor Loading	KMO Stat	% Variance Explained
Concern for bill payment	0.869	0.8	67%
Problems paying bills	0.847		
CFPB Financial well-being	-0.669	**Goodness of Fit**	
# of alt. ways used to pay bills	0.569	χ^2=50.8, df=2, p<0.001	

[1] A Maximum Likelihood extraction method was used.

Steps 4 and 5 – Confirm and validate the model: Confirmatory factor analysis (CFA) was used to confirm and validate the EFA results. Figure 3.3-3 shows the path diagram depicting the four items identified in step 3 and the correlation between the inputs and the latent "Economic Index" variable. The statistics confirm that the model fits the data well.[43]

Figure 3.3-3: Confirmatory Factor Analysis Output



To assess convergent validity, the Average Variance Extracted (AVE) was calculated, by averaging the squared factor loadings. The above model results in an AVE score of 0.58. A value above .5 is acceptable. To assess reliability of the items in the model, Cronbach's alpha and Composite Reliability (CR) scores were calculated. The resulting Cronbach's alpha of .84 and CR of .84 indicate a good measure of internal consistency between the four items the EFA identified as potential inputs to the economic index metric.

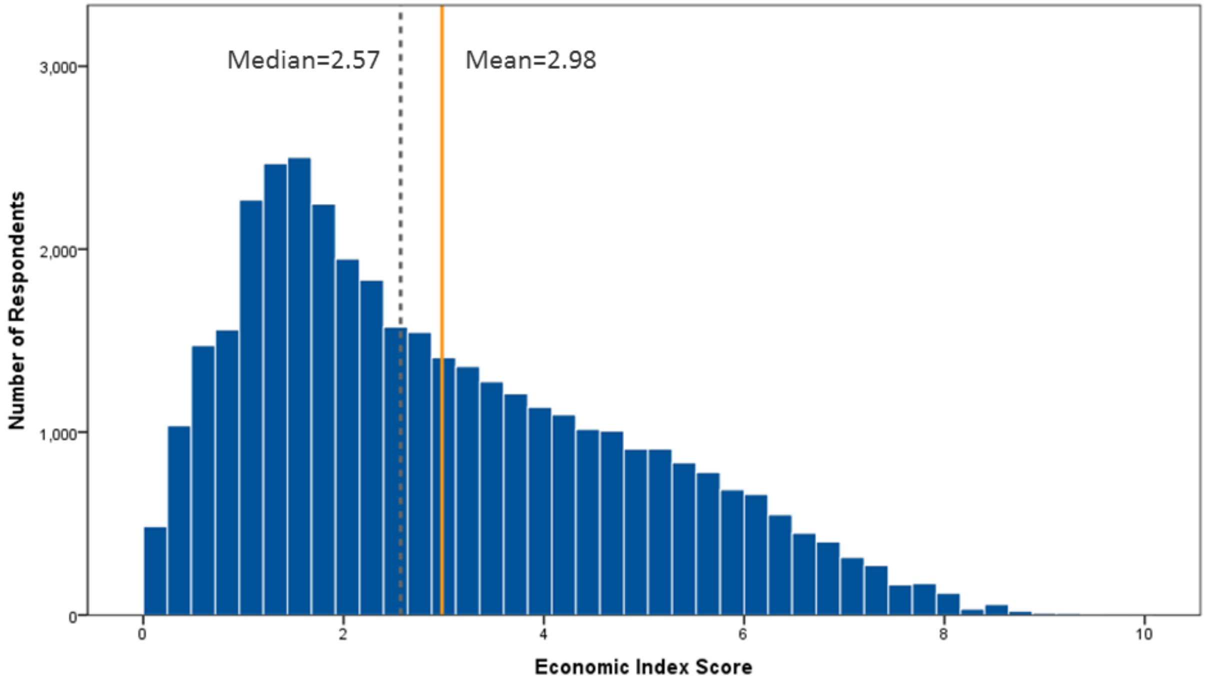
To calculate the final economic index scores, the four items were combined into one metric. For this multi-step process, the z-scored values from the financial well-being index were inverted to match the direction of the other three variables to be included in the index (where higher scores mean higher economic difficulty). Values from these four items were then added into an initial score. To make the metric more transparent, the metric was normalized such that a score of zero means the absence of economic difficulty and 10 means complete economic difficulty as measured by the survey. The following formula was used for normalizing the economic index metric:

[43] χ^2=1.29, df=1, p=0.165 (a non-significant chi-square indicates a good model fit), RMSEA=0.007 (an RMSEA of less than 0.01 also indicates a good fit), CFI = almost 1 (a CFI over .95 indicates good fit).

$$Economic\ Harship\ Score = \frac{(Initial\ Index\ Score + Min\ Observed\ Index\ Score)}{(Max\ Observed\ Index\ Score + Min\ Observed\ Index\ Score)} * 10$$

Figure 3.3-4 shows the distribution of economic index scores for all 2016 survey respondents.

Figure 3.3-4: Histogram of Economic index scores for All 2016 Survey Respondents



Most respondents (84%) provided responses to all questions necessary to calculate the economic index. Non-CARE/FERA customers had higher response rates than CARE/FERA or other targeted segments, but overall the question-level response rates were very high across all segments (Table 3.3-13).

Table 3.3-13: Response Rates for Economic Index Score Questions by Segment

Climate	Segment	% Responding to All Hardship Questions
Total		84%
Hot	Non-CARE/FERA	88%
	CARE/FERA	77%
	CARE/FERA - on or eligible	79%
	Below 100% FPG	78%
	100 to 200% FPG	78%
	Seniors	80%
Moderate	Non-CARE/FERA	88%
	CARE/FERA	78%
	CARE/FERA - on or eligible	79%
Cool	Non-CARE/FERA	89%
	CARE/FERA	79%
	CARE/FERA - on or eligible	80%

Step 6 - Replicate findings: Throughout steps 3 through 5, models were run using a separate subset of the data to replicate findings in real time. This was possible because the sample of data collected for this evaluation was large enough to allow for partitioning the data while still maintaining a large amount of statistical power.

Health Index Development

One of the primary purposes of this study is to assess whether TOU rates increase health-related incidents (resulting from reduced air conditioning use) for particularly vulnerable households, such as seniors or low income customers living in hot climate regions. To test this hypothesis, information on health-related incidents was gathered by asking respondents to report the number of times since June 2016 that they sought medical attention because it was too hot in their homes. Table 3.3-14 summarizes the responses to this question for the full survey sample.

Table 3.3-14: Number of Times Needed Medical Attention Due to Excessive Heat[1]

Response Option	Count	Percent
Never	40,663	92.7%
One	1,065	2.4%
Two	599	1.4%
Three	345	0.8%
Four	211	0.5%
Five	233	0.5%
Six	185	0.4%
Seven	163	0.4%
Eight	136	0.3%
Nine	78	0.2%
Ten	69	0.2%
More than ten times	99	0.2%
Total	43,846	100%

[1] Question asked in survey: Since June 2016, how often, if ever, did you or any members of your household need medical attention because it was too hot inside your home? Please select only one

Given the small number of respondents that chose an option other than "never", an index was constructed indicating whether the respondent's household had at least one medical event due to excessive heat, which served as the dependent variable for the analysis of health issues (Table 3.3-15).

Table 3.3-15: Proportion of Sample with at least One Heat-Induced Medical Event, by IOU[1]

	PG&E		SCE		SDG&E	
	Count	Percent	Count	Percent	Count	Percent
No medical events	14,968	94%	14,413	92%	11,282	92%
At least one medical event	967	6%	1,190	8%	1,026	8%
Total	15,935	100%	15,603	100%	12,308	100%

[1] The data were intentionally not weighted during index development to keep indices relevant for the sample measured.

The health analysis was guided by the following two questions in accordance with P.U. Code 745(c)(2):

- Do senior citizens in hot climate regions experience unreasonable hardship related to health and safety resulting from reduced air conditioning use?

- Do customers eligible for CARE/FERA (economically vulnerable customers) in hot climate regions experience unreasonable hardship related to health and safety resulting from reduced air conditioning use?

To answer these research questions, responses to the health metric for customers that met the following criteria were analyzed:

- Reported having some type of air conditioning at home.[44]
- Noted they had a disability that required their home to be cooled.

By limiting the analysis of the health index to customers with air conditioning and those who noted they had a disability that required their home to be cooled, the ability to observe health effects caused by TOU rates is maximized. For example, Table 3.3-16 shows the number and percent of customers citing they had at least one medical event over the summer. The orange shading indicates the group of customers identified as most relevant to assess health effects due to TOU rates. While customers without air conditioning in their home but with a disability that requires cooling also have a higher proportion of medical events across RCT groups, they are less likely to be affected by TOU rates.

Table 3.3-16: Health Index by AC in Home and Whether Customer Has Disability Requiring Cooling[1]

		No AC in Home				AC in Home			
		No Disability that Reqs Cooling		Has Disability that Reqs Cooling		No Disability that Reqs Cooling		Has Disability that Reqs Cooling	
IOU	Health Index	N	%	N	%	N	%	N	%
PG&E	No medical events	4,301	97%	253	81%	8,077	97%	1,429	80%
	At least one medical event	128	3%	60	19%	284	3%	352	20%
	Total	4,429	100%	313	100%	8,361	100%	1,781	100%
SCE	No medical events	1,435	95%	116	69%	10,068	96%	1,944	80%
	At least one medical event	75	5%	52	31%	419	4%	487	20%
	Total	1,510	100%	168	100%	10,487	100%	2,431	100%
SDG&E	No medical events	2,940	95%	196	64%	6,733	96%	888	74%
	At least one medical event	154	5%	108	36%	299	4%	320	26%
	Total	3,094	100%	304	100%	7,032	100%	1,208	100%

[1] The data were intentionally not weighted during index development to keep indices relevant for the sample measured.

To statistically investigate whether TOU rates caused health difficulty due to reduced air conditioning use, two-proportion z-tests were used to determine if the treatment and control groups differed significantly in the proportion that had at least one medical event due to excessive heat in their home.

3.3.7 Question-Level Analytical Methods

Different statistical tests were used to analyze different types of survey questions. For "yes-no" questions, a z-test for proportions was used to determine differences across RCT groups. For 0-to-10 Likert scale questions, t-tests were used to determine differences across RCT groups (e.g. mean ratings between control respondents and rate 1 respondents). For Likert questions that used fewer levels of rating, such as "never", "sometimes", "always", chi-square statistics were used to compare the number

[44] These included ducted air conditioning, room air conditioning, or heat pumps.

of respondents in each “level” across RCT groups. For all analyses, table notes are provided to indicate the statistical test and alpha level that applies. Statistical details are provided in IOU-level electronic Appendices E-Table 4.5-1, E-Table 5.5-1, and E-Table 6.5-1.

In addition, many of the survey questions are about the respondent who completed the survey (respondent-specific) while other questions are about the whole household (household-specific).[45] For example, the satisfaction rating questions are respondent-specific and the health index questions are household-specific. In the discussion of the survey results, it is noted if the results are reported for the whole household or only the respondent. Respondent-specific results do not provide the ability to infer if the results apply to the whole household. For example, the questions about understanding TOU rates are respondent-specific and it cannot be determined if other household members have a different level of understanding than the respondent.

3.3.8 Caution on Sample Sizes and Statistical Significance

For individual question analyses, please interpret statistically significant results with caution. There are many respondents in each cell of this study and many questions yielded statistically significant results that are not meaningful. For example, statistically significant differences were found between average ratings of 6.7 and 6.1 for a control versus rate group t-test. A difference of 0.6 on an 11-point rating scale is not meaningful.

Statistically Significant Differences May Not be Meaningful Differences

The large survey sample sizes obtained for this evaluation provide an unusually high degree of statistical power. As such, even quite small differences in two values may be found to be statistically significant. However, such differences may have little practical significance.

Further, in the analysis across IOUs, climate region, and segments, more than 5,500 tables were generated and over 13,500 statistical tests were conducted. An alpha level of 0.05 was used to assess statistical significance, and results in about a five percent error rate when “differences” are identified between groups. So many statistical tests, and so many respondents, mean some reported differences that, while statistically significant in the sample, are not significant in the real world. It is recommended to look at overall patterns across rate groups and segments to identify meaningful differences that are caused by TOU rates.

3.3.9 Understanding the Economic Index Metric

To facilitate understanding of the economic index scores, a series of Classification and Regression Tree (CART) analyses were done to show how the economic index metric corresponds with respondents' demographics and the original component questions. Because the economic index is a new metric, CART analysis can be used to show average scores broken down by more concrete questions like income and presence of children in the home. Respondent scores ranged from a low of zero to a high of 10, which are the minimum and maximum scores anyone can get with this metric.

[45] Between 88% and 95% of respondents reported that their name is on the bill they receive from their IOU.

Table 3.3-17[46] shows the relationship between the economic index metric and its component questions. The average group index scores observed here range from a low of 0.86 to a high of 7.15, suggesting the component items optimally differentiate economic index scores. The CART output also shows that the number of times respondents had difficulty paying their bills and their concern rating about paying bills help to differentiate index scores the most. Cutting back on essentials also served to distinguish subsets of respondents with higher than average economic index scores. Further, for respondents with very high economic index scores, whether a respondent left bills unpaid at the end of the month helped to further differentiate respondents' scores. Consequently, respondents who had difficulty paying their bills three or more times since June 2016, worried about paying their bills, and had to leave bills unpaid at the end of the month have the highest economic index scores.

Table 3.3-18 shows the relationship between key demographic questions and the economic index metric. Customers who make less money, have a medical condition, or have children are more likely to have higher economic index scores than respondents who make more money, have a higher education, or do not have children living with them. The group with the highest average score in this analysis consists of respondents who make between $17,000 and $25,000 dollars a year, have a medical condition that requires them to be home during the day, and who have one or more children living at home (average index score of 5.26 compared to the grand mean of 2.99).

[46] These tables are descriptive only. Statistical comparisons for TOU rate and control groups for each IOU are provided in Sections 4, 5 and 6.

Table 3.3-17: CART Breakdown of the Economic Index by Component Questions

Parent	Split Values	Avg. Econ Score	Graph
	Grand Mean	2.99	
No Difficulty paying bills	--	1.81	
	Did not cut back on essentials	1.53	
	Just getting by = Not at all agree	0.86	
	Just getting by = Very little	2.09	
	Just getting by = Somewhat; Very well	1.54	
	Just getting by = Completely	2.60	
	Cut back on essentials	2.94	
	Worry about paying bills - Not at all	2.26	
	Worry about paying bills - 1	2.50	
	Worry about paying bills - 2, 3	2.86	
	Worry about paying bills - 4, 5	3.44	
	Worry about paying bills - 6, 7	3.81	
	Worry about paying bills - > 7	4.41	
Difficulty paying bills - ONCE	--	3.47	
	Worry about paying bills - Not at all	2.26	
	Did not cut back on essentials	2.00	
	Cut back on essentials	2.84	
	Worry about paying bills - 1	2.69	
	Worry about paying bills - 2, 3	3.03	
	Did not cut back on essentials	2.66	
	Cut back on essentials	3.44	
	Worry about paying bills - 4, 5	3.58	
	Did not cut back on essentials	3.16	
	Cut back on essentials	3.94	
	Worry about paying bills - 6, 7	4.12	
	Did not cut back on essentials	3.70	
	Cut back on essentials	4.37	
	Worry about paying bills - 8, 9	4.62	
	Worry about paying bills - 10	5.15	

Parent	Split Values	Avg. Econ Score	Graph
Difficulty paying bills - TWO times	--	4.38	
	Worry about paying bills - Not at all	2.81	
	Worry about paying bills - 1	3.29	
	Worry about paying bills - 2, 3	3.76	
	Did not cut back on essentials	3.27	
	Cut back on essentials	4.08	
	Worry about paying bills - 4, 5	4.23	
	Did not cut back on essentials	3.86	
	Cut back on essentials	4.50	
	Worry about paying bills - 6, 7	4.66	
	Did not cut back on essentials	4.12	
	Cut back on essentials	4.93	
	Worry about paying bills - 8, 9	5.13	
	Did not cut back on essentials	4.72	
	Cut back on essentials	5.35	
	Worry about paying bills - 10	5.61	
	Did not cut back on essentials	5.11	
	Cut back on essentials	6.00	
Difficulty paying bills - THREE or more times	--	5.68	
	Worry about paying bills - 0, 1	3.75	
	Did not cut back on essentials	3.38	
	Cut back on essentials	4.09	
	Worry about paying bills - 2, 3	4.35	
	Reduced electricity use	4.60	
	Did not reduce electricity use	4.17	
	Worry about paying bills - 4, 5	4.90	
	To pay bills - Did NOT use credit card	4.66	
	To pay bills - Used credit card	5.49	
	Worry about paying bills - 6, 7	5.49	
	Did not cut back on essentials	5.00	
	Cut back on essentials	5.74	
	Worry about paying bills - 8, 9	5.98	
	To pay bills - Able to pay HH bills	5.54	
	To pay bills - Left bills HH unpaid	6.64	
	Worry about paying bills - 10	6.66	
	To pay bills - Able to pay HH bills	6.12	
	To pay bills - Left bills HH unpaid	7.15	

Table 3.3-18: CART Breakdown of Economic Index by Key Demographics

Income	Variable	Avg. Econ Score	Graph
Grand Mean		2.99	
Less than $12K	--	4.63	
	Medical cond. that needs cooling	5.04	
	Receives disability payments	5.17	
	Does NOT get disability payments	4.93	
	No medical cond. that needs cooling	4.40	
	No children under 6	4.28	
	One or more children under 6	5.17	
$12K to less than $17K	--	4.10	
	No children under 18	3.90	
	Medical cond. that needs cooling	4.40	
	No medical cond. that needs	3.71	
	One or more children under 18	4.70	
$17K to less than $25K	--	3.97	
	No medical cond. requiring being home	3.73	
	No children under 6	3.60	
	One or more children under 6	4.49	
	Medical cond. requiring being home	4.47	
	No children under 18	4.26	
	One or more children under 18	5.26	
$25K to less than $29K	--	3.60	
	No children under 18	3.33	
	No room AC	3.26	
	Has room AC	3.53	
	One or more children under 18	4.30	
$29K to less than $41K	--	3.56	
	No children under 18	3.27	
	Rents house	3.74	
	Owns house	2.99	
	One or more children under 18	4.27	
	Medical cond. that needs cooling	4.96	
	No medical cond. that needs cooling	4.09	

Income	Variable	Avg. Econ Score	Graph
Grand Mean		2.99	
$41K to less than $50K	--	3.11	
	No children under 18	2.83	
	Rents house	3.10	
	Owns house	2.70	
	One or more children under 18	3.96	
	Rents house	4.34	
	Owns house	3.54	
$50K to less than $100K	--	2.46	
	No children under 18	2.19	
	Medical cond. that needs cooling	2.92	
	No medical cond. that needs cooling	2.09	
	One or more children under 18	3.41	
	No medical cond. requiring being home	3.29	
	Medical cond. requiring being home	3.87	
$100K or more	--	1.54	
	No children under 18	1.45	
	Not employed full time	1.29	
	Employed full time	1.54	
	One or more children under 18	1.83	
	Technical, Four-year, High school	1.90	
	Graduate or professional degree	1.66	
	Some college, no degree; Two-year	2.20	
Not provided	--	2.58	
	Rents house	3.43	
	No medical cond. requiring being home	3.24	
	Medical cond. requiring being home	3.85	
	Owns house	2.19	
	Medical cond. that needs cooling	2.88	
	No medical cond. that needs cooling	2.03	

Figure 3.3-5 shows an example set of responses to the questions included in the economic index for a score of 2.48 – a typical non-CARE/FERA score.

Figure 3.3-5: Response Example for Low Economic Index Score (Typical of a Non-CARE/FERA response)

Economic Index Score	2.48

Since June 2016, how well does this statement describe you and your situation? Please select one for each statement.	Response
Because of my money situation, I feel like I will never have the things I want in life	Very little
I am just getting by financially	Very little
I am concerned that the money I have won't last	Very little

How often does this statement apply to you?	Response
I have money left over at the end of the month	Often
My finances control my life	Rarely

Enter your age (Below age 62 will yeild slightly higher scores)	48

How did your household afford to pay electricity bills and/or other basic needs this summer?	Put 1 for each used
Use your household's savings or other investments	
Cut back on non-essential spending for things your household wants	
Reduce your household energy usage	1
Borrow money from family, friends, or peers	
Borrow money using a short term loan	
Use a credit card that you can't pay off right away	
Leave rent/mortgage unpaid	
Leave some household bills unpaid past the due date	
Received emergency assistance from [IOU NAME]	
Received emergency assistance from other city or regional programs	

Since June 2016, how many times, if at all, has your household had difficulty paying your bills?	Response
Electricity bill	None
Bills for other basic needs such as food, housing, medicine, and other important bills	None

Item (0 = not at all agree, 10 = completely agree)	Enter 0 to 10
I often worry whether there is enough money to pay my electricity bill.	6

Figure 3.3-6 below shows an example set of responses to the questions included in the economic index for a score of 4.17 – a typical CARE/FERA score.

Figure 3.3-6: Response Example for High Economic Index Score (Typical of a CARE/FERA response)

Economic Index Score	4.17

Since June 2016, how well does this statement describe you and your situation? Please select one for each statement.	Response
Because of my money situation, I feel like I will never have the things I want in life	Somewhat
I am just getting by financially	Somewhat
I am concerned that the money I have won't last	Somewhat

How often does this statement apply to you?	Response
I have money left over at the end of the month	Rarely
My finances control my life	Often

Enter your age (Below age 62 will yeild slightly higher scores)	48

Since June 2016, how many times, if at all, has your household had difficulty paying your bills?	Response
Electricity bill	1 time
Bills for other basic needs such as food, housing, medicine, and other important bills	None

How did your household afford to pay electricity bills and/or other basic needs this summer?	Put 1 for each used
Use your household's savings or other investments	
Cut back on non-essential spending for things your household wants	1
Reduce your household energy usage	1
Borrow money from family, friends, or peers	
Borrow money using a short term loan	
Use a credit card that you can't pay off right away	
Leave rent/mortgage unpaid	
Leave some household bills unpaid past the due date	
Received emergency assistance from [IOU NAME]	
Received emergency assistance from other city or regional programs	

Item (0 = not at all agree, 10 = completely agree)	Enter 0 to 10
I often worry whether there is enough money to pay my electricity bill.	8

4 PG&E Evaluation

This report section summarizes the design, implementation, and evaluation of the PG&E pilot. It begins with a summary of the rate and other treatments that were tested in the pilot. This is followed by a brief overview of the pilot implementation process, which includes a discussion of enrollment rates and customer attrition. Section 4.3 presents the load impact estimates for each rate and complementary treatment and Section 4.4 summarizes the bill impacts. Section 4.5 presents the survey results, including key findings regarding hardship for selected customer segments. The final section contains a high level summary and synthesis of the survey and impact findings.

4.1 Pilot Treatments

Emphasis on Evening Peak Periods

All three of PG&E's pilot tariffs have peak periods that include the prime evening hours from 6 to 9 PM.

PG&E filed its Advice Letter (AL) 4764-E on December 24, 2015 describing its plan to implement opt-in TOU pilots as required under Decision 15-07-001. The Commission approved PG&E's AL with some modifications on February 25, 2016 (Resolution 4762-E). PG&E's pilot plan involves testing three TOU rate plans, which vary with respect to the number of rate periods and the prices in each period, as summarized in Table 4.1-1 and Figures 4.1-1 through 4.1-3.

Table 4.1-1: Summary of PG&E's TOU Rates

Rate Description		Rate 1	Rate 2	Rate 3
Rate Periods	Summer	2	3	2
	Winter	2	2	2
	Spring	N/A	N/A	3
Highest Price Differential (¢)	Summer	10.3	14.9	28.6
	Winter	1.9	2.6	1.9
	Spring	N/A	N/A	18.0
Peak Period		4-9 PM	6-9 PM	4-9 PM
Duration of Peak		5 Hours	3 Hours	5 Hours
Super Off-Peak?		No	No	Yes
Super On-Peak?		No	No	No

Figure 4.1-1: TOU Pilot Rate 1 (Hour Ending)[47]

<table>
<tr><th>Tariff</th><th>Season</th><th>1:00</th><th>2:00</th><th>3:00</th><th>4:00</th><th>5:00</th><th>6:00</th><th>7:00</th><th>8:00</th><th>9:00</th><th>10:00</th><th>11:00</th><th>12:00</th><th>13:00</th><th>14:00</th><th>15:00</th><th>16:00</th><th>17:00</th><th>18:00</th><th>19:00</th><th>20:00</th><th>21:00</th><th>22:00</th><th>23:00</th><th>24:00</th></tr>
<tr><td rowspan="3">Weekday</td><td>Summer</td><td colspan="16">Off-Peak (31.67¢)</td><td colspan="5">Peak (41.97¢)</td><td colspan="3"></td></tr>
<tr><td>Winter</td><td colspan="16">Off-Peak (27.1¢)</td><td colspan="5">Peak (28.98¢)</td><td colspan="3"></td></tr>
<tr><td>Spring</td><td colspan="16">Off-Peak (27.1¢)</td><td colspan="5">Peak (28.98¢)</td><td colspan="3"></td></tr>
<tr><td rowspan="3">Weekend</td><td>Summer</td><td colspan="24">Off-Peak (31.67¢)</td></tr>
<tr><td>Winter</td><td colspan="24">Off-Peak (27.1¢)</td></tr>
<tr><td>Spring</td><td colspan="24">Off-Peak (27.1¢)</td></tr>
</table>

Figure 4.1-2: TOU Pilot Rate 2 (Hour Ending)

<table>
<tr><th>Tariff</th><th>Season</th><th>1:00</th><th>2:00</th><th>3:00</th><th>4:00</th><th>5:00</th><th>6:00</th><th>7:00</th><th>8:00</th><th>9:00</th><th>10:00</th><th>11:00</th><th>12:00</th><th>13:00</th><th>14:00</th><th>15:00</th><th>16:00</th><th>17:00</th><th>18:00</th><th>19:00</th><th>20:00</th><th>21:00</th><th>22:00</th><th>23:00</th><th>24:00</th></tr>
<tr><td rowspan="3">Weekday</td><td>Summer</td><td colspan="16">Off Peak (29.59¢)</td><td colspan="2">Partial Peak (39.27¢)</td><td colspan="3">Peak (44.48¢)</td><td></td><td colspan="2"></td></tr>
<tr><td>Winter</td><td colspan="18">Off Peak (26.99¢)</td><td colspan="3">Peak (29.6¢)</td><td colspan="3"></td></tr>
<tr><td>Spring</td><td colspan="18">Off Peak (26.99¢)</td><td colspan="3">Peak (29.6¢)</td><td colspan="3"></td></tr>
<tr><td rowspan="3">Weekend</td><td>Summer</td><td colspan="16">Off Peak (29.59¢)</td><td colspan="2">Partial Peak (39.27¢)</td><td colspan="3">Peak (44.48¢)</td><td></td><td colspan="2"></td></tr>
<tr><td>Winter</td><td colspan="18">Off Peak (26.99¢)</td><td colspan="3">Peak (29.6¢)</td><td colspan="3"></td></tr>
<tr><td>Spring</td><td colspan="18">Off Peak (26.99¢)</td><td colspan="3">Peak (29.6¢)</td><td colspan="3"></td></tr>
</table>

Figure 4.1-3: TOU Pilot Rate 3 (Hour Ending)

<table>
<tr><th>Tariff</th><th>Season</th><th>1:00</th><th>2:00</th><th>3:00</th><th>4:00</th><th>5:00</th><th>6:00</th><th>7:00</th><th>8:00</th><th>9:00</th><th>10:00</th><th>11:00</th><th>12:00</th><th>13:00</th><th>14:00</th><th>15:00</th><th>16:00</th><th>17:00</th><th>18:00</th><th>19:00</th><th>20:00</th><th>21:00</th><th>22:00</th><th>23:00</th><th>24:00</th></tr>
<tr><td rowspan="3">Weekday</td><td>Summer</td><td colspan="16">Off-Peak (28.59¢)</td><td colspan="5">Peak (57.19¢)</td><td colspan="3"></td></tr>
<tr><td>Winter</td><td colspan="16">Off-Peak (27.08¢)</td><td colspan="5">Peak (28.97¢)</td><td colspan="3"></td></tr>
<tr><td>Spring</td><td colspan="10">Off Peak (26.74¢)</td><td colspan="6">Super Off-Peak (18.02¢)</td><td colspan="5">Peak (36.05¢)</td><td colspan="3"></td></tr>
<tr><td rowspan="3">Weekend</td><td>Summer</td><td colspan="24">Off-Peak (28.59¢)</td></tr>
<tr><td>Winter</td><td colspan="24">Off-Peak (27.08¢)</td></tr>
<tr><td>Spring</td><td colspan="10">Off Peak (26.74¢)</td><td colspan="6">Super Off-Peak (18.02¢)</td><td colspan="8"></td></tr>
</table>

Prices in the figures do not reflect the baseline credit of 11.71¢/kWh. This credit is applied to usage up to 100% of the baseline quantity in each climate region. The baseline credit significantly reduces average prices, especially for lower usage customers.

Rate 1 is a simple, two-period rate with weekday peak period from 4 to 9 PM all year long and off-peak prices in effect on all other weekday hours and for all hours on weekends. The tier-2, peak-to-off-peak price ratio in the summer is roughly 1.3 to 1 and is very modest in the winter (non-summer months).

Rate 2 is slightly more complex than Rate 1 as it adds a summer "Partial-Peak" period covering the two hours immediately preceding and the one hour immediately following the three-hour Peak period that runs from 6:00 to 9:00 PM on weekdays and weekends. In order to offset the additional complexity incurred with a third TOU period, PG&E kept the same prices in effect on both weekdays and weekends.

[47] The prices included in these figures are taken from PG&E's filing and are subject to adjustments that may occur for PG&E's Rate 1 over the course of the pilot.

Rate 3 is more complex than Rates 1 and 2. It includes TOU pricing in the spring (from March until May) that differs from pricing in the winter in order to allow for lower prices during low-cost hours from 10:00 am until 4:00 PM to be charged in a “Super-Off-Peak” period. The “Super-Off-Peak” period coincides with the period CAISO identifies as being at high risk for excess supply in the future. Rate 3 has the same design as Rate 1 for the summer and winter seasons, with peak times from 4:00 to 9:00 PM and all other hours being off-peak. In the spring, the peak hours are also the same as Rate 1, but the remaining hours are divided into off-peak and super-off-peak periods.

In addition to the rate treatments summarized above, PG&E also offered a smartphone app to approximately half of all pilot participants on one of the three rate plans (control group not included). The HomeBeat app by Bidgely provides a means to visualize electricity usage data. In order to encourage energy reductions, the app conveys a variety of useful information to TOU participants, including: pricing information; TOU-specific performance feedback; bill projections, and energy saving tips informed by user specific end use load disaggregation, in order to encourage energy savings.

The objective of this treatment is to assess the impact that the application has on customer acceptance, engagement, satisfaction, and understanding of TOU rates and also to estimate load impacts of the smartphone app if a sufficient number of pilot participants chose to use it. PG&E implemented the study by randomly assigning customers into two groups, and offering the app to only one of the two groups. Roughly 300 customers out of 7,016 who were invited to download the app successfully did so, completed registration and connected the app to their accounts.

4.2 Implementation Summary

The sampling plan for PG&E’s hot climate zone oversampled selected customer segments such as low income and senior households and oversampled CARE/FERA customers in climate regions designated as hot, moderate, and cool. Table 4.2-1 summarizes the target enrollment for various treatments and customer segments that was designed to meet the requirements in PG&E Resolution E-4762. PG&E’s Rate 1 was the pilot tariff designated for oversampling in the hot climate zone for purposes of assessing hardship for seniors and low income households. The sampling strategy in the hot climate region involved a combination of recruitment from the general population as well as segment specific targeting of seniors and low income customers based on information contained in PG&E’s Experian database. Recruiting customers according to the plan in Table 4.2-1—and using the Experian data and assumptions about the incidence rate of customers that meet the various income and age characteristics defined in the resolution—would result in a distribution of enrolled customers by microsegment in the hot climate region as shown in the column labeled “Count” in Table 4.2-2. The right hand column in the table shows the required sample sizes for each segment from the Resolution. As seen, this would result in enrollment that exceeds the required sample sizes in all cases. CARE/FERA customers were oversampled in all climate regions.

Table 4.2-1: PG&E Sampling Plan

Climate Zone	Segment	Random Sample				Targeted		
		Rate 1	Rate 2	Rate 3	Control	Rate 1	Control	Total
Hot	CARE/FERA	725	600	600	725	1,000	1,000	4,650
	Non-CARE/FERA	1,150	600	600	1,150	500	500	4,500
	Total	1,875	1,200	1,200	1,875	1,500	1,500	9,150
Moderate	CARE/FERA	600	600	600	600	—	—	2,400
	Non-CARE/FERA	600	600	600	600	—	—	2,400
	Total	1,200	1,200	1,200	1,200	—	—	4,800
Cool	CARE/FERA	600	600	600	600	—	—	2,400
	Non-CARE/FERA	600	600	600	600	—	—	2,400
	Total	1,200	1,200	1,200	1,200	—	—	4,800
All	CARE/FERA	1,925	1,800	1,800	1,925	1,000	1,000	9,450
	Non-CARE/FERA	2,350	1,800	1,800	2,350	500	500	9,300
	Total	4,275	3,600	3,600	4,275	1,500	1,500	18,750

Table 4.2-2: Distribution of Enrolled Customers on Rate 1 in PG&E's Hot Climate Zone by Customer Segment

Customer Segment	Count	Requirement
Seniors < 100% FPG	335	313
Seniors > 100% FPG	1,132	313
CARE/FERA < 100% FPG	507	313
CARE/FERA > 100% FPG	1,218	313
100–200% FPG	790	313
Seniors	1,466	625
CARE/FERA	1,725	625
< 100% FPG	633	625
100–200% FPG	790	625

Prior to pulling the recruitment sample, selected customers were screened out from participating in the pilot. A detailed accounting of all exclusion criteria is contained in Section 3.1 of Appendix Volume 1. After applying all exclusions, PG&E had an eligible population of roughly 3.6 million customers.

4.2.1 Customer Recruitment

In order to determine the size of the recruitment sample needed to meet the enrollment targets summarized above, and to assess the costs of various recruitment options, PG&E conducted a pre-test in January 2016. The pretest varied the delivery mode (FedEx versus USPS), the total incentives paid out and the timing of the incentive amounts (e.g., more upfront versus more tied to survey completion). Eight different combinations of delivery mode and incentive combinations were tested on a sample of 1,970 customers. Response rates varied from a low of roughly 3% to a high of 13% with the average response rate across all eight options equaling roughly 8%. While response rates for FedEx were more than twice those for USPS, the cost was more than 10 times higher. As such, USPS delivery was chosen for pilot recruitment. Based in part on its own pretest results as well as those of the other two IOUs, PG&E decided to offer a $200 enrollment incentive for the pay-to-play recruitment, with $75 paid after enrollment, $50 for completion of the first survey in Fall 2016 and $75 for completion of the second survey in Summer 2017.

Based on input from the pretests, PG&E decided to mail out roughly 350,000 invitation letters over a four-day period starting on April 1, 2016. The solicitation emphasized the importance of the study, the financial incentive participants would receive, what was expected from participants and what they could expect over the course of the pilot, and the fact that participation was risk free due to bill protection. It also set a cutoff date for enrollment of April 22. TOU rates were described in very general terms but the specific rates included in the pilot were not described in detail as customers were to be randomly assigned to the rate options after agreeing to be in the study.

The engagement letter provided a toll free phone number, a link to the PG&E TOU website, as well as a postage paid enrollment card/form that customers could fill out and return to PG&E. The enrollment form acted as a survey aimed at gathering important data regarding income, senior status, email addresses, and a few other variables. Customers for whom PG&E had email addresses (approximately 1/3 of the sample) also received an email solicitation in about a week after the letter was sent. The recruitment email conveyed the same messaging as the solicitation letter, and included a link to the PG&E TOU website, as well as a Pilot hotline for enrollment.

Table 4.2.1-1 shows the number of customers that received solicitations in each segment, the number who accepted the offer, and the acceptance rate. The overall acceptance rate for the non-app treatment groups was 7%. Acceptance rates for the tariff treatment varied from a low of 5% for non-targeted, non-CARE individuals in hot climate region, to a high of 11% for CARE individuals in cool climate region. Importantly, the acceptance rates across groups are not directly comparable. For some sub-segments that were under the target level by the April 22 close date, PG&E allowed enrollment to extend beyond that date while cutting off those that exceeded the enrollment target. For one group, non-CARE customers in the moderate climate zone, recruitment was far enough below the target level that PG&E conducted outbound calling to meet the enrollment requirements. As such, the acceptance rates for each group reflect a combination of different time periods and, in one case, a mixed mode recruitment process near the end of the recruitment period. Given this, one cannot draw conclusions about how acceptance rates differ across segments by simply comparing the rates in Table 4.2-3.

Table 4.2-3: PG&E Offers and Acceptances by Partition and Strata

Category	Hot Climate Region			
	Non-Targeted		Targeted	
	CARE	Non-CARE	CARE	Non-CARE
Offers	66,534	87,890	49,999	25,000
Acceptances	4,393	4,144	4,442	1,815
Acceptance Rate	7%	5%	9%	7%

Category	Moderate Climate Region		Cool Climate Region		Pretest	Total
	CARE	Non-CARE	CARE	Non-CARE		
Offers	30,164	30,601	30,119	30,413	1,972	350,720
Acceptances	2,866	2,434	3,204	2,644	191	25,942
Acceptance rate	10%	8%	11%	9%	10%	7%

In July 2016, roughly 50% of all customers who were enrolled on pilot rates received an invitation to download the HomeBeat app by Bidgely. The invitation outlined the app's functionality, step-by-step instructions for download, as well as contact information for Bidgely and the TOU study phone line. The invitation was sent by both email and mail, with very similar designs. As previously mentioned, acceptance rates for the smart phone app were quite low.

4.2.2 Rate Assignment and Enrollment

Not all customers who agreed to participate in the pilot were actually placed on a TOU tariff or assigned to the control group. There were several reasons why customers were not placed on one of the rate treatments or assigned to the control group. First, their eligibility might have changed between the time they were selected into the recruitment sample and when they accepted the offer, or between the time they were assigned to a treatment condition and when enrollment was scheduled to occur, which was on the first billing cycle date to occur after June 1. For example, a customer might have closed their account, become a net metered customer, or enrolled into the medical baseline program during this period, all of which would lead to being declared ineligible for the study.

Another reason why some customers who accepted the offer were not enrolled was due to over recruitment. As indicated in Table 4.2-1, PG&E targeted to enroll 18,750 customers, but almost 26,000 customers accepted the pilot offer. In most strata, save for Non-CARE individuals in the moderate climate region (which had a lower acceptance rate and proved difficult to meet the target), PG&E accepted more than the target level of enrollees. Overall, PG&E accepted almost 21,000 customers into the pilot and turned away 4,600 customers due to over enrollment. Both those declined due to over enrollment or due to a change in eligibility were sent a decline notice and offered a 4-pack of LED light bulbs as recompense.

Table 4.2-4 shows the progression of customers from acceptance to enrollment. Once ineligible customers were eliminated and those who were declined due to over recruitment were purged from the sample, the remaining customers were randomly assigned to treatment or control conditions. Another change that occurred during this process was that some customers were reassigned to segments based on data gathered through the enrollment survey. The original sample for targeted segments such as seniors above and below the poverty level was based on information on income and the age of the PG&E accountholder contained in PG&E's Experian database. However, data on these variables was collected from the vast majority of participants at the time of enrollment. As such, the enrollment survey data was used first to classify customers, with the Experian data only used in the rare instances when the respondent did not provide demographic data in their enrollment survey. In addition, customers were reclassified using an alternative definition of senior households from the one used to draw the original sample. The original sample was based on a definition of seniors tied to the age of the customer of record on the account. Subsequently, the Commission directed the IOUs to define senior households as any household where one or more people were aged 65 or older. This change increased the number of senior households in the sample by about 10 percent.

Table 4.2-4: Distribution of PG&E Customers from Acceptance to Enrollment

Category	Hot Climate Zones, CARE Customers	Hot Climate Zones, Non-CARE Customers	Hot Targeted Climate Zones, CARE Customers	Hot Targeted Climate Zones, Non-CARE Customers	Moderate Climate Zones, CARE Customers	Moderate Climate Zones, Non-CARE Customers	Cool Climate Zones, CARE Customers	Cool Climate Zones, Non-CARE Customers	Total
Offers	66,534	87,890	49,999	25,000	30,164	30,601	30,119	30,413	350,720
Acceptances	4,393	4,144	4,442	1,815	2,866	2,434	3,204	2,644	25,942
Acceptance rate	7%	5%	9%	7%	10%	8%	11%	9%	7%
Ineligible Prior to Rate Assignment	53	50	35	8	21	31	23	27	248
Moved	43	36	20	7	19	29	17	25	196
Medical	0	0	0	0	0	0	0	0	0
NEM	0	0	0	0	0	0	0	0	0
Participation in Rate Program	3	8	6	0	0	1	5	1	24
Other	7	6	9	1	2	1	1	1	28
Opt-Out Prior to Rate Assignment	1	2	0	0	0	0	1	0	4
Random Over Enrollment Declines	1,316	319	1,486	662	192	28	643	44	4,690
Assignments	3,023	3,773	2,921	1,145	2,653	2,375	2,537	2,573	21,000
Customers Assigned to a Pilot Rate	3,023	3,773	2,921	1,145	2,653	2,375	2,537	2,573	21,000
Rate 1	827	1,239	1,461	573	664	595	635	644	6,638
Rate 2	685	648	0	0	664	594	634	643	3,868
Rate 3	685	648	0	0	663	593	634	643	3,866
Control	826	1,238	1,460	572	662	593	634	643	6,628
Target enrollment	2,650	3,500	2,000	1,000	2,400	2,400	2,400	2,400	18,750
% of Target achieved	114%	108%	146%	115%	111%	99%	106%	107%	112%
Customers Sent to Rate Transition Process	3,007	3,746	2,909	1,138	2,645	2,370	2,528	2,566	20,909
Customers Successfully Transitioned to a Pilot Rate	2,952	3,692	2,897	1,130	2,626	2,356	2,514	2,546	20,713

Once the cell assignments were made, customers were notified of their acceptance into the pilot through the Welcome Package that was sent to customers. Study participants began receiving Welcome Kits in mid-May, 2016 dependent on their individual treatment status. The treatment groups (designated as, Time-of-day Study 4 to 9 pm, Time-of-day Study 6 to 9 pm and Time-of-day Study Three Seasons for Rates 1, 2 and 3 respectively) received similar welcome kits outlining the entire study timeframe, incentive requirements and schedules and bill protection and providing a telephone number and treatment specific website for any inquiries. The welcome kits effectively illustrated Peak, Partial Peak, Off-Peak, and Super Off-Peak periods using study-specific infographics, color-coded clocks, and seasonal timelines. The welcome kits outlined an effective strategy for study participants to lower or maintain their electricity bills by shifting usage from peak to off-peak times.

The control group also received a Welcome Kit explaining that they were to remain on their current monthly rate plan throughout the study. The mailer included an outline of the entire study timeframe, incentive requirements and schedules, as well as a telephone line for study inquires. Energy conservation tips were also included in the mailer alongside a website link for further information.

4.2.3 Customer Attrition

Table 4.2-5 shows customer attrition from the pilot between when customers were assigned to a rate in May and December 31, 2016. Attrition over that period was the result of changes in eligibility, customers closing their account due to moving (e.g., customer churn), and customers actively choosing to opt out of the pilot. Attrition is divided into three periods: the time between rate assignment/ notification and when customers were submitted for a rate change; the time during the rate transition process; and the time between transfer onto the rate and December 31.

Opt-Out Rates Were Quite Low

Only about 2% of customers dropped off the pilot rates over the roughly six month period from enrollment in June through the end of December. Opt-out rates were slightly higher in the hot climate region compared with the moderate and cool regions, and slightly higher for non-CARE/FERA customers than for CARE/FERA customers, but all differences across regions and customer segments are small. There is no meaningful difference in the opt-out rates across the three pilot tariffs.

Over this period, 2,417 customers left the pilot due either to ineligibility, moving or proactively dropping out. Of this total, roughly 44% left because they moved location. Given that this period of time covered roughly seven months (mid-May through December), this equates to approximately 152 customers moving each month, or an annual churn rate of 1,824, or less than 10%. This is significantly less than the assumed churn rate underlying the sampling plan, which was in the 15% to 20% range.

Out of the total attrition of 2,417, 2,178 (or 90%) occurred after customers were enrolled onto the rate. Drop outs occurring over the roughly six month period following transition onto a rate (or control) equaled 398, or 2.1% of the 18,583 customers who were enrolled onto a rate or placed into the control group. Almost twice that number (788) became ineligible during that same period. The vast majority of these were customers who switched their service to one of several Community Choice Aggregators (CCAs) that are active in PG&E's service territory. Losses to CCAs are concentrated in PG&E's moderate and cool regions and are expected to continue over the course of the pilot. These losses may lead to sample sizes during the second summer of the study that dip below the minimum planning target in the moderate and cool regions but are not expected to significantly impact the hot climate region test cells.

Table 4.2-5: PG&E Customer Attrition

Attrition Reason	Hot Climate Zones, CARE Customers	Hot Climate Zones, Non-CARE Customers	Hot Climate Zones, Non-Senior CARE Customers below FPL	Hot Climate Zones, Non-Senior CARE Customers above FPL	Hot Climate Zones, Seniors below FPL	Hot Climate Zones, Seniors above FPL	Moderate Climate Zones, CARE Customers	Moderate Climate Zones, Non-CARE Customers	Cool Climate Zones, CARE Customers	Cool Climate Zones, Non-CARE Customers	None	Total
Customers assigned to rate treatment or control	3,023	3,773	398	306	745	2,580	2,653	2,375	2,537	2,573	37	21,000
Customers transitioned to pilot rate (or control custome	2,951	3,692	390	302	735	2,547	2,616	2,352	2,503	2,538	35	20,661
Customers enrolled as of 12-31-2016	2,621	3,394	332	264	678	2,423	2,278	2,038	2,337	2,190	28	18,583
Ineligible Post-Rate Assignment	**68**	**44**	**7**	**3**	**18**	**30**	**212**	**175**	**69**	**223**	**3**	**852**
Ineligibles, Prior to Rate Change Process	3	1	0	0	0	1	0	1	0	0	1	7
Ineligibles, During Rate Change Process	11	10	1	0	4	4	6	7	6	10	0	59
Ineligibles, Post-Rate Change	54	33	7	3	14	25	206	167	63	214	2	788
Moved Post-Rate assignment	**251**	**177**	**51**	**33**	**36**	**70**	**130**	**101**	**110**	**107**	**4**	**1,070**
Moves, Prior to Rate Change Process	4	5	2	0	0	0	3	0	5	1	0	20
Moves, During Rate Change Process	12	9	0	2	0	3	12	5	7	8	0	58
Moves, Post-Rate Change	235	163	49	31	36	67	115	96	98	98	4	992
Opt-Out Post-Rate Assignment	**83**	**158**	**8**	**6**	**13**	**57**	**33**	**61**	**21**	**53**	**2**	**495**
Opt-Outs, Prior to Rate Change Process	9	21	1	0	2	11	5	4	4	6	1	64
Opt-Outs, During Rate Change Process	4	17	1	0	0	5	1	2	1	2	0	33
Opt-Outs, Post-Rate Change	70	120	6	6	11	41	27	55	16	45	1	398
Total	**402**	**379**	**66**	**42**	**67**	**157**	**375**	**337**	**200**	**383**	**9**	**2,417**
Attrition rate	13%	10%	17%	14%	9%	6%	14%	14%	8%	15%	24%	12%

Figures 4.2-1 through 4.2-3 show the cumulative opt-out rates over time for each test cell and climate region. The cumulative number of opt-outs is highest in the hot region, second highest in the moderate region and lowest in the cool region. The number of control customers dropping out is very low in all climate regions. The cumulative opt-out rate in the moderate and cool regions is below 2% for all customer segments and rates. In the hot region, the opt-out rate exceeds 2% for four customer-segment/rate combinations, all of them involving non-CARE/FERA customers. Almost 4.5% of non-CARE/FERA customers on Rate 3 in the hot climate region have dropped out of the study. Overall, opt out rates were slightly higher for non-CARE/FERA customers than for CARE/FERA customers. While there is evidence of an upturn in the opt-out rates starting in late July, after the first bills were sent out, there is also evidence of a significant leveling off near the beginning of October, when customers were transitioned to the winter rate period.

Figure 4.2-1: PG&E Opt Outs by Month – Hot Climate Region

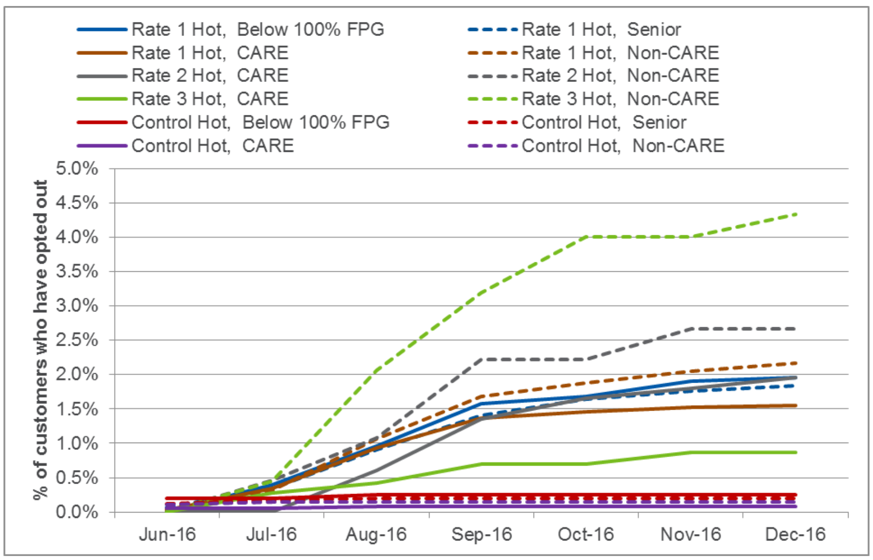


Figure 4.2-2: PG&E Opt Outs by Month – Moderate Climate Region

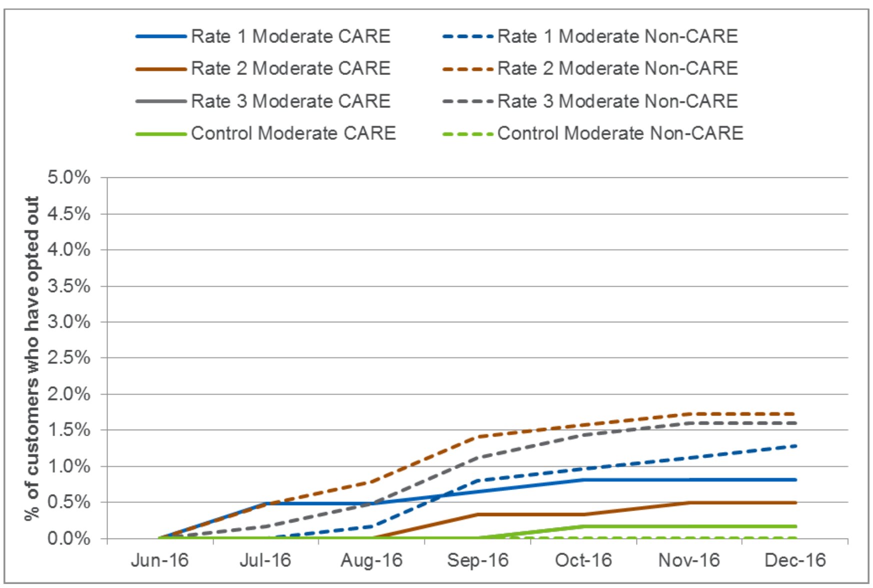


Figure 4.2-3: PG&E Opt Outs by Month – Cool Climate Region

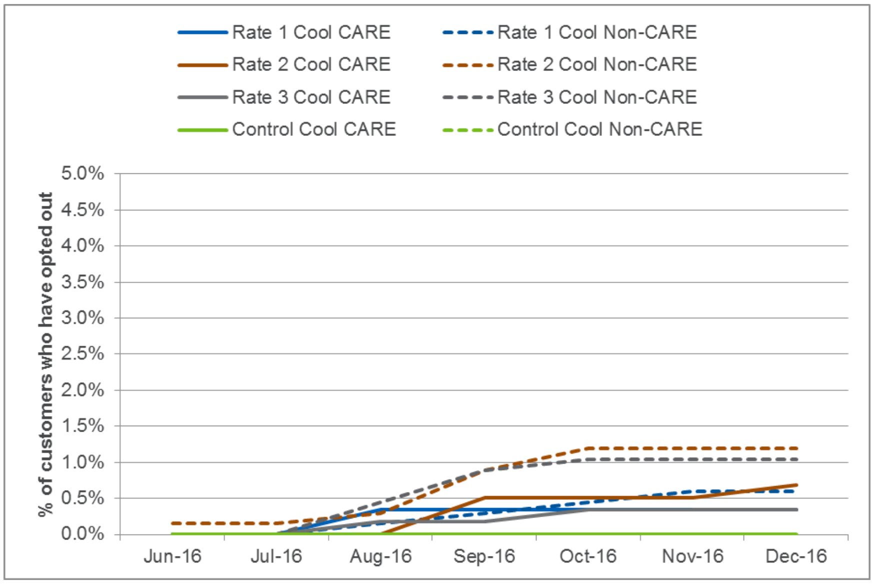
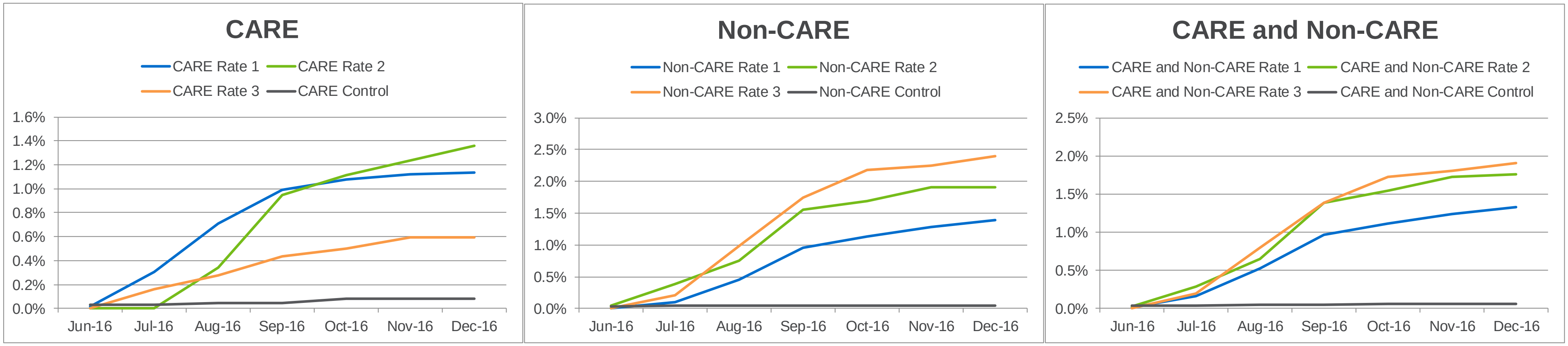


Figure 4.2-4 shows the cumulative percent of customers that opted out of each tariff for the CARE/FERA, non-CARE/FERA segments and for the total population across PG&E's service territory as a whole. As seen, the cumulative percent of customers opting out was quite low for all rates and segments. The lowest cumulative percent opt out was for CARE/FARE customers on Rate 3 and the highest was for Non-CARE/FERA customers on Rate 3. For the service territory as a whole, there is no meaningful difference in the cumulative percent of opt outs across the three rates.

Figure 4.2-4: Opt Outs by Rate and Customer Segment for the PG&E Service Territory



Figures 4.2-5 through 4.2-7 show the overall attrition rate over time for each climate region, customer segment, and TOU rate. As seen in Figure 4.2-4, the cumulative attrition is quite constant over time in the hot region, with the final attrition rate ranging from a low of roughly 4% for the non-CARE/FERA control group and a high of nearly 12% for CARE/FERA customers on Rate 3. The attrition in the moderate and cool climate regions have a very different shape over time, with a significant increase in attrition starting in August in the moderate region and in September in the cool region. These higher rates coincide with more active transitions of customers to CCAs during those periods.

Figure 4.2-5: PG&E Attrition by Month – Hot Climate Region

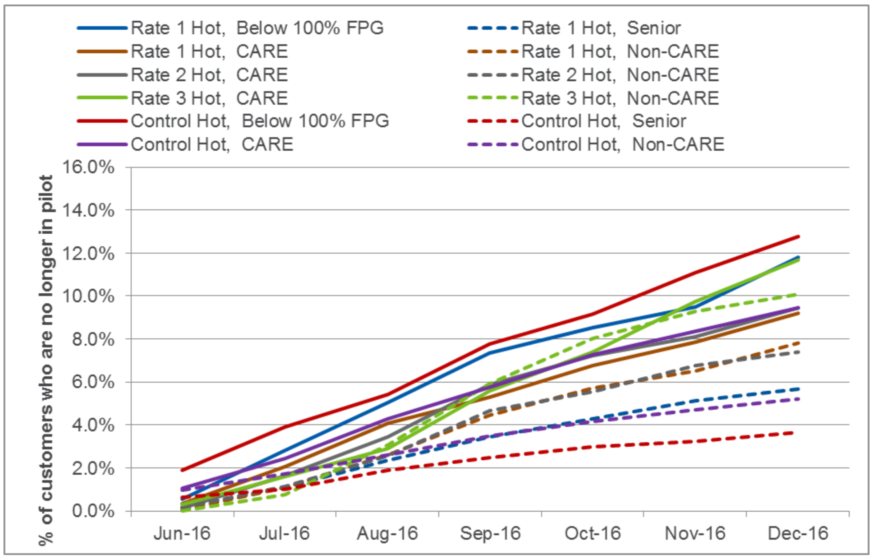


Figure 4.2-6: PG&E Attrition by Month – Moderate Climate Region

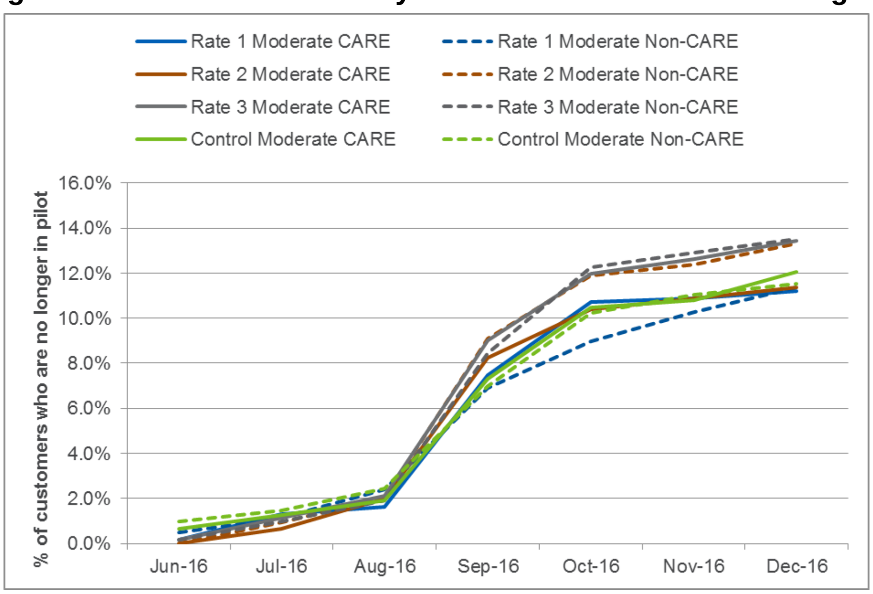
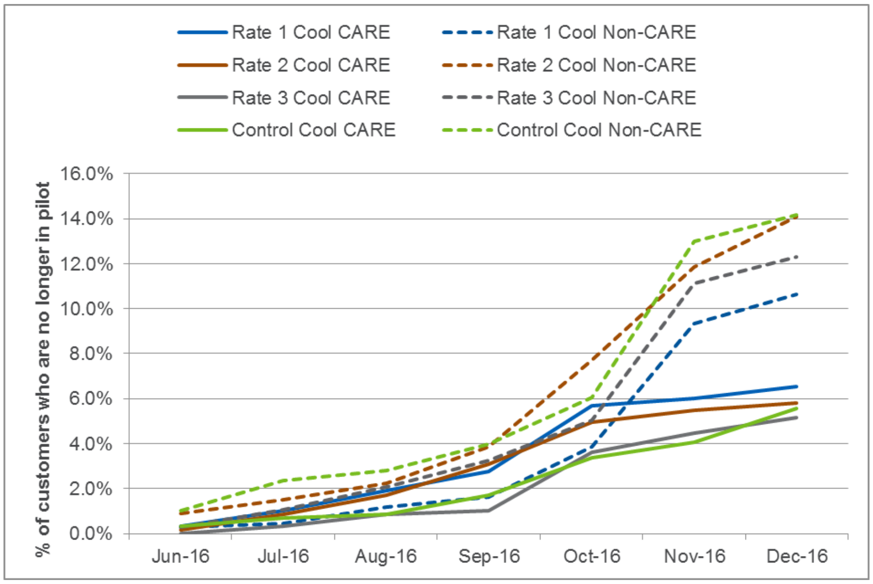


Figure 4.2-7: PG&E Attrition by Month – Cool Climate Region



4.2.4 Education and Outreach Material

Study participants received Education and Outreach materials tailored to their individual treatment. The treatment groups (Three Seasons, 4 to 9 pm, and 6 to 9 pm) received similar outreach materials that reiterated the energy reduction tips, incentive requirements & schedules, peak and off-peak period definitions, and general usage shifting strategy that was presented in the Welcome Kits. Customers in each treatment group received outreach material entitled "Careful Consideration" and "Predict and Control" depending on their customer segment. The materials differed in their message regarding the participant's attitude toward the study. The Careful Consideration material was entitled "This summer, become a part of California's cleaner energy future" whereas the Predict and Control material was entitled "This summer, you have the control to shift your electricity usage and manage bills". The tone of the Careful Consideration leads the reader to believe they are involved in a larger effort to reduce emissions, whereas the Predict and Control material evokes a very practical or utilitarian message.

4.2.5 Operational Challenges and Lessons Learned

PG&E's experience implementing the Residential Opt-in TOU pilot has generated a number of insights that may inform future pilots or the future transition of larger customer groups onto TOU rates. This subsection summarizes key lessons learned from the pilot thus far. The insights are divided into four sections: 1) general lessons learned that apply to all stages of pilot implementation, 2) lessons learned from the Planning and Initiation phase, 3) lessons learned from the Recruitment phase, and 4) lessons learned from the Operations phase.

General

Lessons learned:

- Clearly defined pilot **objectives** helped minimize scope creep.
- Close and disciplined **coordination** within PG&E helped enable an on-time and on-scope pilot launch

- **Tight timelines** sometimes led to target completion dates for some milestones that were too optimistic.
- **Collaboration across the three IOUs** enabled the sharing of lessons learned in real-time, which proved useful throughout the implementation process.

Objectives: The objectives of the Opt-in TOU pilot were clearly defined from the beginning, and it was a product of extensive collaboration among multiple stakeholders prior to the start of pilot implementation. The objectives, which are outlined in detail in the Nexant Time-of-Use Pricing Opt-in Pilot Plan,48 were a useful reference point that has helped govern the entire implementation process, from planning through operations. PG&E feels these objectives played a key role in keeping the pilot focused and limiting scope creep.

Coordination: Implementing a pilot the size of the Opt-in TOU Pilot, particularly within such a short time frame, required a significant amount of disciplined coordination among internal stakeholders from multiple lines of business. From the beginning of the implementation process, PG&E held weekly meetings with representatives from each key line of business to discuss progress toward key milestones, issues, and risks. These meetings were critical in facilitating coordination across work streams, as it allowed individual contributors to discuss interdependent deliverables in real-time.

Tight timelines: The project timeline was highly aggressive, with targets that were more optimistic than is typically expected for projects of similar scope and magnitude. While PG&E was able to meet the aggressive timeline and ensure a smooth customer experience, the project schedule led to elevated risks, inefficient processes (favoring on-time completion at the expense of more thoughtful planning), and little room for error. A more realistic timeline would have resulted in less manual work and stronger reporting systems.

Collaboration: PG&E has also benefited from close collaboration with SCE and SDG&E. PG&E found it useful to maintain a regular cadence of cross-IOU meetings to raise issues and develop or share solutions given that the other two IOUs were also implementing pilots of similar scope on a similar schedule. Even greater collaboration across IOUs, specifically within particular work streams, from the start of the project would have been beneficial.

Planning and Initiation Phase

Lessons learned:

- The **pilot recruitment "pre-test"** generated extremely valuable insights that helped inform the broader recruitment campaign.
- **Process maps** helped establish a common understanding of the Opt-in Pilot's key operational processes and facilitated the close coordination of activities across lines of business. However, due to timing and resource constraints, some of the processes were developed and socialized later during the project lifecycle than planned. More extensive and comprehensive process mapping during the early stages would have been useful to reduce the amount of troubleshooting during the operations phase.
- Each piece of **marketing collateral required several versions**, adding substantial complexity to the initiation process.

[48] George, S., Sullivan, M., Potter, J., & Savage, A. (2015). Time-of-Use Pricing Opt-in Pilot Plan. *Nexant, Inc.*

The planning and initiation phase began in January 2016, after PG&E filed its advice letter with the CPUC, and extended to the start of the pilot launch in June 2016. During this period, PG&E developed its marketing materials, launched a small recruitment “pre-test,” established and tested the relevant IT and operational processes, and trained customer service representatives in the lead-up to the pilot launch.

A major component of the planning phase was the pilot recruitment “pre-test”. The pre-test involved recruiting an initial small batch of customers onto the pilot ahead of the full recruitment campaign in order to test the impact of varying incentive amounts and pilot invitation delivery mechanisms on customer acceptance. PG&E sent pilot invitations to 1,970 customers, testing two incentive amounts ($175 and $250) and two delivery mechanisms (FedEx and USPS) within this population. Of the 168 initial acceptances, PG&E found that the higher incentive amount did not positively affect acceptance rates. While the FedEx invitations led to higher acceptance rates than USPS invitations (11.7% vs 5.5%), the difference was not large enough to warrant the higher cost of sending all invitations via FedEx. PG&E used the information from the pretest to settle upon a $200 incentive sent via USPS. The observed acceptance rates in the pre-test informed PG&E’s plan to send pilot invitations to 348,750 customers in its full recruitment campaign in order to safely generate the minimum number of acceptances to fulfill the sampling requirements of the pilot design.

PG&E found that the pre-test was an extremely useful exercise that enabled PG&E to develop a cost-effective offer that would incentivize participation without overspending. The pre-test also generated acceptance rates that helped PG&E calibrate the recruitment effort to avoid recruiting too few customers (which would have affected PG&E’s ability to launch on time with the minimum number as required by the pilot design) or too many customers (which would have led to more customers being rejected from the pilot in order to keep total costs down).

In preparation for the operations phase, PG&E developed several process maps to document the customer onboarding and support processes, including roles and hand-offs across PG&E’s lines of business and key aspects of the customer journey. Overall, PG&E stakeholders expressed satisfaction with the process mapping efforts and final deliverables, which provided significant detail into the various operational steps and interdependencies, and facilitated coordination across lines of business. However, the complexity of some processes, particularly those related to IT systems and reporting requirements, were initially underestimated, leading to the need for real-time troubleshooting. In addition, due to the short implementation timeline, some processes were socialized to key staff with minimal time to prepare and troubleshoot. Having more time to develop these processes and integrate them into PG&E’s standard training procedures would have led to a smoother pilot launch.

PG&E also found that the large number of versions for each piece of marketing collateral added a significant amount of time and complexity to the implementation process. With four treatment groups and the need to produce collateral in three languages, along with some marketing pieces that were tailored to specific persona groups, the number of versions multiplied quickly. Each unique piece of collateral went through PG&E’s internal quality control and approval process and was separately tracked. This led to significant demands on internal resources and it is unclear whether the extra effort and expense brought commensurate benefit. PG&E will consider the impact of multiple collateral versions carefully in future, potentially much larger and more complex, customer transitions to TOU rates.

Recruitment Phase

Lessons Learned:

- Having a **single team** dedicated to customer recruitment and enrollment helped ensure that PG&E could recruit the required number of customers within the short timeframe available.
- Recruitment required more labor hours than initially expected, largely due to **customer questions** about the pilot's eligibility requirements and other aspects of the pilot.

Recruitment began during the week of March 27, 2016, with the first batch of 348,750 letters distributed to customers that week, and enrollments were accepted through the first week of May 2016. PG&E successfully recruited a sufficient number of customers into each of the segments defined in its initial sampling plan and ultimately accepted 21,001 customers into the pilot.

PG&E contracted with a third party consultant to serve as the first point of contact for all three enrollment channels: website, call center, and mail. This allowed for a well-coordinated and closely controlled recruitment process that could be initiated and wound down with relative speed and efficiency. PG&E received updated enrollment counts across all three channels daily, which enabled PG&E to closely monitor how quickly the customer segments were being filled. It also enabled PG&E to quickly close specific customer segments to new enrollment once the maximum numbers were reached. The arrangement also enabled data from the enrollment survey to be routed to a single database, which allowed for quick ad hoc analyses throughout the recruitment phase.

While the recruitment process went smoothly overall, the labor requirements to complete the recruitment exceeded PG&E's initial expectations. In particular, PG&E underestimated the amount of time that customer service representatives needed to spend on the phone with prospective pilot enrollees. A significant number of customers called in with questions about the seven eligibility requirements and other aspects of the pilot, such as bill protection after the first 12 months. While this led to some lag in enrolling customers, the issue was not severe enough to seriously affect the recruitment effort.

Operations Phase

- Many processes and tools developed for the Opt-in Pilot are not scalable to a broader rollout of residential TOU rates.
- The rollout of the end of summer survey was hampered by technical bandwidth issues, which affected the customer experience. Survey delivery should be spaced out to mitigate these risks in the future.
- The need to produce several unanticipated customer communication pieces exacerbated PG&E's resource constraints.
- The adoption rate of the **smartphone app** was much lower than anticipated.

Given the short amount of time PG&E had to prepare for the pilot, as well as its temporary nature with discrete start and end dates, it was not possible, or necessarily desirable, to fully develop and integrate pilot-specific processes and tools into PG&E's overall operational systems. Therefore several temporary operational processes and tools were developed to facilitate pilot operations.

For example, PG&E established temporary online microsites for pilot participants that were not integrated with its primary website and customer portal, www.pge.com. In addition, many billing operations processes, such as identifying customers that become ineligible to continue participating in the pilot (e.g. due to qualifying for a Medical Baseline Allowance or joining another PG&E program such as Solar Choice or SmartRate), had to be performed manually. To add to the complexity, the pilot's unique reporting requirements, such as the need to document when customers became ineligible and the reasons why, led to additional manual transactions, review, and troubleshooting. While PG&E's staff has been able to meet the pilot's business requirements given its size of 20,001 initial participants, a key lesson learned is that the vast majority of these processes will need to be automated when the number of customers transitioning to TOU increases by several orders of magnitude.

PG&E also found opportunities for improvement in the survey administration process. Pilot participants across all three IOUs received the end of summer 2016 survey at the same time, which overloaded the survey administrator's servers and affected customers' ability to complete the survey upon receipt of their invitation. The survey administrator also did not anticipate the volume of calls that the survey would generate. The IOUs underestimated customers' interest in and desire to complete the survey as soon as possible. Future surveys should be administered in waves to mitigate the risk of server issues.

Additionally, PG&E did not in its initial planning account for all of the customer communications that would be needed throughout the project lifecycle. For example, customers who were declined from the pilot due to oversubscription and customers made ineligible to continue participating (for example, after defaulting onto Community Choice Aggregation) needed to be contacted via mail. PG&E was able to produce the necessary marketing collateral to ensure a quality customer experience, but improved planning of all marketing-related deliverables throughout the pilot would have led to a more accurate accounting of marketing resource needs and less ad hoc implementation.

PG&E also found that adoption of the smartphone app has been low. Results from the most recent email marketing effort in January 2017 were disappointing with unique click-through rates of 1 – 1.8%, which underperforms averages for both industry and PG&E residential email click-through rates. In addition, registration of the app is a somewhat complicated process, which led to some attrition. A total of 600 users (out of about 6,000 who were offered the app) downloaded the app, and only about half of them completed the registration process. PG&E is considering that the app may be a niche offering for some customers but may not be a tool for assisting a majority of customers to succeed on a Time of Use rate.

4.3 Load Impacts

This section summarizes the load impact estimates for the three rate treatments tested by PG&E. The CPUC resolution approving PG&E's pilot requires that load impacts be estimated for the peak and off-peak periods and for daily energy use for the following rates, customer segments, and climate regions:

- Seniors, CARE/FERA customers, non-CARE/FERA customers and households with incomes below 100% of FPG in PG&E's hot climate region for Rate 1;
- For all three rates for all customers in PG&E's service territory as a whole and for all customers in PG&E's hot and moderate climate regions; and
- For CARE/FERA and non-CARE/FERA customers on each rate across PG&E's service territory as a whole.

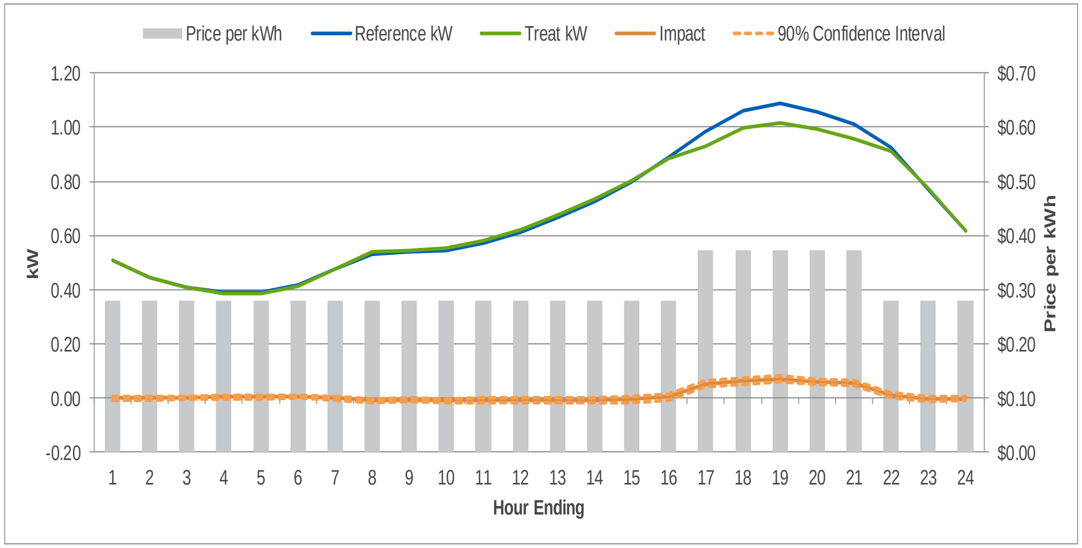
In addition to these required segments, Nexant estimated load impacts for CARE/FERA and non-CARE/FERA customers for each rate for each climate region. Load impacts are reported here for each rate period for the average weekday, average weekend and for the average monthly peak day for the summer months of July, August and September[49] for each rate, climate zone and customer segment summarized above. Underlying the values presented in the report are electronic tables that contain estimates for each hour of the day for each day type, segment and climate zone and for each month separately. These values are contained in Excel spreadsheets that are available upon request through the CPUC. Figure 4.3-1 shows an example of the content of these tables for PG&E Rate 1 for all eligible customers in the service territory. Pull down menus in the upper left hand corner allow users to select different customer segments, climate regions, day types (e.g., weekdays, weekends, monthly peak day) and time period (individual months or the average of July, August and September).

[49] Estimates were not produced for the month of June because enrollment changed dramatically from the beginning to the end of the month and the estimates would not be comparable to those for other months.

Figure 4.3-1: Example of Content of Electronic Tables Underlying Load Impacts Summarized in this Report (PG&E Rate 1, Average Summer Weekday, All Customers)

Segment	All
Rate	Rate 1
Month	July, August, September 2016
Day Type	Average Weekday
Treated Customers	6,428

Period	Reference kW	Treat kW	Impact	Percent Impact	90% Confidence Interval	
Peak	1.04	0.98	0.06	5.8%	0.06	0.06
Partial Peak	N/A	N/A	N/A	N/A	N/A	N/A
Off Peak	0.59	0.59	0.00	-0.4%	0.00	0.00
Super Off Peak	N/A	N/A	N/A	N/A	N/A	N/A
Daily kWh	16.43	16.17	0.26	1.6%	0.22	0.30



Hour Ending	Reference kW	Treat kW	Impact	Percent Impact	90% Confidence Interval		Price	Period
1	0.51	0.51	0.00	-0.1%	-0.01	0.01	$0.28	Off Peak
2	0.45	0.45	0.00	-0.3%	-0.01	0.00	$0.28	Off Peak
3	0.41	0.41	0.00	0.0%	-0.01	0.01	$0.28	Off Peak
4	0.39	0.39	0.00	0.8%	0.00	0.01	$0.28	Off Peak
5	0.39	0.39	0.00	0.8%	0.00	0.01	$0.28	Off Peak
6	0.42	0.41	0.00	1.1%	0.00	0.01	$0.28	Off Peak
7	0.48	0.48	0.00	-0.2%	-0.01	0.01	$0.28	Off Peak
8	0.53	0.54	-0.01	-1.6%	-0.02	0.00	$0.28	Off Peak
9	0.54	0.54	-0.01	-1.2%	-0.01	0.00	$0.28	Off Peak
10	0.55	0.56	-0.01	-1.7%	-0.02	0.00	$0.28	Off Peak
11	0.57	0.58	-0.01	-1.5%	-0.02	0.00	$0.28	Off Peak
12	0.61	0.62	-0.01	-1.3%	-0.02	0.00	$0.28	Off Peak
13	0.67	0.67	-0.01	-1.0%	-0.02	0.00	$0.28	Off Peak
14	0.73	0.73	-0.01	-0.9%	-0.02	0.00	$0.28	Off Peak
15	0.80	0.80	-0.01	-0.7%	-0.02	0.00	$0.28	Off Peak
16	0.89	0.89	0.00	0.4%	-0.01	0.01	$0.28	Off Peak
17	0.98	0.93	0.05	5.2%	0.04	0.06	$0.37	Peak
18	1.06	1.00	0.06	6.0%	0.05	0.07	$0.37	Peak
19	1.09	1.02	0.07	6.4%	0.06	0.08	$0.37	Peak
20	1.05	0.99	0.06	5.7%	0.05	0.07	$0.37	Peak
21	1.01	0.96	0.06	5.5%	0.05	0.07	$0.37	Peak
22	0.92	0.91	0.01	1.3%	0.00	0.02	$0.28	Off Peak
23	0.77	0.77	0.00	-0.5%	-0.01	0.00	$0.28	Off Peak
24	0.62	0.62	0.00	-0.2%	-0.01	0.01	$0.28	Off Peak
Daily kWh	**16.43**	**16.17**	**0.26**	**1.6%**	**0.22**	**0.30**	**N/A**	**N/A**

Table 4.3-1 shows the weights used when aggregating CARE/FERA and non-CARE/FERA customers within each climate region and when aggregating across climate regions to produce estimates at the service territory as a whole. The weights are based on the eligible population contained in each customer segment and climate region.

Table 4.3-1: Weights Used for Aggregating up to Climate Region and Service Territory

Segment		Eligible for Pilot Participation	Population Weight	Climate Region Weight
Hot	CARE	548,819	15.4%	39.2%
	Non-CARE	850,419	23.8%	60.8%
Moderate	CARE	220,803	6.2%	17.2%
	Non-CARE	1,059,794	29.7%	82.8%
Cool	CARE	192,156	5.4%	21.5%
	Non-CARE	700,745	19.6%	78.5%
Total		3,572,736	100.0%	n/a

Table 4.3-2 shows the weights that were used to aggregate up from the customer subpopulations to the CARE/FERA populations in the hot climate region for each group of customers assigned to rate and control conditions. These weights are based on the number of customers that were enrolled into the study from the general population recruitment category in the hot climate region. Since customers in the sub-segments (e.g., below 100% of FPG, 100 to 200% of FPG, seniors) contained in this general population group were not over or under sampled, the shares of each sub-segment in this group are conceptually analogous to the shares in the CARE/FERA and non-CARE/FERA segments contained in other climate regions.

The remainder of this section is organized by rate treatment – that is, load impacts are presented for each relevant customer segment and climate region for each of the three rates. Following the summary for each rate, load impacts are compared across rates. This comparison is made only for the hours within each peak period that are common across all three rates (6 to 9 PM). Because the rates differ with respect to the length and timing of peak and off-peak periods, differences in load impacts across rates for any particular rate period may be due not only to differences in prices within the rate period but also due to differences in the length or timing of the rate periods.

As discussed at the outset of Section 4, in addition to the three rate treatments, PG&E offered a smart phone app to a subset of roughly 7,000 customers. However, only a few hundred customers successfully downloaded the app. This small sample size does not support estimation of load impacts for this self-selected group of customers. Survey information on customer perceptions about the smart phone app is summarized in Section 4.5.2.

Table 4.3-2: Weights Used to Aggregate Sub-segments Into CARE/FERA and Non-CARE/FERA Segments in the Hot Climate Region

Assignment	FPG	Senior	CARE	Sample Proportion (SP)	Proportion in "General Population" (GP)	Weight (GP/SP)
Control	<100%	N	N	1.6%	2.3%	1.41
			Y	11.3%	14.6%	1.30
		Y	N	1.1%	1.1%	1.04
			Y	11.7%	6.3%	0.54
	100-200%	N	N	2.0%	3.3%	1.68
			Y	6.9%	10.2%	1.47
		Y	N	3.3%	3.3%	0.99
			Y	18.4%	7.7%	0.42
	>200%	N	N	13.9%	24.2%	1.74
			Y	2.3%	3.1%	1.33
		Y	N	23.4%	22.0%	0.94
			Y	4.1%	1.8%	0.45
Rate 1	<100%	N	N	1.4%	2.3%	1.69
			Y	11.5%	14.6%	1.27
		Y	N	1.3%	1.1%	0.90
			Y	11.6%	6.3%	0.54
	100-200%	N	N	1.9%	3.3%	1.80
			Y	7.6%	10.2%	1.35
		Y	N	4.2%	3.3%	0.78
			Y	17.8%	7.7%	0.43
	>200%	N	N	13.8%	24.2%	1.76
			Y	1.8%	3.1%	1.70
		Y	N	23.6%	22.0%	0.93
			Y	3.6%	1.8%	0.51

Assignment	FPG	Senior	CARE	Sample Proportion (SP)	Proportion in "General Population" (GP)	Weight (GP/SP)
Rate 2	<100%	N	N	1.8%	2.3%	1.29
			Y	16.8%	14.6%	0.87
		Y	N	0.5%	1.1%	2.09
			Y	6.9%	6.3%	0.91
	100-200%	N	N	3.2%	3.3%	1.03
			Y	11.9%	10.2%	0.86
		Y	N	2.9%	3.3%	1.11
			Y	9.1%	7.7%	0.84
	>200%	N	N	20.2%	24.2%	1.20
			Y	3.6%	3.1%	0.88
		Y	N	20.8%	22.0%	1.05
			Y	2.2%	1.8%	0.85
Rate 3	<100%	N	N	1.6%	2.3%	1.42
			Y	16.9%	14.6%	0.87
		Y	N	1.1%	1.1%	1.05
			Y	6.6%	6.3%	0.95
	100-200%	N	N	3.5%	3.3%	0.95
			Y	12.7%	10.2%	0.81
		Y	N	3.0%	3.3%	1.09
			Y	9.1%	7.7%	0.84
	>200%	N	N	20.8%	24.2%	1.16
			Y	3.1%	3.1%	1.02
		Y	N	19.6%	22.0%	1.12
			Y	2.0%	1.8%	0.92

4.3.1 Rate 1

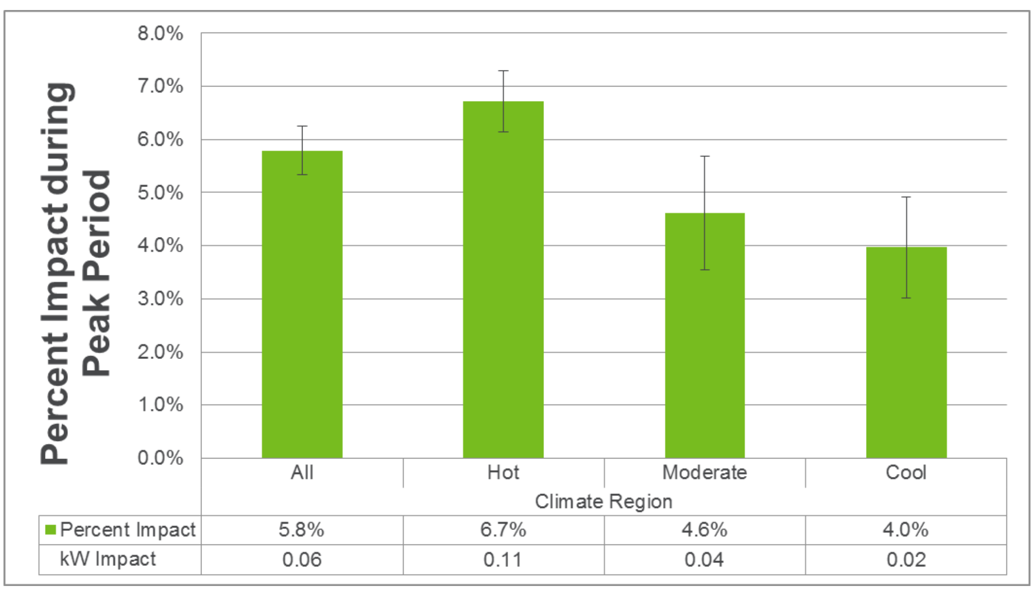
Key Findings for PG&E Rate 1

On average, customers on Rate 1 reduced peak period usage by almost 6%. The average load reduction was highest in the hot climate region, second highest in the moderate region and lowest in the cool region. CARE/FERA customers had lower average load reductions than non-CARE/FERA customers. Senior households in the hot climate region had load reductions very similar to non-senior households. Load reductions for households with incomes below 100% of FPG in PG&E's hot climate region did not produce statistically significant reductions in peak period loads.

PG&E's Rate 1 is a two-period rate with a peak-period from 4 to 9 PM on weekdays. In summer, for electricity usage above the baseline quantity, prices equal roughly 42.0 ¢/kWh in the peak period and 31.7¢/kWh in the off-peak period. All usage on weekends is priced at the off-peak price. For usage below the baseline quantity, a credit of 11.7 ¢/kWh is applied.

Figure 4.3-1 shows the average peak-period load reduction in percentage terms for Rate 1 for PG&E's service territory as a whole and for each climate region. Figure 4.3-2 shows the absolute load impacts for each region. The lines bisecting the top of each bar in the figures show the 90% confidence band for each estimate. If the confidence band includes 0, it means that the estimated load impacts are not statistically different from 0 at the 90% level of confidence. If the confidence bands for two bars do not overlap, it means that the observed difference in the load impacts across the two bars is statistically significant. If they do overlap, it does not necessarily mean that the difference is not statistically significant.[50] In these cases, t-tests were calculated to determine whether the difference is statistically significant.[51]

Figure 4.3-1: Average Percent Load Impacts for Peak Period for PG&E Rate 1[52] (Positive values represent load reductions)



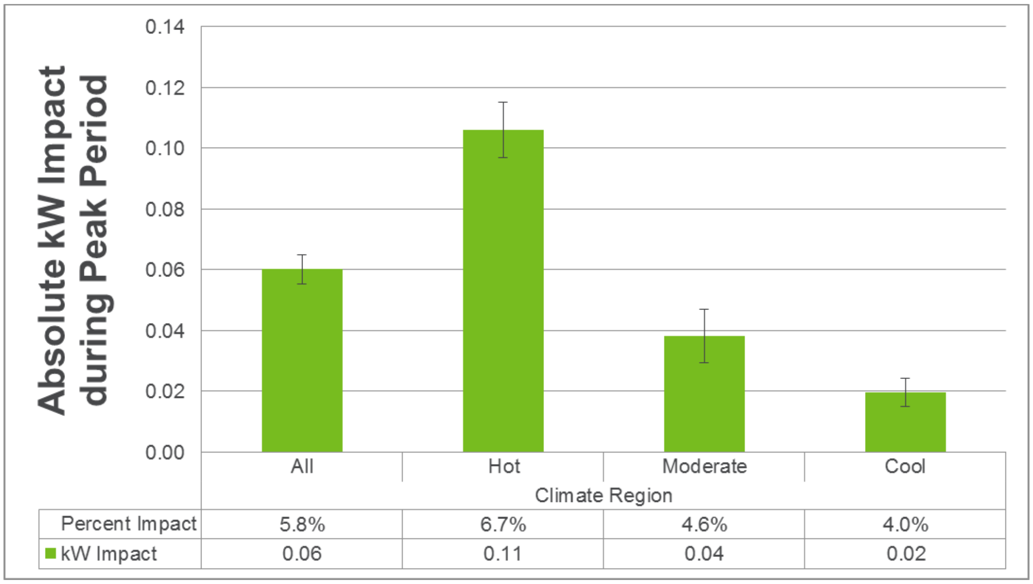
	All	Hot	Moderate	Cool
Percent Impact	5.8%	6.7%	4.6%	4.0%
kW Impact	0.06	0.11	0.04	0.02

[50] For further discussion of this topic, see https://www.cscu.cornell.edu/news/statnews/stnews73.pdf.

[51] The test was applied at the 90% confidence level which means that a t-value exceeding 1.65 indicates statistical significance.

[52] PG&E Rate 1 summer impacts represent July through September 2016.

Figure 4.3-2: Average Absolute Load Impacts for Peak Period for PG&E Rate 1 (Positive values represent load reductions)



As seen in the figures, all of the average peak-period load impacts for the service territory as a whole and for each climate region are statistically significant at the 90% level of confidence. On average, pilot participants across PG&E's service territory reduced peak-period electricity use by 5.8%, or 0.06 kW,[53] across the five-hour peak period from 4 to 9 PM. The average peak-period load reductions range from a high of 6.7% and 0.11 kW in the hot climate region to a low of 4.0% and 0.02 kW in the cool climate region. In the moderate climate region, load reductions equal 4.6%, or 0.04 kW. The variation in absolute impacts across climate regions is much greater than the variation in percent impacts due in large part to variation in electricity usage (e.g., the reference load) across regions and all differences across regions are statistically significant. For percentage impacts, the difference is statistically significant between the hot and moderate regions but not between the moderate and cool regions.

Table 4.3-3 shows the average percent and absolute load impacts for each rate period for weekdays and weekends and for the average monthly system peak day for the PG&E service territory as a whole and for the participant population in each climate region. The percent reduction equals the load impact in absolute terms (kW) divided by the reference load. Shaded cells in the table contain load impact estimates that are not statistically significant at the 90% confidence level. The percentage and absolute values in the first row of Table 4.3-3, which represent the load impacts in the peak period on the average weekday, equal the values shown in Figures 4.2-1 and 4.2-2, discussed above.

[53] The kW value represents the average kWh/hour across the five hour peak period. It is not an instantaneous measure of peak demand during the period. The value can be multiplied by the number of hours in the peak period to determine the total reduction in electricity use (kWh) that occurred over the period.

Table 4.3-3: Rate 1 Load Impacts by Rate Period and Day Type[54]
(Positive values represent load reductions, negative values represent load increases)

Day Type	Period	Hours	Rate 1											
			All			Hot			Moderate			Cool		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	1.04	0.06	5.8%	1.58	0.11	6.7%	0.83	0.04	4.6%	0.49	0.02	4.0%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.59	0.00	-0.4%	0.81	0.00	0.0%	0.51	0.00	-0.7%	0.36	0.00	-1.0%
	Day	**All Hours**	**0.68**	**0.01**	**1.6%**	**0.97**	**0.02**	**2.3%**	**0.58**	**0.01**	**0.9%**	**0.39**	**0.00**	**0.3%**
Average Weekend	Off Peak	All Hours	0.71	0.01	1.2%	1.02	0.02	1.9%	0.60	0.00	0.6%	0.40	0.00	-0.5%
	Day	**All Hours**	**0.71**	**0.01**	**1.2%**	**1.02**	**0.02**	**1.9%**	**0.60**	**0.00**	**0.6%**	**0.40**	**0.00**	**-0.5%**
Monthly System Peak Day	Peak	4 PM to 9 PM	1.36	0.10	7.5%	2.11	0.16	7.5%	1.14	0.11	9.5%	0.51	0.00	0.9%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.70	-0.01	-1.2%	1.01	-0.01	-1.0%	0.60	-0.01	-0.9%	0.36	-0.01	-3.3%
	Day	**All Hours**	**0.84**	**0.01**	**1.7%**	**1.24**	**0.03**	**2.1%**	**0.71**	**0.02**	**2.6%**	**0.39**	**-0.01**	**-2.2%**

[54] Shaded values are NOT statistically significant at the 90% level of confidence.

The reference loads shown in Table 4.3-3 represents estimates of what customers on the TOU rate would have used if they had not responded to the price signals contained in the TOU tariff. As seen in the table, average hourly usage during the peak period is roughly 1 kW for the service territory as a whole, and around 0.68 kW over the 24 hour average weekday. In the hot climate region, average usage in the peak period is more than 50% larger, at 1.58 kW. Average usage in the moderate region is 0.83 kW and in the cool region, at 0.49 kW, it is roughly one third what it is in the hot region.

When examining the change in usage across rate periods, it is important to keep in mind a reduction in peak-period usage could result from conservation (e.g., using air conditioning during the period without doing any pre-cooling or without experiencing a snapback effect after the end of the period) or from load shifting (doing laundry in the off-peak period rather than the peak period). An increase in off-peak usage could be the result of load shifting from the peak to the off-peak period, from increased energy use during the off-peak period unrelated to load shifting (e.g., less careful attention to lighting usage because rates are lower in the off-peak period), or both.

As seen in the Table 4.3-3, on the average weekday, there were small but statistically significant load increases in the off-peak period in the service territory as a whole and in the moderate and cool climate regions. In the hot region, there was no statistically significant change in average electricity use in the off-peak period.

A reduction in daily electricity use (depicted by positive values in the row labeled Day in the table) means that the combination of changes in use across all rate periods resulted in less electricity use for the day as a whole. As seen in Table 4.3-3, for the service territory as a whole, there was a 1.6% reduction in daily electricity use on the average weekday. In the hot climate region, the estimated conservation effect equals 2.3% while in the moderate region, it is 0.9%. In the cool climate region, the estimated reduction in electricity use is not statistically significant.

While the daily reduction in electricity use for Rate 1 is small in percentage and absolute terms, this average is spread over 24 hours each day, so the average reduction in electricity use on weekday equals roughly 0.26 kWh.[55] Over three months, this adds up to about 16 kWh per customer. If this average conservation effect was provided under default conditions and, say, 90% of the eligible population of roughly 3.5 million customers in PG&E’s service territory remained on the rate, the total reduction in electricity use over the three-month period would equal more than 57 Gwh. This is quite significant. It is roughly half of the total reduction of 107 Gwh obtained for the entire year from roughly 1.5 million customers who received PG&E’s Home Energy Reports program in 2014.[56]

On PG&E’s Rate 1, off-peak prices are in effect all day on the weekend. In spite of these lower prices, for the service territory as a whole, the load impact estimate indicates that participants reduced electricity usage on the weekend relative to what they would have used on the OAT. Statistically significant conservation savings are also seen on the weekend in the hot and moderate climate regions.

[55] The value in the table, 0.01 kW, is actually 0.011 kW. When multiplied by 24 hours, the estimate kWh reduction equals 0.26 kWh per day.

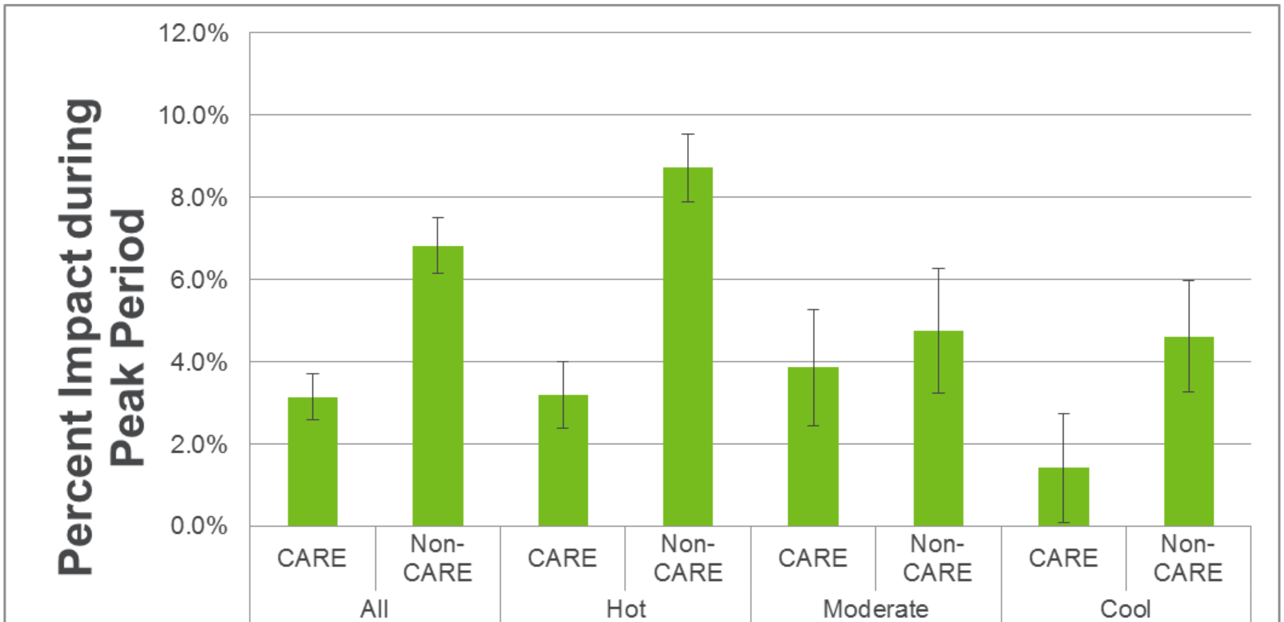
[56] Sullivan, M., & Savage, A. (2016) 2014 Energy Efficiency Savings Estimates, Pacific Gas and Electric Company, Home Energy Reports Program. *Nexant, Inc.*

The monthly system peak day estimates represent the average across the three weekdays, one each in July, August, and September, when PG&E's system peaked in 2016. This day type is a standard one for which impacts are estimated for all demand response programs and is included here so that results can be compared with other rate and demand response programs at PG&E. Reference loads are higher on these days than on the average weekday. For the service territory as a whole, the percent reduction in peak period loads, 7.5%, is greater than on the average weekday (5.8%) and the absolute load reduction, 0.10 kW, is significantly greater than on the average weekday (0.06 kW).

Figures 4.3-3 and 4.3-4, respectively, show the percentage and absolute peak period load impacts for Rate 1 for CARE/FERA and non-CARE/FERA customers for the service territory as a whole and for each climate region. For the service territory as a whole, and in the hot and cool climate regions, both the percent and absolute load impacts in the peak period are greater for non-CARE/FERA customers than for CARE/FERA customers, often significantly greater. For example, in the hot climate region, the average weekday peak period reduction is 8.7% and 0.14 kW for non-CARE/FERA customers whereas for CARE/FERA customers, the average reduction is 3.2% or 0.05 kW, which is only one third as much as for non-CARE/FERA customers. Load reductions in the cool climate region are significantly less than in the hot region for both segments and the difference between the two segments is also significant. Interestingly, in the moderate climate region, the difference between the two segments is small and is not statistically significant.

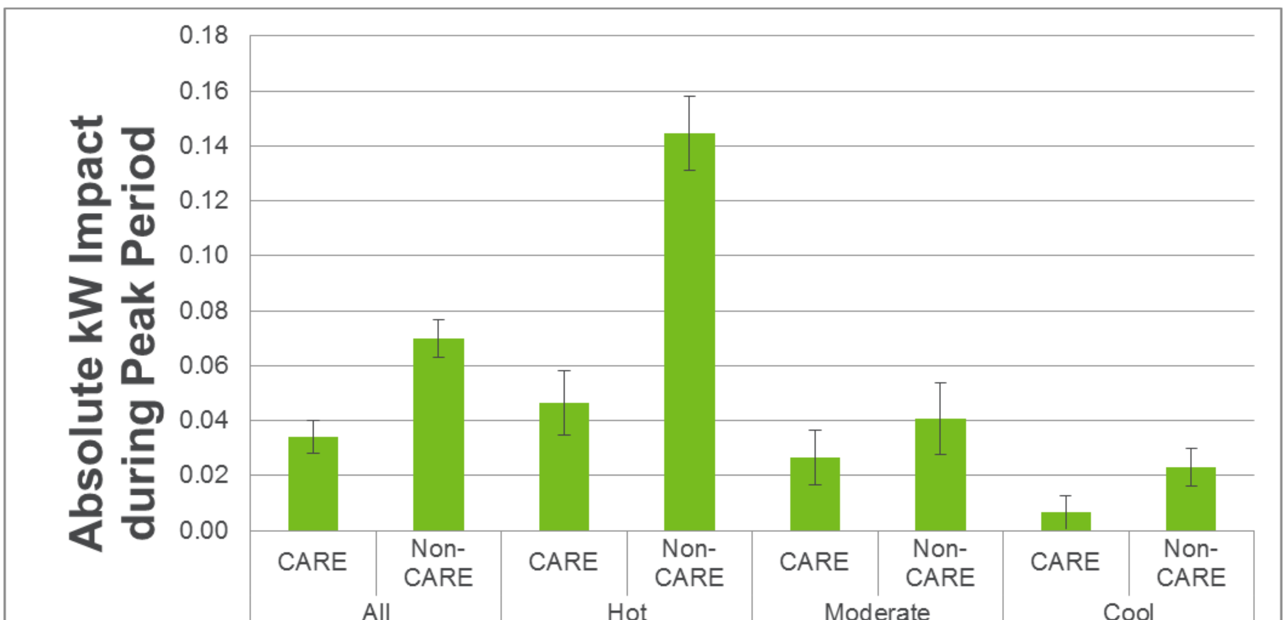
Differences between the hot and cool climate regions and CARE/FERA and non-CARE/FERA are typically driven by the differing levels of discretionary load. As shown in Table 4.5-57, in hot climate regions more customers have air conditioning compared to the cool regions. Air conditioning temperature is something relatively easy to adjust and relatively small adjustments can produce a significant difference in electricity usage. Customers in the cool regions who don't have air conditioning have fewer discretionary loads that can be adjusted to reduce energy usage. Similarly to the differences in discretionary load between the hot and cool climate regions, CARE/FERA customers with lower incomes typically have less discretionary load, and are less likely to have air conditioning within a given climate region, than non-CARE/FERA customers. While air conditioning ownership isn't the only factor influencing the findings, it is an important example of a key driver.

Figure 4.3-3: Average Percent Load Impacts for Peak Period for PG&E Rate 1 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



	All CARE	All Non-CARE	Hot CARE	Hot Non-CARE	Moderate CARE	Moderate Non-CARE	Cool CARE	Cool Non-CARE
Percent Impact	3.1%	6.8%	3.2%	8.7%	3.9%	4.7%	1.4%	4.6%
kW Impact	0.03	0.07	0.05	0.14	0.03	0.04	0.01	0.02

Figure 4.3-4: Average Absolute Load Impacts for Peak Period for PG&E Rate 1 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



	All CARE	All Non-CARE	Hot CARE	Hot Non-CARE	Moderate CARE	Moderate Non-CARE	Cool CARE	Cool Non-CARE
Percent Impact	3.1%	6.8%	3.2%	8.7%	3.9%	4.7%	1.4%	4.6%
kW Impact	0.03	0.07	0.05	0.14	0.03	0.04	0.01	0.02

Table 4.3-4 shows the estimated load impacts for each rate period and day type by climate zone and for the service territory as a whole for non-CARE/FERA customers and Table 4.3-5 shows the estimated values for CARE/FERA customers. It should be noted that, for the service territory as a whole, CARE/FERA customers have average peak-period loads that are slightly larger than non-CARE/FERA customers (1.08 for CARE/FERA and 1.02 for non-CARE/FERA) but within each climate region, CARE/FERA customers use less electricity during the peak-period than non-CARE/FERA customers. In the hot, moderate, and cool climate regions, non-CARE/FERA households use 14%, 25%, and 10% more electricity during the peak period, respectively, than do CARE/FERA households. Similar ratios exist for average weekday daily electricity use. This pattern across and within climate regions reflects the fact that in PG&E's service territory, a greater percent of CARE/FERA customers live in the hot climate region than in the moderate and cool region but within each region, a greater share of CARE/FERA customers may live in smaller houses and perhaps have a higher concentration of multi-family housing than non-CARE/FERA customers.

For the service territory as a whole, both customer segments reduced average daily usage on weekdays by more than 1%. On weekends, non-CARE/FERA customers reduced electricity use by 1.4% while CARE/FERA customers had a smaller reduction in electricity use (0.6%). In the hot climate region, non-CARE/FERA customers reduced electricity use on weekdays by 3%, nearly three times more than for CARE/FERA customers (0.9%). In the cool climate region, CARE/FERA customers had a small but statistically significant increase in daily electricity use on weekdays while non-CARE/FERA customers had a small, but statistically insignificant reduction in electricity use.

Table 4.3-4: Rate 1 Load Impacts by Rate Period and Day Type – Non-CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 1														
Day Type	Period	Hours	All, Non-CARE			Hot, Non-CARE			Moderate, Non-CARE			Cool, Non-CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	1.02	0.07	6.8%	1.66	0.14	8.7%	0.86	0.04	4.7%	0.50	0.02	4.6%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.59	0.00	-0.6%	0.84	0.00	0.1%	0.53	-0.01	-1.4%	0.37	0.00	-0.8%
	Day	**All Hours**	**0.68**	**0.01**	**1.7%**	**1.01**	**0.03**	**3.0%**	**0.60**	**0.00**	**0.5%**	**0.40**	**0.00**	**0.6%**
Average Weekend	Off Peak	All Hours	0.71	0.01	1.4%	1.07	0.03	2.7%	0.62	0.00	0.3%	0.42	0.00	-0.2%
	Day	**All Hours**	**0.71**	**0.01**	**1.4%**	**1.07**	**0.03**	**2.7%**	**0.62**	**0.00**	**0.3%**	**0.42**	**0.00**	**-0.2%**
Monthly System Peak Day	Peak	4 PM to 9 PM	1.36	0.12	9.1%	2.27	0.22	9.6%	1.20	0.13	10.7%	0.51	0.00	0.4%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.70	-0.01	-1.6%	1.06	-0.01	-1.1%	0.62	-0.01	-1.3%	0.37	-0.01	-3.8%
	Day	**All Hours**	**0.84**	**0.02**	**2.0%**	**1.31**	**0.04**	**2.7%**	**0.74**	**0.02**	**2.7%**	**0.40**	**-0.01**	**-2.7%**

Table 4.3-5: Rate 1 Load Impacts by Rate Period and Day Type – CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 1														
Day Type	Period	Hours	All, CARE			Hot, CARE			Moderate, CARE			Cool, CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	1.08	0.03	3.1%	1.46	0.05	3.2%	0.69	0.03	3.9%	0.46	0.01	1.4%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.60	0.00	0.3%	0.76	0.00	-0.2%	0.45	0.01	3.3%	0.33	-0.01	-1.6%
	Day	**All Hours**	**0.70**	**0.01**	**1.2%**	**0.90**	**0.01**	**0.9%**	**0.50**	**0.02**	**3.5%**	**0.36**	**0.00**	**-0.8%**
Average Weekend	Off Peak	All Hours	0.72	0.00	0.6%	0.94	0.00	0.5%	0.51	0.01	2.4%	0.36	-0.01	-1.8%
	Day	**All Hours**	**0.72**	**0.00**	**0.6%**	**0.94**	**0.00**	**0.5%**	**0.51**	**0.01**	**2.4%**	**0.36**	**-0.01**	**-1.8%**
Monthly System Peak Day	Peak	4 PM to 9 PM	1.36	0.04	3.3%	1.87	0.07	3.6%	0.85	0.02	1.9%	0.48	0.01	2.5%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.71	0.00	-0.4%	0.93	-0.01	-0.7%	0.50	0.01	1.7%	0.34	0.00	-1.4%
	Day	**All Hours**	**0.85**	**0.01**	**0.8%**	**1.13**	**0.01**	**0.8%**	**0.58**	**0.01**	**1.8%**	**0.36**	**0.00**	**-0.4%**

As discussed earlier in this section, certain groups were oversampled and assigned to Rate 1 in PG&E's service territory. The Commission's Resolution approving PG&E's pilots required that load impacts be estimated for Rate 1 in the hot climate region for senior households and for households with average incomes below 100% of FPG. Figure 4.3-5 shows the percent load reduction during the peak period on average weekdays for each of these customer segments and Figure 4.3-6 shows the load impacts in absolute terms. Table 4.3-6 shows the estimated values for other rate periods and day types for each segment and for the hot climate region as a whole.

A comparison of the values in Figures 4.3-5 and 4.3-6 with those for the hot region in Figures 4.3-1 and 4.3-2 shows that load impacts for senior households were very similar to the hot climate region, participant population as a whole in both percentage (7%) and absolute (0.10 kW) terms. The reference load for senior households (1.46 kW) is also similar to that of the general participant population in the hot climate region (1.58 kW). That is, senior households do not, on average, consume materially less electricity than the average customer in PG&E's hot climate region. Estimated load impacts in the off-peak period, which were not statistically different from 0, and a 2.3% reduction in daily energy use on weekdays indicates that senior households did more conservation than load shifting. This conservation effect carried over into the weekend, which showed a 1.7% load reduction on average over the summer. Peak-period load reductions on the average monthly system peak day were the same in percentage terms (7%) as on weekdays but were higher in absolute terms because average reference loads were higher on the monthly system peak days.

Peak period load impacts for senior households in the hot climate region on CARE/FERA rates equaled 4.6%, or 0.06 kW while non-CARE/FERA seniors had average load reductions of 8.1% and 0.13 kW. These values were also quite similar to the values for all CARE/FERA and non-CARE/FERA households in PG&E's hot climate region.

Figure 4.3-5: Average Percent Load Impacts in the Peak Period on Weekdays for PG&E Rate 1 for Senior Households and Households with Incomes Below 100% of FPG (Positive values represent load reductions)

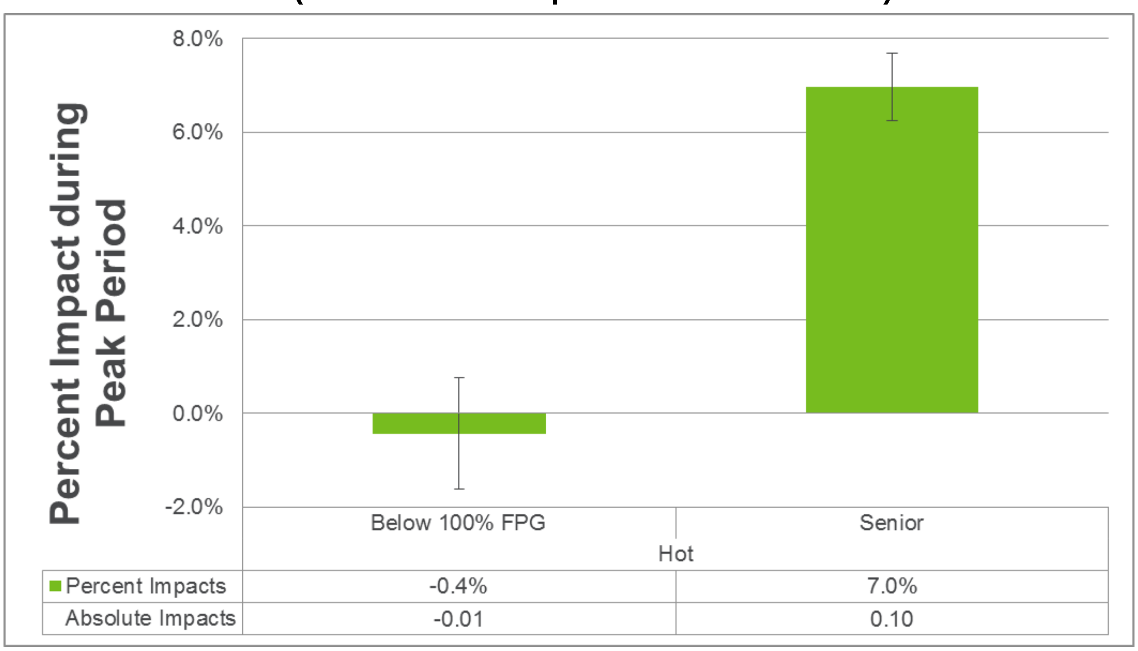
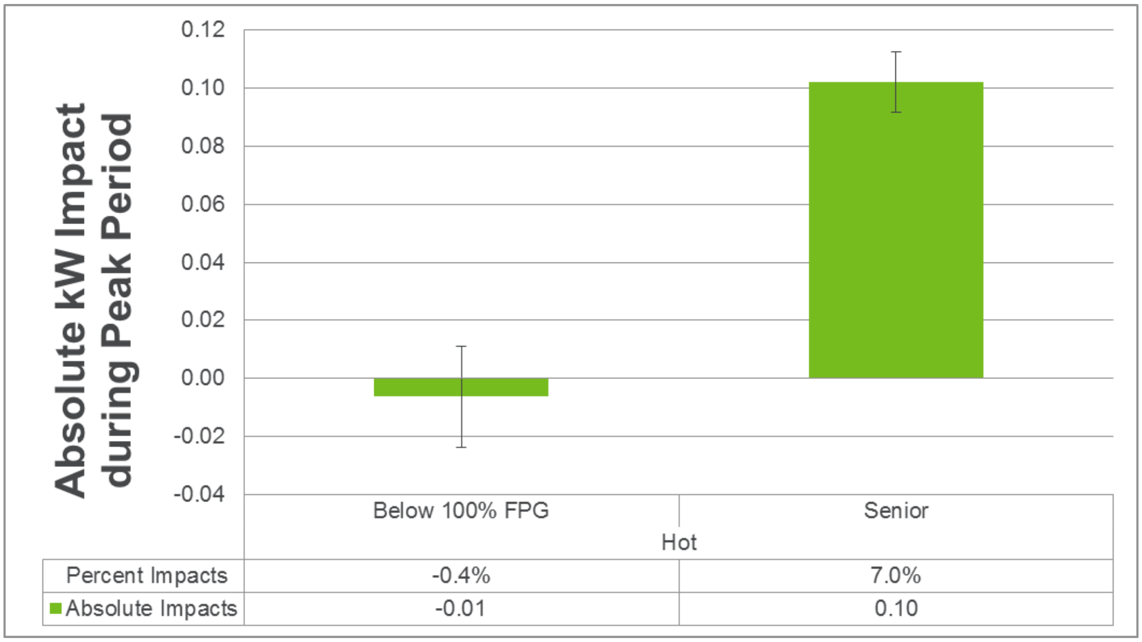


Figure 4.3-6: Average Absolute Load Impacts in the Peak Period on Weekdays for PG&E Rate 1 for Senior Households and Households with Incomes Below 100% of FPG (Positive values represent load reductions)



The load impacts for households with incomes less than or equal to 100% of FPG were quite different from those of senior households or the general population. These households did not reduce load at all during the peak period (the estimated values were not statistically different from 0). In fact, low income households increased usage significantly in the off-peak period on average weekdays, monthly system peak days and on the weekend. Daily electricity use increased by roughly 1.9% on weekdays and 1.6% weekends. It is also worth noting that reference loads for these households were nearly identical to loads for CARE/FERA customers in the hot climate region (as shown previously in Table 4.3-5) and were only about 7% lower than the overall population in the hot climate region. Put another way, low income households are not, on average, low users of electricity in PG&E's hot climate region but they are low responders to TOU price signals in this instance.[57]

[57] As seen in Section 5, results in SCE's service territory are quite different.

Table 4.3-6: Rate 1 Load Impacts by Rate Period and Day Type for PG&E for Senior Households and Households with Incomes Below 100% of FPG (Positive values represent load reductions)

Rate 1								
Day Type	Period	Hours	Hot, Below 100% FPG			Hot, Senior		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	1.47	-0.01	-0.4%	1.46	0.10	7.0%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.80	-0.02	-2.6%	0.74	0.00	-0.1%
	Day	**All Hours**	**0.94**	**-0.02**	**-1.9%**	**0.89**	**0.02**	**2.3%**
Average Weekend	Off Peak	All Hours	0.96	-0.02	-1.6%	0.92	0.02	1.7%
	Day	**All Hours**	**0.96**	**-0.02**	**-1.6%**	**0.92**	**0.02**	**1.7%**
Monthly System Peak Day	Peak	4 PM to 9 PM	1.88	-0.01	-0.6%	1.99	0.15	7.4%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.97	-0.04	-3.9%	0.94	0.00	-0.4%
	Day	**All Hours**	**1.16**	**-0.03**	**-2.8%**	**1.16**	**0.03**	**2.4%**

4.3.2 Rate 2

> **Key Findings for PG&E Rate 2**
>
> Rate 2 has a shorter peak period than Rate 1, with peak hours covering just the evening hours from 6 to 9 PM, but has a shoulder period from 4 to 6 PM and 9 to 10 PM. TOU rates are also in effect on weekends. The average peak period load reduction was 6.1% across the PG&E service territory and the pattern of load reductions across climate regions and between CARE/FERA and non-CARE/FERA customers was similar to Rate 1. Load reductions on weekends were similar to weekday reductions in all rate periods.

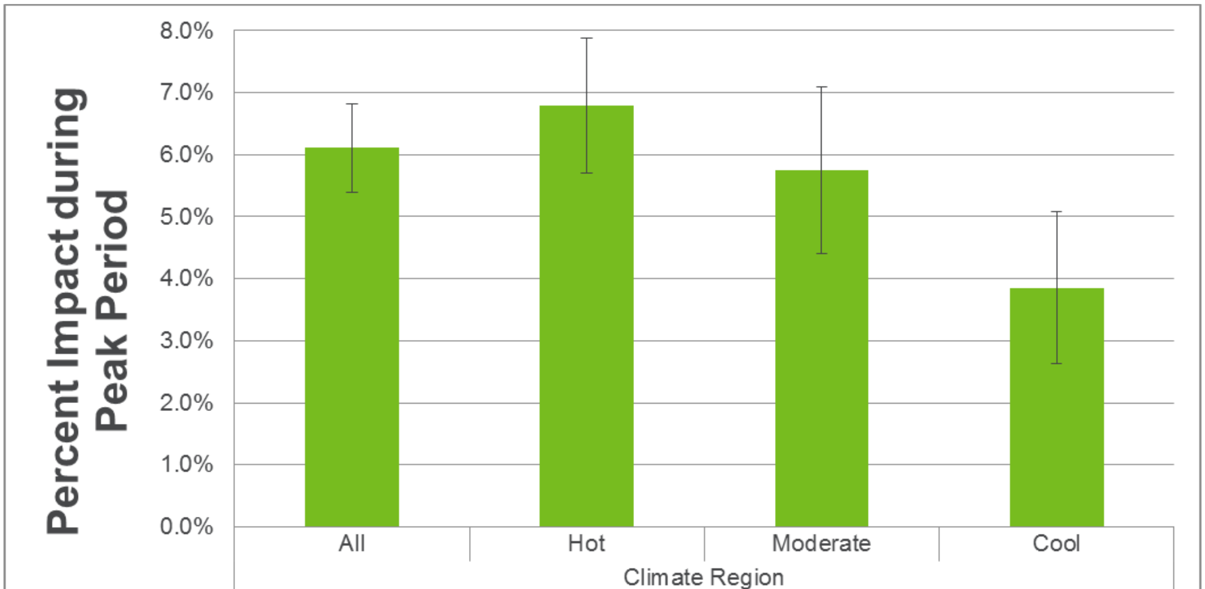
PG&E's Rate 2 differs from Rate 1 in several important ways. First, Rate 2 has three rate periods on weekdays in the summer, rather than two rate periods. Second, the Rate 2 peak period is a shorter, with a three-hour peak period covering only the evening hours from 6 to 9 PM compared with the five-hour peak period from 4 to 9 PM in Rate 1. Rate 2 has a partial peak period from 4 to 6 PM and from 9 to 10 PM. Finally, on weekends, the same three rate periods as on weekdays are in effect with Rate 2, whereas for Rate 1, all weekend hours are charged at the off-peak, weekday price. Rate 2 peak-period prices above the baseline usage amount are about 2.5 ¢/kWh higher than Rate 1 peak period prices and the off-peak price for Rate 2 is roughly 2.0 ¢/kWh lower. The shoulder period price for Rate 2 is 39.3 ¢/kWh.

Figures 4.3-7 and 4.3-8 show the percent and absolute load impacts for the weekday peak period for Rate 2 for PG&E's service territory as a whole and for each climate region. From a policy perspective, it is important to note that there are statistically significant and materially significant load reductions in the Rate 2 peak period, which coincides completely with evening hours from 6 to 9 PM. The magnitude and pattern of load reductions across climate regions are similar for Rate 2 compared with Rate 1. The average weekday peak-period load reduction for Rate 2 equals 6.1% and 0.06 kW. The estimated impacts in the hot region (6.8% and 0.11 kW) are nearly identical to the Rate 1 reductions as are the estimates for the cool region. In the moderate climate region, the percent reduction in the peak period on weekdays for Rate 2, 5.8%, is higher than the 4.6% reduction for Rate 1 but this difference is not statistically significant. The difference in absolute load reductions across hot, moderate, and cool climate regions is statistically significant in all cases. The difference in percentage impacts is statistically significant between the moderate and cool regions but not between the hot and moderate regions.

Table 4.3-7 contains load impact estimates for each rate period and day type for Rate 2. Importantly, peak-period load reductions are similar on weekends and weekdays. Peak-period reductions on the monthly system peak days are 50% larger in percentage terms and twice as large in absolute terms for the service territory as a whole. The biggest difference between average weekday and monthly peak day values occurs in the moderate climate region, where absolute load reductions nearly tripled on the monthly peak days compared with the average weekday.

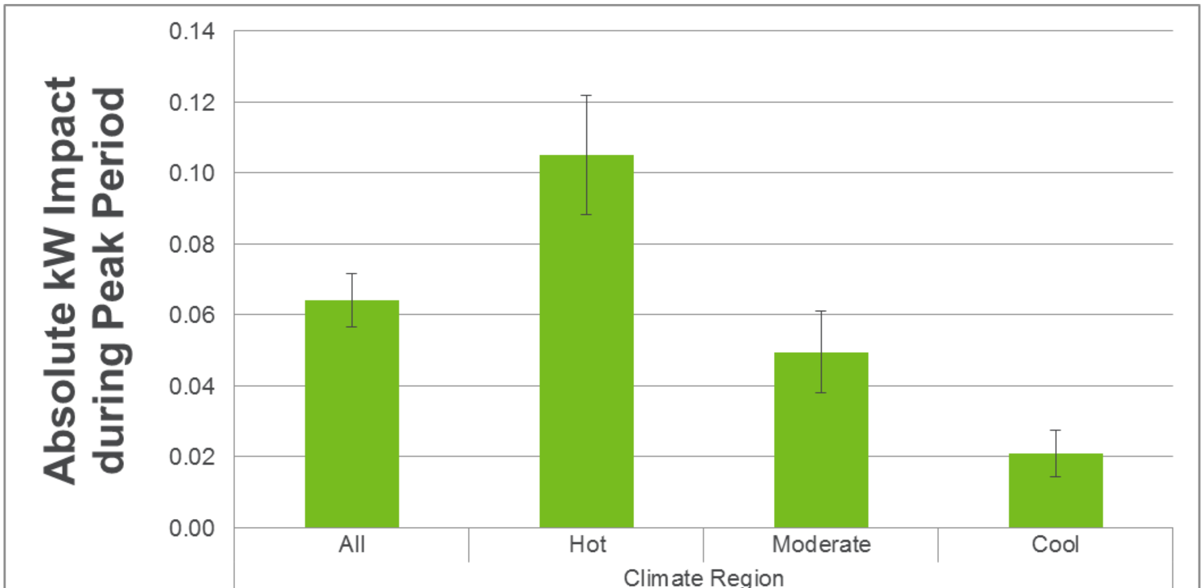
For the service territory as a whole, load reductions during the partial peak period were roughly half as large as peak period load reductions on weekdays and weekends, and about 33% lower on the average monthly peak day. All day types show statistically significant increases in off-peak usage for Rate 2. These increases were much larger than for Rate 1, and the difference between the two rates is statistically significant, even though the hours covered by the off-peak period are quite similar for both rates. The change in daily electricity use is also quite different between Rates 1 and 2, with the conservation effect being much less for Rate 2 (0.4%) compared with Rate 1 (1.6%) on the average weekday.

Figure 4.3-7: Average Percent Load Impacts for Peak Period for PG&E Rate 2[58] (Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	6.1%	6.8%	5.8%	3.9%
kW Impact	0.06	0.11	0.05	0.02

Figure 4.3-8: Average Absolute Load Impacts for Peak Period for PG&E Rate 2 (Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	6.1%	6.8%	5.8%	3.9%
kW Impact	0.06	0.11	0.05	0.02

[58] PG&E Rate 2 summer impacts represent July through September 2016

Table 4.3-7: Rate 2 Load Impacts by Rate Period and Day Type[59]
(Positive values represent load reductions, negative values represent load increases)

Rate 2														
			All			Hot			Moderate			Cool		
Day Type	Period	Hours	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	6 PM to 9 PM	1.05	0.06	6.1%	1.55	0.11	6.8%	0.86	0.05	5.8%	0.54	0.02	3.9%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	0.99	0.03	3.1%	1.51	0.07	4.3%	0.79	0.01	1.8%	0.47	0.00	0.1%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.57	-0.01	-2.1%	0.78	-0.01	-1.8%	0.50	-0.02	-3.1%	0.35	0.00	-1.4%
	Day	**All Hours**	**0.68**	**0.00**	**0.4%**	**0.97**	**0.01**	**1.1%**	**0.58**	**0.00**	**-0.6%**	**0.39**	**0.00**	**-0.3%**
Average Weekend	Peak	6 PM to 9 PM	1.05	0.06	5.4%	1.55	0.10	6.2%	0.86	0.04	4.7%	0.54	0.02	3.0%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	1.02	0.03	3.3%	1.55	0.07	4.8%	0.82	0.01	1.5%	0.49	0.00	0.5%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.61	-0.01	-1.6%	0.84	-0.01	-0.6%	0.52	-0.02	-3.2%	0.37	-0.01	-1.8%
	Day	**All Hours**	**0.71**	**0.00**	**0.6%**	**1.02**	**0.02**	**1.7%**	**0.60**	**-0.01**	**-1.0%**	**0.40**	**0.00**	**-0.7%**
Monthly System Peak Day	Peak	6 PM to 9 PM	1.36	0.12	8.9%	2.06	0.16	7.6%	1.15	0.14	12.4%	0.55	0.03	5.9%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	1.29	0.08	6.2%	2.01	0.11	5.7%	1.08	0.10	9.0%	0.48	0.00	0.2%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.68	-0.01	-2.0%	0.98	-0.02	-2.2%	0.58	-0.01	-2.0%	0.35	-0.01	-1.4%
	Day	**All Hours**	**0.84**	**0.01**	**1.8%**	**1.24**	**0.02**	**1.4%**	**0.71**	**0.02**	**3.0%**	**0.39**	**0.00**	**0.1%**

[59] Shaded values are NOT statistically significant at the 90% level of confidence.

Figures 4.3-9 and 4.3-10 show the estimated peak period load impacts for Rate 2 for CARE/FERA and non-CARE/FERA households for the service territory as a whole and for each climate region. All of the peak period load reductions are statistically significant except for CARE/FERA customers in the cool climate region. There are significant differences in load reductions between the two segments, with load reductions for non-CARE/FERA households being much larger in both percentage and absolute terms than for CARE/FERA households. All of the differences in impacts between the two segments within each climate region are statistically significant in both percentage and absolute terms, including the moderate climate region where the confidence bands for the percentage impacts overlap.

Figure 4.3-9: Average Percent Load Impacts for Peak Period for PG&E Rate 2 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)

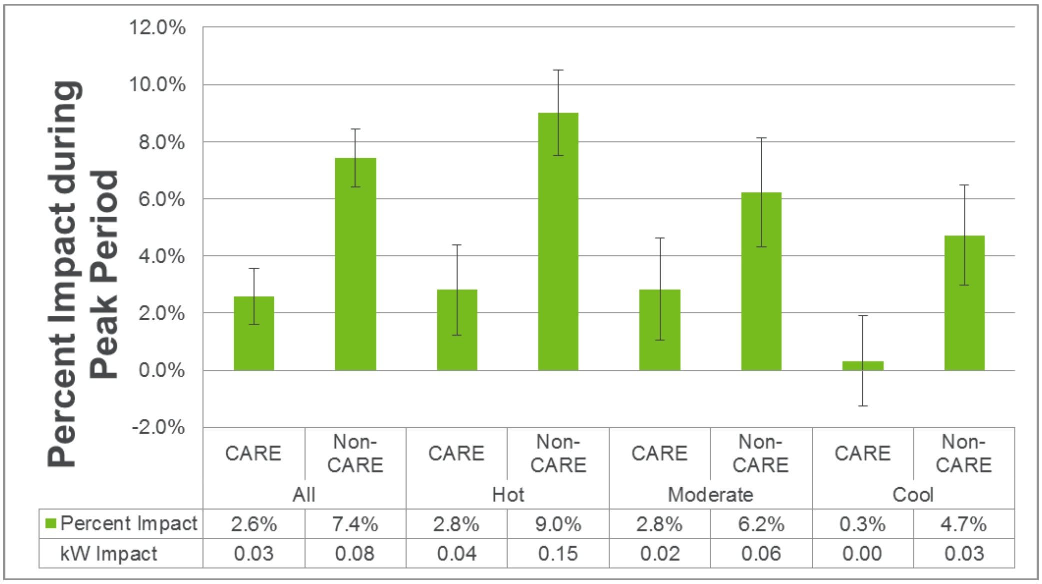
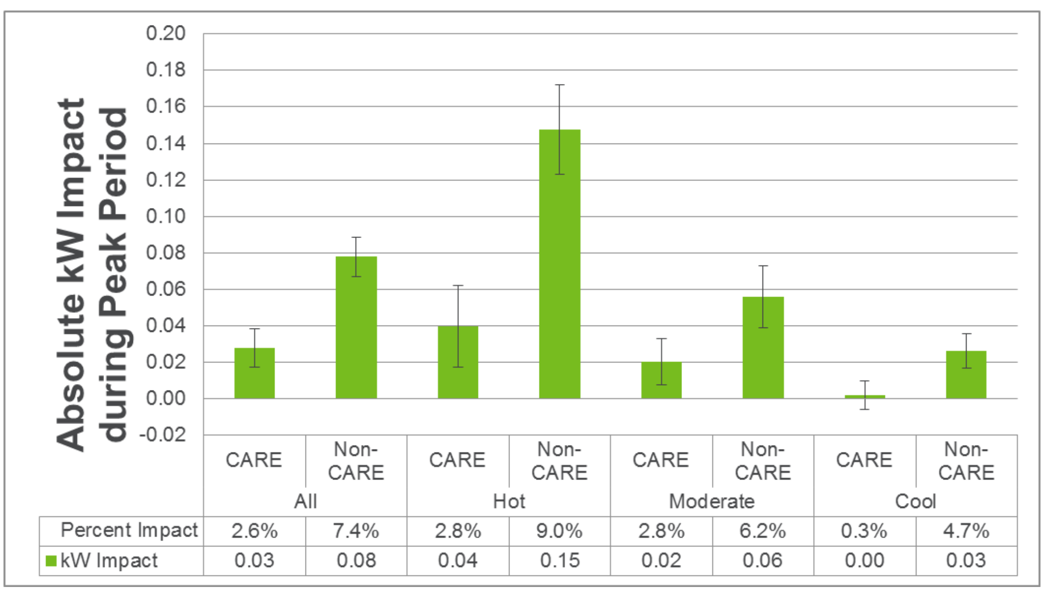


Figure 4.3-10: Average Absolute Load Impacts for Peak Period for PG&E Rate 2 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



Tables 4.3-8 and 4.3-9 show the load impacts for non-CARE/FERA and CARE/FERA customers, respectively, for each rate period and day-type. As a reminder, the values in the first row of each table are the same as those found in Figures 4.3-9 and 4.3-10. As with the peak period load impacts, there are differences in load impacts between the two segments in other rate periods. For example, while there are statistically significant load reductions in the partial-peak period for non-CARE/FERA customers, most of the load impacts in this rate period for CARE/FERA customers are not statistically significant. In the cool climate region, CARE/FERA customers on average actually increased use in the partial peak period. Furthermore, whereas average non-CARE/FERA customers produced statistically significantly daily reductions in energy use overall and in most climate regions, average CARE/FERA customers either showed no statistically significant change in daily electricity use or showed statistically significant increases in electricity use for some regions and day types. This result is different than for Rate 1, where there were quite small, but often statistically significant, reductions in daily electricity use for non-CARE/FERA customers.

Table 4.3-8: Rate 2 Load Impacts by Rate Period and Day Type – Non-CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 2															
Day Type	Period	Hours	All, Non-CARE			Hot, Non-CARE			Moderate, Non-CARE			Cool, Non-CARE			
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	6 PM to 9 PM	1.04	0.08	7.4%	1.64	0.15	9.0%	0.89	0.06	6.2%	0.55	0.03	4.7%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	0.97	0.04	4.0%	1.57	0.10	6.2%	0.81	0.02	2.0%	0.48	0.00	0.6%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.57	-0.01	-2.2%	0.81	-0.01	-1.4%	0.51	-0.02	-3.6%	0.36	-0.01	-1.4%
	Day	**All Hours**	**0.68**	**0.01**	**0.8%**	**1.01**	**0.02**	**2.2%**	**0.60**	**0.00**	**-0.8%**	**0.40**	**0.00**	**-0.1%**
Average Weekend	Peak	6 PM to 9 PM	1.05	0.07	6.5%	1.65	0.14	8.5%	0.89	0.04	4.7%	0.55	0.02	3.6%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	1.01	0.04	4.4%	1.64	0.12	7.2%	0.85	0.01	1.4%	0.50	0.00	0.9%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.60	-0.01	-1.8%	0.87	0.00	-0.4%	0.53	-0.02	-3.4%	0.38	-0.01	-1.9%
	Day	**All Hours**	**0.71**	**0.01**	**0.9%**	**1.07**	**0.03**	**2.8%**	**0.62**	**-0.01**	**-1.1%**	**0.42**	**0.00**	**-0.6%**
Monthly System Peak Day	Peak	6 PM to 9 PM	1.37	0.14	10.4%	2.23	0.19	8.7%	1.21	0.17	14.2%	0.57	0.04	6.8%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	1.29	0.10	7.6%	2.14	0.15	7.2%	1.13	0.12	10.4%	0.49	0.00	0.0%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.67	-0.01	-2.2%	1.02	-0.02	-2.3%	0.60	-0.01	-2.0%	0.36	-0.01	-2.1%
	Day	**All Hours**	**0.84**	**0.02**	**2.3%**	**1.31**	**0.03**	**2.0%**	**0.74**	**0.03**	**3.7%**	**0.40**	**0.00**	**-0.2%**

Table 4.3-9: Rate 2 Load Impacts by Rate Period and Day Type – CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 2														
Day Type	Period	Hours	All, CARE			Hot, CARE			Moderate, CARE			Cool, CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	6 PM to 9 PM	1.07	0.03	2.6%	1.41	0.04	2.8%	0.71	0.02	2.8%	0.49	0.00	0.3%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	1.05	0.01	0.7%	1.41	0.01	1.1%	0.67	0.00	0.6%	0.44	-0.01	-1.9%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.58	-0.01	-1.8%	0.74	-0.02	-2.3%	0.44	0.00	-0.1%	0.32	0.00	-1.3%
	Day	**All Hours**	**0.70**	**0.00**	**-0.5%**	**0.90**	**-0.01**	**-0.7%**	**0.50**	**0.00**	**0.5%**	**0.36**	**0.00**	**-1.1%**
Average Weekend	Peak	6 PM to 9 PM	1.04	0.02	2.2%	1.38	0.03	2.0%	0.69	0.03	4.4%	0.48	0.00	0.4%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	1.05	0.00	0.5%	1.41	0.01	0.4%	0.67	0.01	1.7%	0.44	0.00	-1.0%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.62	-0.01	-1.2%	0.78	-0.01	-0.9%	0.45	-0.01	-2.0%	0.33	0.00	-1.3%
	Day	**All Hours**	**0.72**	**0.00**	**-0.3%**	**0.94**	**0.00**	**-0.2%**	**0.51**	**0.00**	**-0.3%**	**0.36**	**0.00**	**-1.0%**
Monthly System Peak Day	Peak	6 PM to 9 PM	1.33	0.06	4.5%	1.80	0.10	5.5%	0.85	0.00	0.1%	0.51	0.01	2.3%
	Partial Peak	4 PM to 6 PM, 9 PM to 10 PM	1.31	0.03	2.4%	1.81	0.05	3.0%	0.83	0.00	-0.3%	0.45	0.01	1.1%
	Off Peak	12 AM to 4 PM, 10 PM to 12 AM	0.69	-0.01	-1.7%	0.90	-0.02	-2.0%	0.49	-0.01	-2.3%	0.33	0.00	1.3%
	Day	**All Hours**	**0.85**	**0.00**	**0.3%**	**1.13**	**0.01**	**0.5%**	**0.58**	**-0.01**	**-1.5%**	**0.36**	**0.01**	**1.5%**

4.3.3 Rate 3

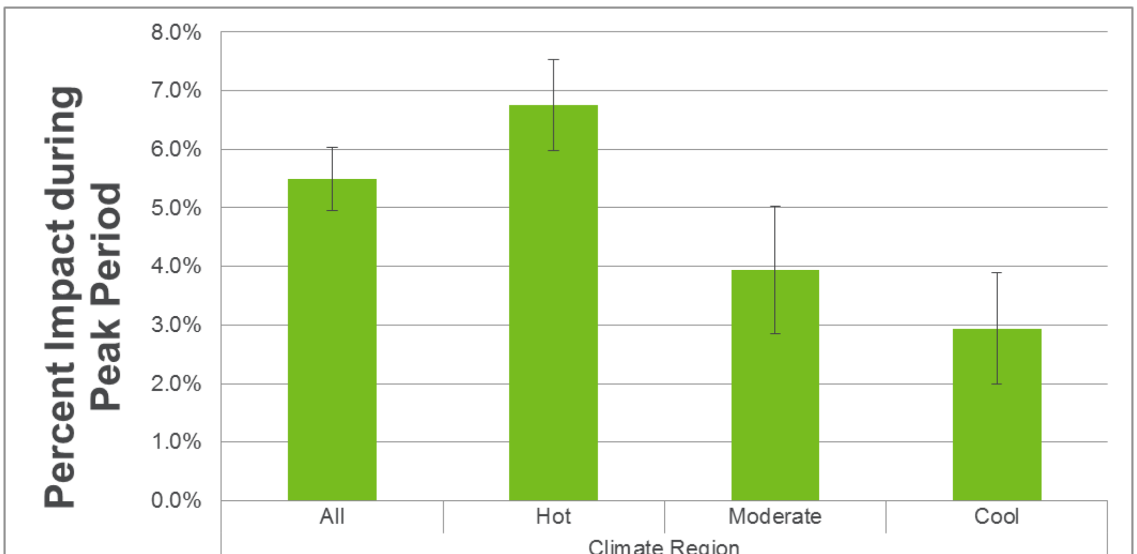
Key Findings for PG&E Rate 3

PG&E's Rate 3 is structurally similar to Rate 1 during the summer period but peak period prices are much higher. Average load impacts and the pattern of impacts across climate regions and customer segments were quite similar to Rate 1.

PG&E's Rate 3 is structurally identical to Rate 1 in the summer (and winter) periods, with a peak period from 4 to 9 PM on weekdays and off-peak prices in effect for all hours on the weekends. In spring, Rate 3 has a super off-peak price in effect from 10 AM to 4 PM on weekdays to encourage increased electricity use during a time when high levels of hydroelectric generation combined with below average electricity use create minimum load issues for the CAISO. In summer the period price is significantly higher for Rate 3 than for Rate 1 (57.2 ¢/kWh for Rate 3 compared with 42.0 ¢/kWh for Rate 1), and the off-peak price is lower (28.6 ¢/kWh versus 31.7 ¢/kWh).

Figures 4.3-11 and 4.3-12 show the peak period load reductions on average weekdays for Rate 3. Once again, the overall load reduction and the pattern in the load reductions across climate regions are very similar to Rates 1 and 2. There are no statistically significant differences in the load reductions between Rate3 and Rate 1 in spite of the significantly higher peak-to-off-peak price ratios (2.0 for Rate 3 versus 1.3 for Rate 1). It may be that an even larger price ratio, say 3 or 4 to 1, is required in order to significantly increase peak-period load reductions. The differences in absolute load impacts across climate regions are all statistically significant and the difference in percentage impacts between hot and moderate regions is also statistically significant. The difference between moderate and cool percentage impacts is not statistically significant.

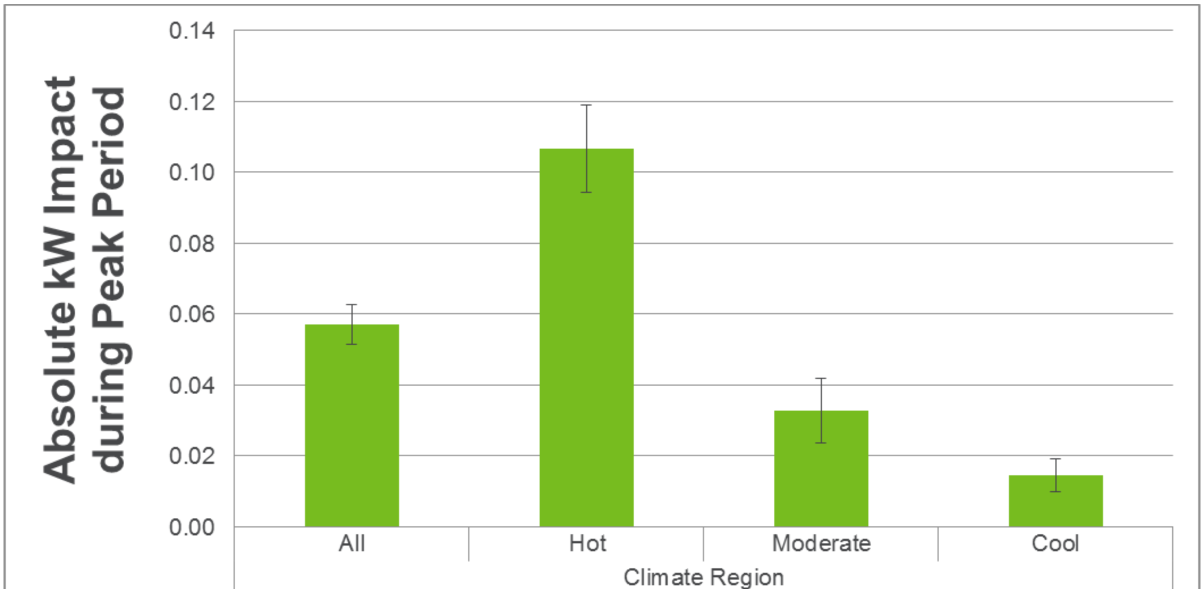
Figure 4.3-11: Average Percent Load Impacts for Peak Period for PG&E Rate 3[60]
(Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	5.5%	6.8%	3.9%	2.9%
kW Impact	0.06	0.11	0.03	0.01

60 PG&E Rate 3 summer impacts represent July through September 2016

Figure 4.3-12: Average Absolute Load Impacts for Peak Period for PG&E Rate 3 (Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	5.5%	6.8%	3.9%	2.9%
kW Impact	0.06	0.11	0.03	0.01

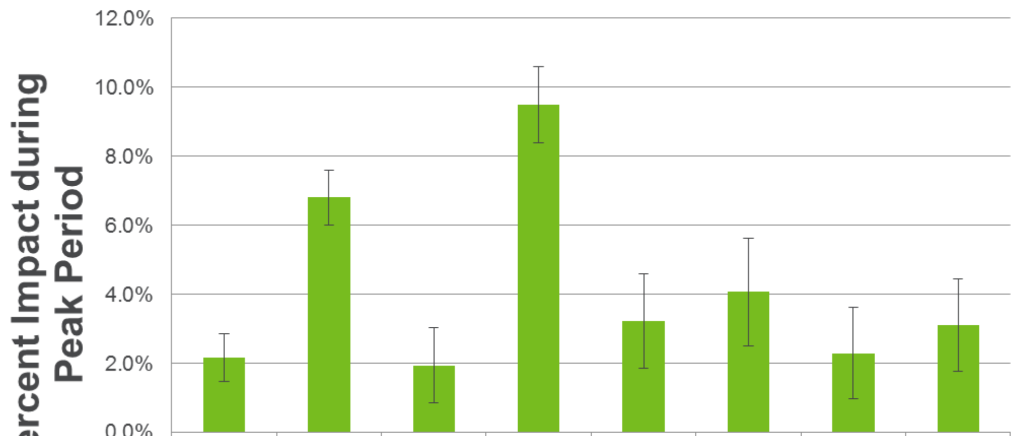
Table 4.3-10 contains estimates of load impacts for all relevant rate periods and day types. On weekdays, the change in usage in the off-peak period differs across regions, with no statistically significant change in the hot region, a statistically significant increase in usage in the moderate region, and a reduction in usage in the cool region. For the service territory as a whole, there was no significant change in off-peak usage on the average weekday. There is an overall conservation effect of 1.6% for the service territory as a whole with a larger, 2.6%, reduction in the hot region. In the moderate climate region, there was no change in daily electricity use on weekdays. The reduction in daily electricity use on weekends is similar to the reduction on weekdays for the service territory as a whole and for the hot climate region.

Table 4.3-10: Rate 3 Load Impacts by Rate Period and Day Type
(Positive values represent load reductions, negative values represent load increases)

Rate 3														
Day Type	Period	Hours	All			Hot			Moderate			Cool		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	1.04	0.06	5.5%	1.58	0.11	6.8%	0.83	0.03	3.9%	0.49	0.01	2.9%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.59	0.00	-0.2%	0.81	0.00	0.4%	0.51	-0.01	-1.7%	0.36	0.00	0.9%
	Day	**All Hours**	**0.68**	**0.01**	**1.6%**	**0.97**	**0.02**	**2.6%**	**0.58**	**0.00**	**0.0%**	**0.39**	**0.01**	**1.4%**
Average Weekend	Off Peak	All Hours	0.71	0.01	1.4%	1.02	0.03	2.7%	0.60	0.00	-0.3%	0.40	0.00	0.2%
	Day	**All Hours**	**0.71**	**0.01**	**1.4%**	**1.02**	**0.03**	**2.7%**	**0.60**	**0.00**	**-0.3%**	**0.40**	**0.00**	**0.2%**
Monthly System Peak Day	Peak	4 PM to 9 PM	1.36	0.08	6.0%	2.11	0.12	5.5%	1.14	0.09	8.0%	0.51	0.01	2.7%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.70	-0.01	-1.0%	1.01	-0.01	-1.1%	0.60	-0.01	-1.6%	0.36	0.00	1.1%
	Day	**All Hours**	**0.84**	**0.01**	**1.4%**	**1.24**	**0.02**	**1.2%**	**0.71**	**0.01**	**1.6%**	**0.39**	**0.01**	**1.5%**

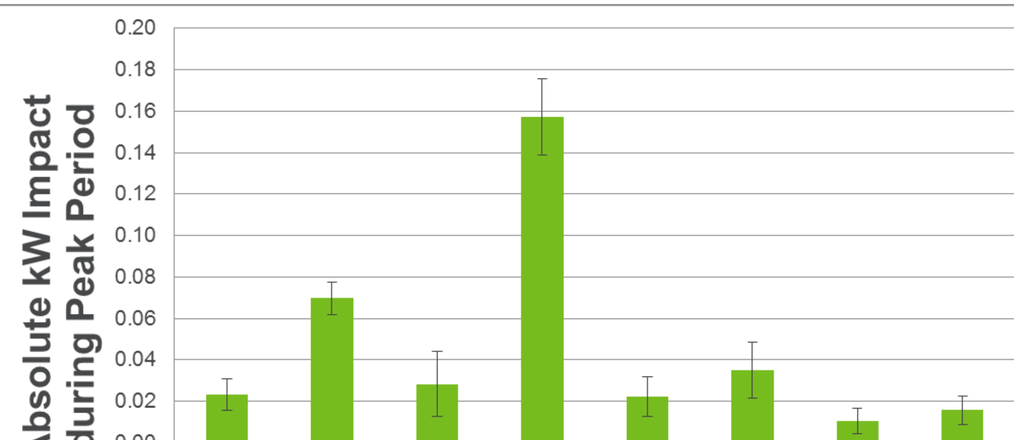
Figures 4.3-13 and 4.3-14 show the peak period load reductions on weekdays for non-CARE/FERA and CARE/FERA customers and Tables 4.3-11 and 4.3-12 show the load impacts for each rate period and day type for the two segments. As seen in the figures, there are large and statistically significant differences in peak period reductions between CARE/FERA and non-CARE/FERA customers in the service territory as a whole and in the hot region. However, the differences in the moderate and cool regions are much smaller and are not statistically significant.

Figure 4.3-13: Average Percent Load Impacts for Peak Period for PG&E Rate 3 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



	All		Hot		Moderate		Cool	
	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
Percent Impact	2.2%	6.8%	1.9%	9.5%	3.2%	4.1%	2.3%	3.1%
kW Impact	0.02	0.07	0.03	0.16	0.02	0.03	0.01	0.02

Figure 4.3-14: Average Absolute Load Impacts for Peak Period for PG&E Rate 3 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



	All		Hot		Moderate		Cool	
	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
Percent Impact	2.2%	6.8%	1.9%	9.5%	3.2%	4.1%	2.3%	3.1%
kW Impact	0.02	0.07	0.03	0.16	0.02	0.03	0.01	0.02

As seen in Tables 4.3-11 and 4.3-12 there are also significant differences in the load impacts between CARE/FERA and non-CARE/FERA customers for other rate periods and day types. For the service territory as a whole, non-CARE/FERA customers reduced daily electricity use by 2.3% and in the hot region, the reduction in daily usage was a very substantial 4.5%. CARE/FERA customers, on the other hand, showed no statistically significant reduction in usage for the service territory as a whole and showed small but statistically significant increases in usage in the hot climate region. In the moderate climate region, CARE/FERA customers had an average reduction in daily electricity use of 1.8%.

Table 4.3-11: Rate 3 Load Impacts by Rate Period and Day Type – Non-CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 3															
Day Type	Period	Hours	All, Non-CARE			Hot, Non-CARE			Moderate, Non-CARE			Cool, Non-CARE			
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	
Average Weekday	Peak	4 PM to 9 PM	1.02	0.07	6.8%	1.66	0.16	9.5%	0.86	0.03	4.1%	0.50	0.02	3.1%	
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.59	0.00	0.3%	0.84	0.02	2.0%	0.53	-0.01	-2.2%	0.37	0.00	1.2%	
	Day	**All Hours**	**0.68**	**0.02**	**2.3%**	**1.01**	**0.05**	**4.5%**	**0.60**	**0.00**	**-0.3%**	**0.40**	**0.01**	**1.7%**	
Average Weekend	Off Peak	All Hours	0.71	0.01	2.0%	1.07	0.05	4.2%	0.62	0.00	-0.4%	0.42	0.00	0.2%	
	Day	**All Hours**	**0.71**	**0.01**	**2.0%**	**1.07**	**0.05**	**4.2%**	**0.62**	**0.00**	**-0.4%**	**0.42**	**0.00**	**0.2%**	
Monthly System Peak Day	Peak	4 PM to 9 PM	1.36	0.10	7.1%	2.27	0.16	6.9%	1.20	0.11	8.8%	0.51	0.01	2.6%	
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.70	0.00	-0.6%	1.06	0.00	-0.2%	0.62	-0.01	-1.9%	0.37	0.01	1.3%	
	Day	**All Hours**	**0.84**	**0.02**	**2.0%**	**1.31**	**0.03**	**2.3%**	**0.74**	**0.01**	**1.7%**	**0.40**	**0.01**	**1.7%**	

Table 4.3-12: Rate 3 Load Impacts by Rate Period and Day Type – CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 3															
Day Type	Period	Hours	All, CARE			Hot, CARE			Moderate, CARE			Cool, CARE			
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	1.08	0.02	2.2%	1.46	0.03	1.9%	0.69	0.02	3.2%	0.46	0.01	2.3%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.60	-0.01	-1.5%	0.76	-0.02	-2.3%	0.45	0.01	1.2%	0.33	0.00	-0.4%
	Day	**All Hours**	**0.70**	**0.00**	**-0.3%**	**0.90**	**-0.01**	**-0.8%**	**0.50**	**0.01**	**1.8%**	**0.36**	**0.00**	**0.3%**
Average Weekend	Off Peak	All Hours	0.72	0.00	0.1%	0.94	0.00	0.0%	0.51	0.00	0.7%	0.36	0.00	-0.1%
	Day	**All Hours**	**0.72**	**0.00**	**0.1%**	**0.94**	**0.00**	**0.0%**	**0.51**	**0.00**	**0.7%**	**0.36**	**0.00**	**-0.1%**
Monthly System Peak Day	Peak	4 PM to 9 PM	1.36	0.04	2.9%	1.87	0.06	3.0%	0.85	0.02	2.4%	0.48	0.01	3.0%
	Off Peak	12 AM to 4 PM, 9 PM to 12 AM	0.71	-0.01	-2.0%	0.93	-0.03	-2.7%	0.50	0.00	0.3%	0.34	0.00	0.2%
	Day	**All Hours**	**0.85**	**0.00**	**-0.3%**	**1.13**	**-0.01**	**-0.8%**	**0.58**	**0.01**	**1.0%**	**0.36**	**0.00**	**0.9%**

4.3.4 Comparison Across Rates

Comparison Across Rates

Using a common set of hours from 6 to 9 PM, there are no statistically significant differences in absolute or percentage peak period load reductions across PG&E's three pilot tariffs. However, there are statistically significant differences in average daily load reductions across tariffs.

Figures 4.3-15 and 4.3-16 compare the load impacts for the three rates tested by PG&E for the common set of peak-period hours, 6 to 9 PM, shared by all three tariffs. Using a common set of hours reduces differences in impacts across rates that might be due to differences in the number of hours included in the peak period or the timing of those hours. The hours from 6 to 9 PM define the peak period for Rate 2, which is a three period rate with a shoulder period from 4 to 6 PM and 9 to 10 PM. Rates 1 and 3 are two period rates with the same peak period, from 4 to 9 PM. Rate three has a higher peak to off-peak price ratio than Rate 1. As such, one would expect the peak-period load reductions to be higher for Rate 3 than for Rate 1. The peak to off-peak price ratio for Rate 2 is in between the other two but the partial peak period and the shorter peak period makes it difficult to predict whether the load reductions might be greater or less than the other rates.

As seen in the figures, there are no statistically significant differences in load impacts for the common hours from 6 to 9 PM across the three rates in either percentage or absolute terms overall or in any climate region. This is true in spite of the fact that the confidence bands are quite narrow.

Figure 4.3-15: Average Percent Impacts from 6 to 9 PM Across Rates|
(Positive values represent load reductions, negative values represent load increases)

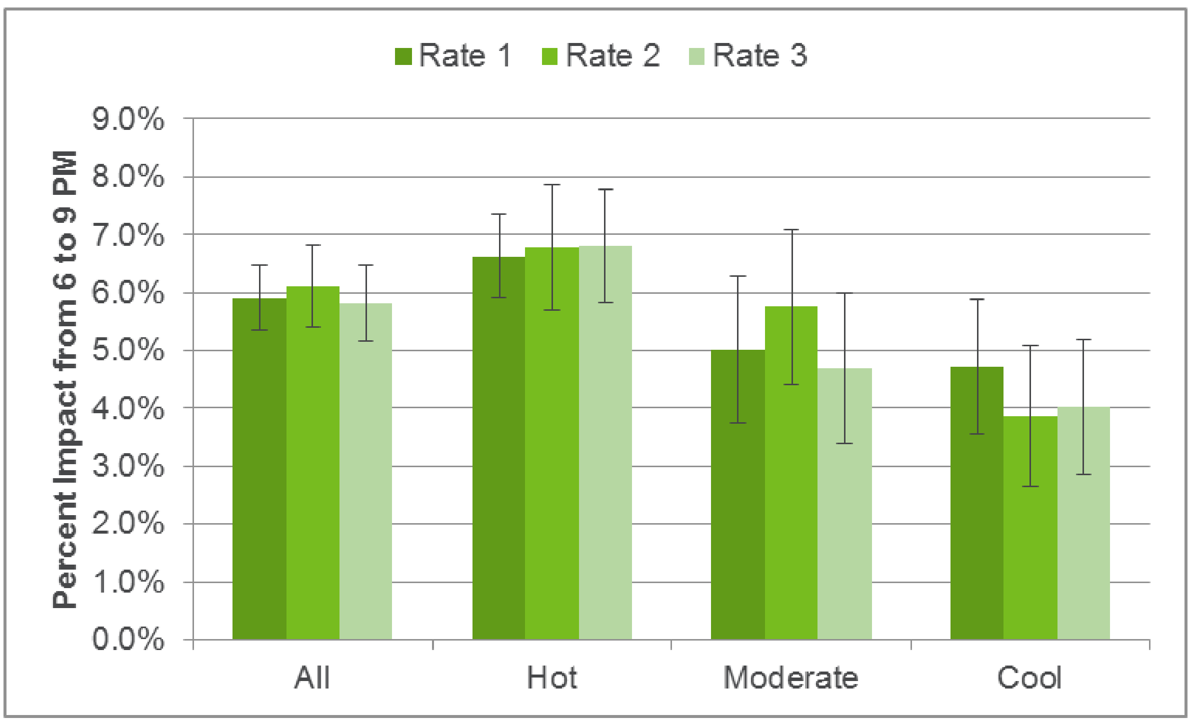
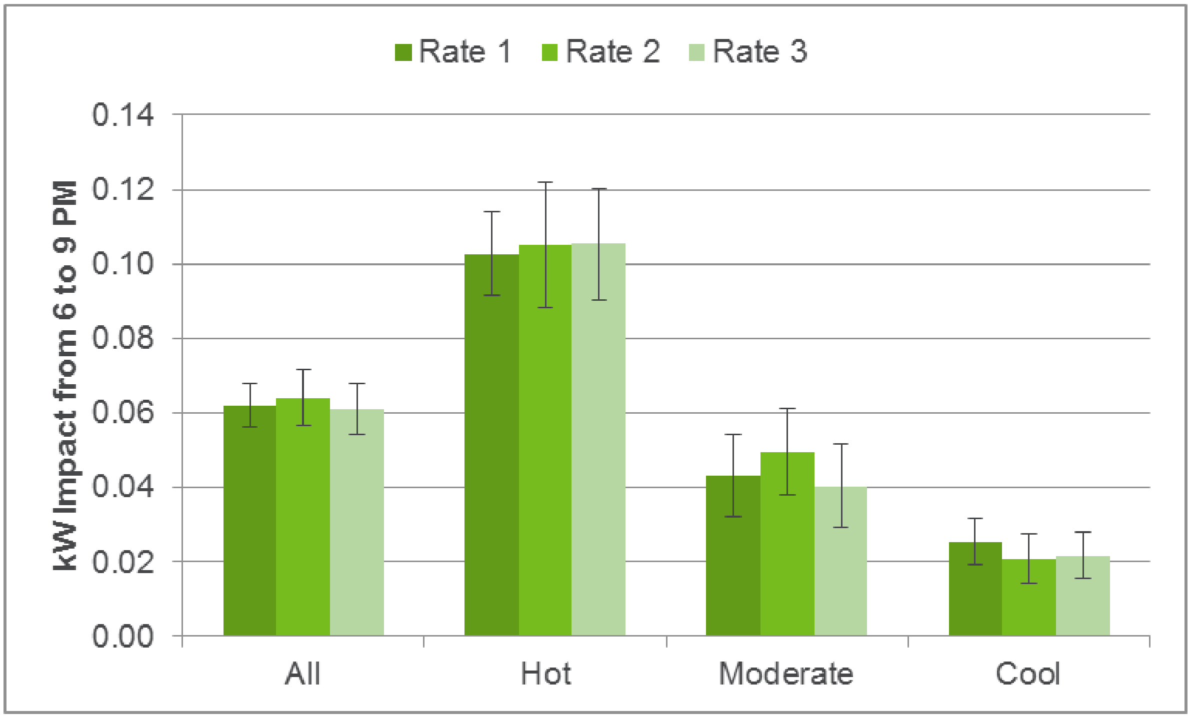


Figure 4.3-16: Average Absolute Impacts from 6 to 9 PM Across Rates
(Positive values represent load reductions, negative values represent load increases)



Figures 4.3-17 and 4.3-18 show the average change in daily electricity use for each rate and climate region. Whether daily electricity use increases or decreases depends on whether consumers respond to the TOU price signals by conserving during the peak period and leaving their off peak usage unchanged, by shifting usage and keeping total usage constant, or by actually increasing consumption of end-uses during off peak periods more than they reduce during peak periods (e.g., are less careful about turning off lights during the lower priced periods or heat a spa to a higher temperature in light of the lower off-peak prices). As seen in the figures, there are significant differences in the reduction in daily electricity consumption between Rate 2 and the other two rates, with the reductions for Rate 2 being significantly less than for the other two rates. Customers on Rates 1 and 3 reduced consumption by about 1.5% for the service territory as a whole and reduced usage between 2% and 2.5% in the hot climate region. Reductions for Rates 1 and 3 were much smaller in both percentage and absolute terms in the moderate and cool regions and in some cases were not statistically significant. Rate 2 also showed a small reduction in daily use in the hot climate region and overall but in the moderate climate region, the average customer on Rate 2 actually used more electricity than they would have on the OAT. In the cool region, the average Rate 2 customer may have increased electricity use slightly but the change is not statistically significant.

Figure 4.3-17: Average Percent Daily kWh Impacts Across Rates (Positive values represent load reductions, negative values represent load increases)

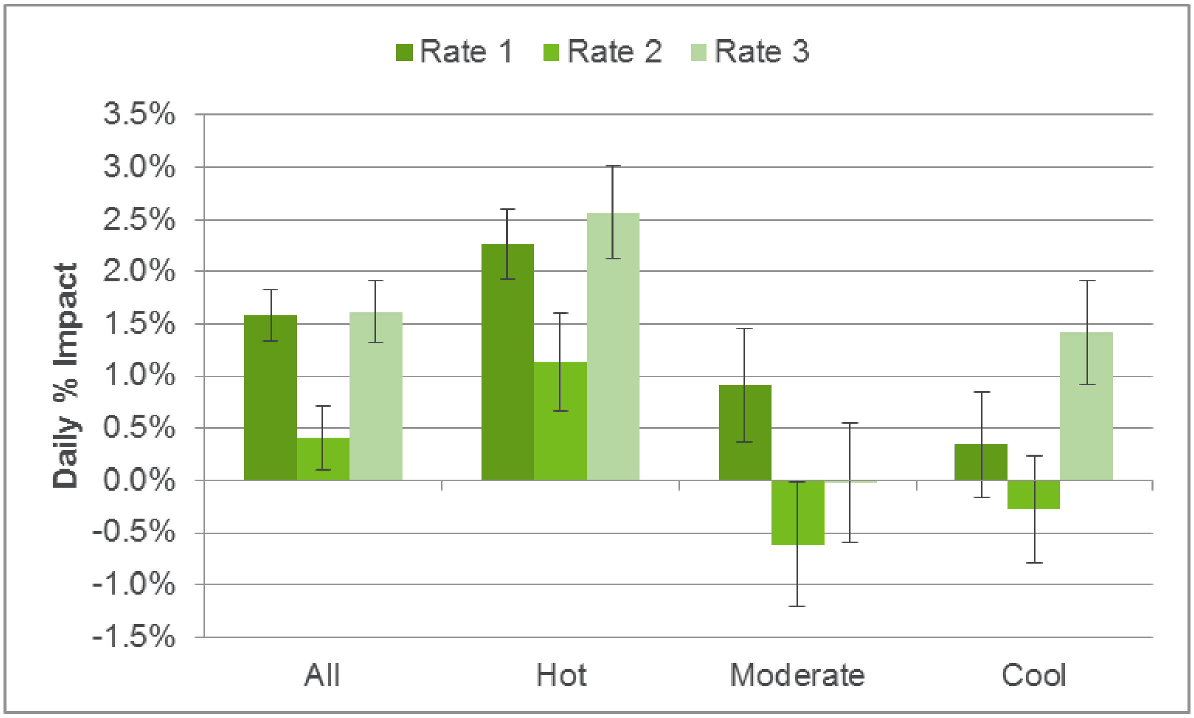
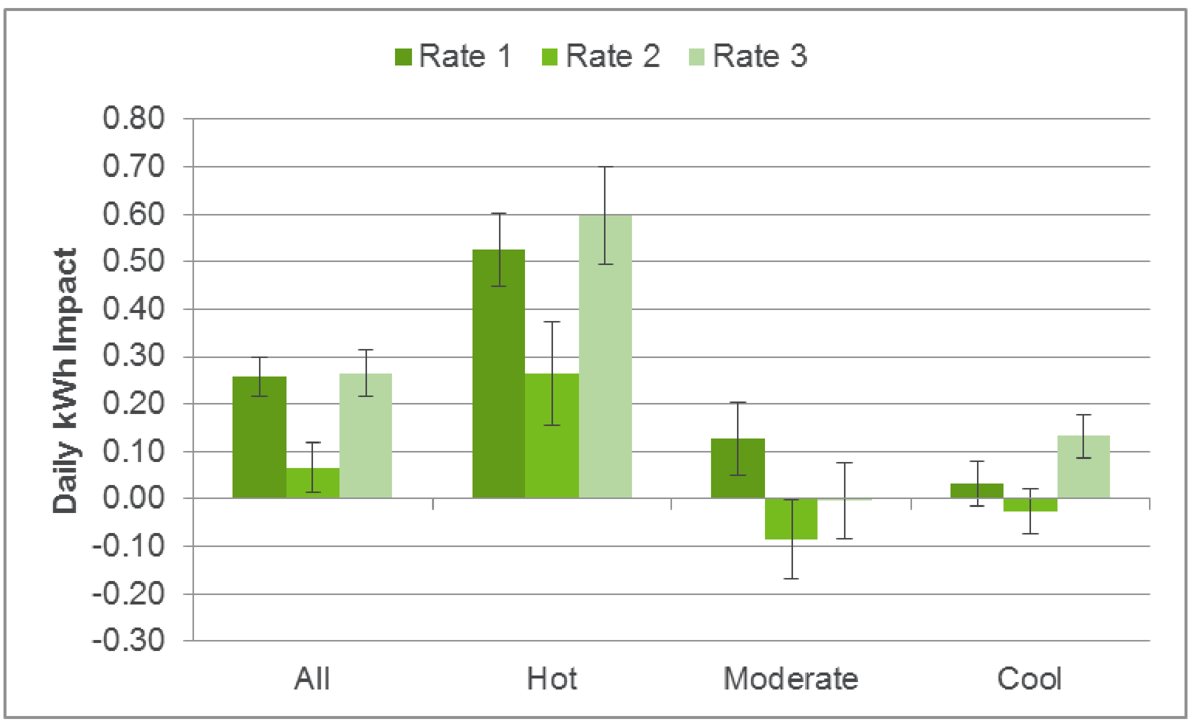


Figure 4.3-18: Average Absolute Daily kWh Impacts Across Rates (Positive values represent load reductions, negative values represent load increases)



4.4 Bill Impacts

Summer Bills Increased for Almost all Participants

Annually, the majority of customers would experience modest structural bill impacts for all three rates. However, during the summer period, nearly all customers experienced structural bill increases and the average customer was only able to mitigate these bill increases by a small amount through changes in usage. Many consumers can expect to see bill decreases in the winter period and annually.

This section summarizes the bill impact estimates for the three rate treatments tested by PG&E. The CPUC resolution approving PG&E's pilot requires that bill impacts be estimated for the following rates, customer segments, and climate regions:

- Seniors, CARE/FERA customers, non-CARE/FERA customers, households with incomes below 100% of FPG, and households with incomes between 100% and 200% of FPG in PG&E's hot climate region for Rate 1; and
- For CARE/FERA and non-CARE/FERA customers on each rate across PG&E's service territory as a whole and for each climate region.

In addition to these required segments, Nexant estimated bill impacts for seniors, households with incomes below 100% of FPG, and households with incomes between 100% and 200% of FPG in PG&E's hot climate region for Rate 2 and Rate 3. Bill impacts are reported as the average monthly impact for the summer months of July, August, and September[61] for each rate, climate zone, and customer segment summarized above. Following an iterative process with stakeholders to determine the best way to present the analysis so that it clearly answered the policy questions of interest, the following four analyses were conducted:

- **Structural benefiter/non-benefiter analysis based on pretreatment usage-** Displaying the proportions of structural benefiters and non-benefiters for each rate and relevant customer segment based on pretreatment data on an annual and summer season basis;
- **Estimation of the average bill impact due to changes in usage-** Displaying the average bill impact resulting from changes in behavior in response to the new price signals for each rate and relevant customer segment (after controlling for exogenous factors);
- **Estimation of the total bill impact due to both the difference in the tariffs (holding usage constant) and behavior change-** Displaying the bill impact for each rate and relevant customer segment due to structural differences in the rate mitigated by changes in behavior; and
- **Change in the distribution of bill impacts due to behavior change-** Displaying the distribution curves of bill impacts (percentage of customers with bill impacts within $10 incremental bins) with and without behavior change in the same graph to illustrate if the distribution for participants shifted to the left or changed shape compared with the distribution for control customers without behavior change.

A more detailed explanation of each type of analysis and how the analysis was conducted is contained in Section 3.7. The remainder of this section is organized according to the four analysis types summarized above – that is, bill impacts are presented for each rate, relevant customer segment, and climate region for each of the four analyses.

[61] Estimates were not produced for the month of June because enrollment changed dramatically from the beginning to the end of the month and the estimates would not be comparable to those for other months.

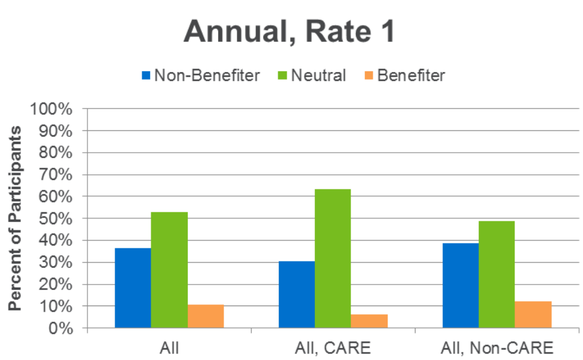
4.4.1 Structural Benefiter/Non-Benefiter Analysis Based on Pretreatment Usage

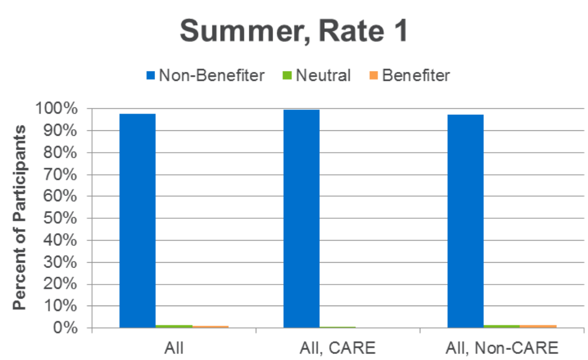
The structural benefiter analysis was conducted for the summer and annual time periods using pretreatment data from the treatment group for each rate and relevant customer segment. Annual impacts were based on hourly load data from May 2015 through April 2016. Summer impacts were based on June 2015 through September 2015. Monthly bills were estimated for each treatment group customer on the OAT and TOU rate using the hourly load data. The difference in bills based on the TOU rate and the OAT determines if a customer is a structural benefiter, a structural non-benefiter, or falls in a neutral range defined as have a structural bill impact between ±$3.[62]

Final results from the structural benefiter / non-benefiter analysis are presented in column graphs and shown as percentages for the summer season and on an annual basis. For each rate and relevant segment, the percentage of customers who are non-benefiter, neutral (+/- $3), or benefiters based on their average monthly bills for the time period of interest are shown as individual columns. The three columns within each rate and segment combination total to 100%, thus showing the distribution of structural benefiters and non-benefiters for each rate and segment of interest.

Figure 4.4-1 presents the outcome of the structural benefiter analysis for Rate 1 at the aggregate level across climate regions for all customers as well as for CARE/FERA and non-CARE/FERA. The graph on the left presents the analysis on an annual basis and the graph on the right presents the findings for the summer period. Nearly all customers are structural non-benefiters in the summer season, which was expected. A higher proportion of CARE/FERA customers are structural non-benefiters than CARE/FERA customers.

Figure 4.4-1: Rate 1 Structural Benefiter / Non-Benefiter Analysis
All | CARE/FERA | Non-CARE/FERA

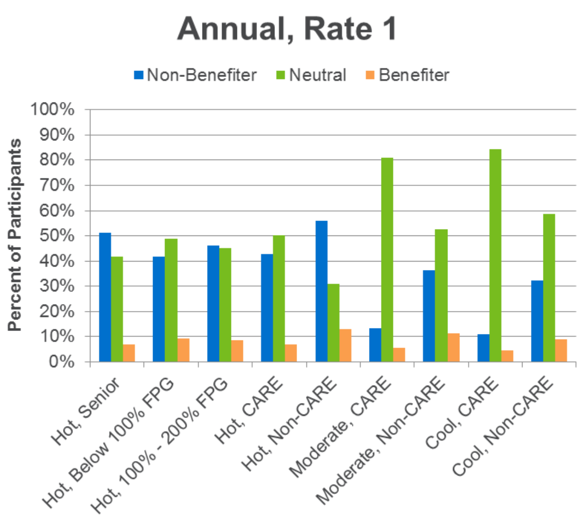




[62] See section 3.2.1 for additional details on the methodology.

Figure 4.4-2 presents the outcome of the structural benefiter analysis for Rate 1 at the detailed segment level by climate region. The findings at the aggregate level still hold, with nearly all customers as structural non-benefiters in the summer season. On an annual basis, the hot climate region had a greater proportion of structural non-benefiters than the moderate or cool regions. Finally, a higher proportion of non-CARE/FERA customers than CARE/FERA customers are non-benefiters within each climate region, which is also consistent with the aggregate findings.

Figure 4.4-2: Rate 1 Structural Benefiter / Non-Benefiter Analysis Detailed Segments by Climate Region



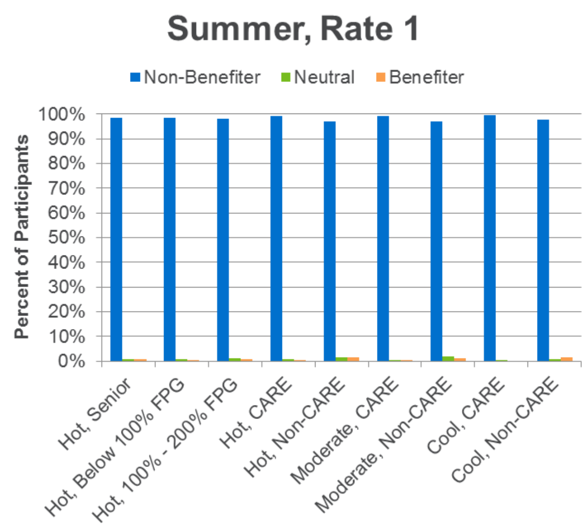
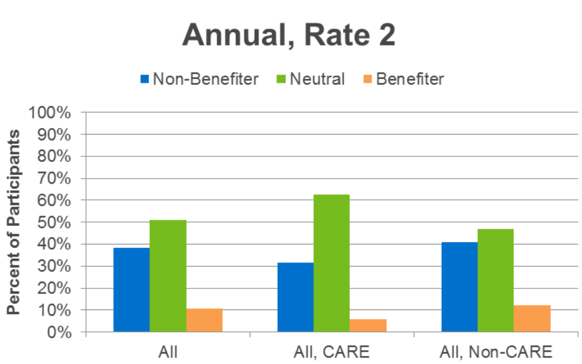


Figure 4.4-3 presents the outcome of the structural benefiter analysis for Rate 2 at the aggregate level across climate regions. Rate 2 differs from Rate 1 in several ways: the peak period is from 6 to 9 PM rather than 4 to 9 PM, it is a three period rate with a shoulder period from 4 to 6 PM and 9 to 10 PM, and prices are the same on weekends and weekdays. Overall, the general pattern of structural benefiters, non-benefiters, and neutrals is similar between Rate 1 and Rate 2. Nearly all customers are structural non-benefiters in the summer season, and there is a higher proportion of structural non-benefiters among non-CARE/FERA customers than among CARE/FERA customers.

Figure 4.4-3: Rate 2 Structural Benefiter / Non-Benefiter Analysis All | CARE/FERA | Non-CARE/FERA



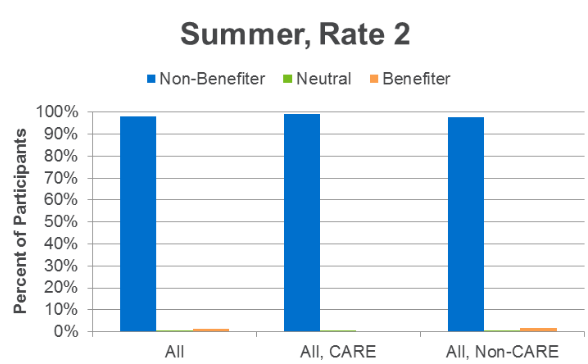


Figure 4.4-4 presents the outcome of the structural benefiter analysis for Rate 2 at the detailed segment level by climate region. The findings at the aggregate level still hold, with nearly all customers as structural non-benefiters in the summer season. On an annual basis, the hot climate region had a greater proportion of structural non-benefiters than the moderate or cool regions. Finally, a higher proportion of non-CARE/FERA customers are non-benefiters than CARE/FERA customers in each climate region, which is also consistent with the aggregate findings. Overall the findings for Rate 2 at the detailed segment level are also very similar to the distribution of structural benefiters and non-benefiters from Rate 1.

Figure 4.4-4: Rate 2 Structural Benefiter / Non-Benefiter Analysis Detailed Segments by Climate Region

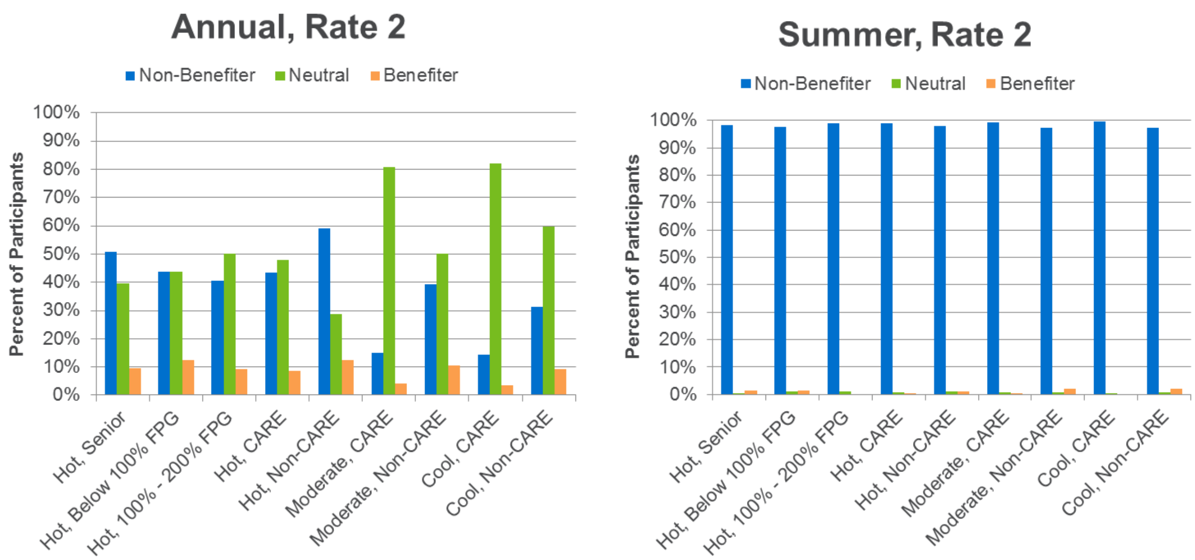


Figure 4.4-5 presents the outcome of the structural benefiter analysis for Rate 3 at the aggregate level across climate regions. PG&E's Rate 3 has the same peak period on weekdays as Rate 1 but has a higher peak-to-off-peak price ratio than Rate 1. Like Rate 1, and unlike Rate 2, all weekend hours are priced at the off-peak rate. Additionally, in the spring, Rate 3 has a super off-peak price from 11 AM to 4 PM. As with the other two rates, nearly all customers are structural non-benefiters in the summer season, and non-CARE/FERA customers have a higher proportion of non-benefiters than CARE/FERA customers

Figure 4.4-5: Rate 3 Structural Benefiter / Non-Benefiter Analysis All | CARE/FERA | Non-CARE/FERA

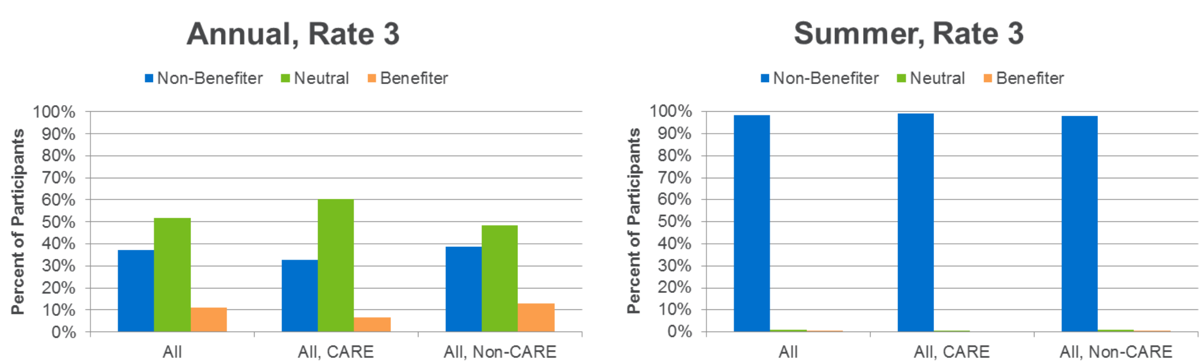
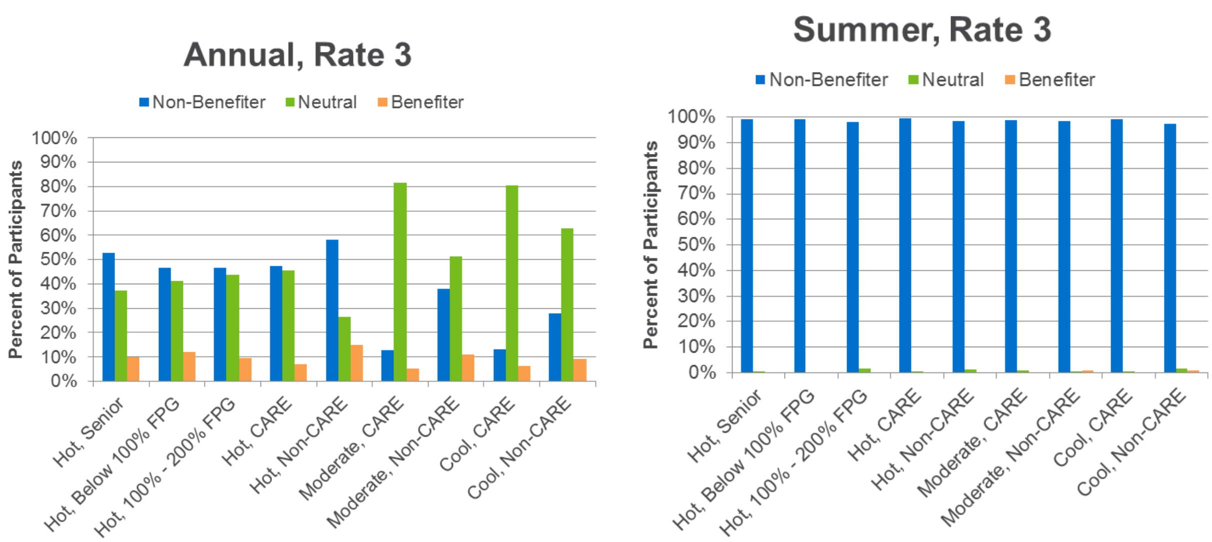


Figure 4.4-6 presents the outcome of the structural benefiter analysis for Rate 3 at the detailed segment level by climate region. As with the other two rates, the findings at the aggregate level still hold.

Figure 4.4-6: Rate 3 Structural Benefiter / Non-Benefiter Analysis Detailed Segments by Climate Region



Overall, a general pattern of structural benefiters and non-benefiters emerged that was consistent across all three rates. Nearly all customers were non-benefiters in the summer season, regardless of climate region or customer segment. On an annual basis, the hot climate region had a greater proportion of structural non-benefiters than the moderate or cool regions, and non-CARE/FERA customers were more likely to be structural non-benefiters than CARE/FERA customers. As noted previously, the large proportion of non-benefiters on an annual basis is due in part to the fact that PG&E's glide path OAT transition has been delayed – the TOU rate was designed to be revenue neutral relative to the 2017 glide path rate but the OAT used here is the 2016 glide path tariff.

The next section presents the analysis showing how much customers were able to reduce their bills as a result of behavior change. Section 4.4.3 combines the findings from the structural benefiter analysis with average bill impact findings to provide the full picture of how much of the structural loss customers were able to offset based on changing their energy use behavior.

4.4.2 Estimation of the Average Bill Impact Due to Changes in Usage

The average bill impact due to customers changing their energy usage in response to the TOU rate was estimated by calculating the difference in bills calculated using the TOU rate and post-enrollment usage for both the control and treatment group minus the difference in bills on the TOU rate using pretreatment usage for both the control and treatment groups. The control group bill calculated on the TOU rate represents the bill that would be expected if a customer was billed on the TOU rate, but didn't change their energy use behavior. The bill for the treatment group customers on TOU rate reflects any behavioral changes in response to being on the TOU rate. By subtracting the treatment group's average bill from the control group's average bill—and removing any pre-existing differences—we are able estimate the average bill impact attributable to the treatment group's change in behavior resulting from exposure to the pilot rate, after controlling for exogenous factors. [63] A positive impact indicates that customers successfully reduced their bills relative to the control group who did not respond to a TOU rate.

Bill impacts due to behavior change are presented in a column graph and shown as dollar impacts for the average summer monthly bill for July, August, and September 2016. The error bars on the graph represent the 90% confidence interval. Therefore, any impacts with error bars that cross below zero are not statistically significant at the 90% confidence level. Impacts are organized by rate, climate region, and segment. The bill impact in percentage terms that corresponds to the dollar amount is also included in the figure to provide context.

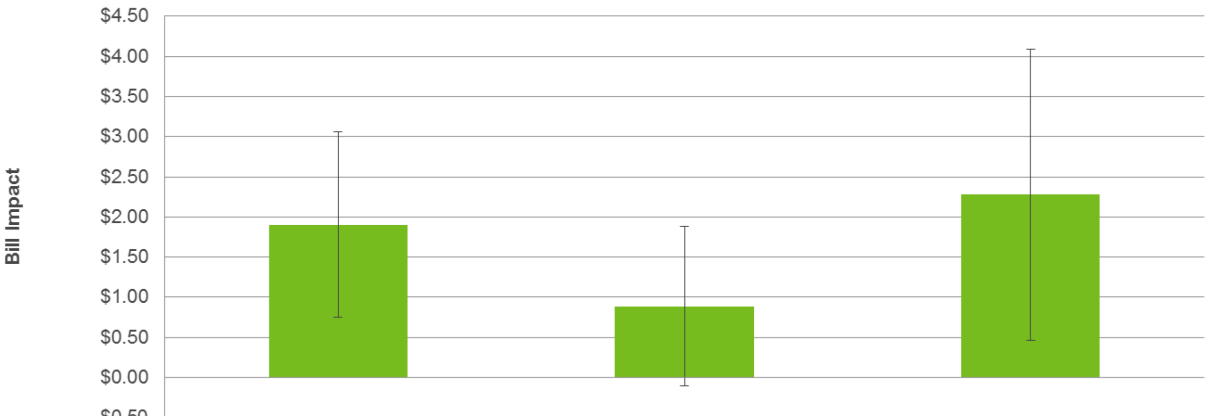
It should be noted that the aggregate level results were weighted following the same approach used for the load impacts.[64] The weights are representative of the mix of customers eligible to participate in the pilot, not just those who enrolled. Consequently, some of the individual segments shown in the detailed findings section may have more or less weight than other segments when they are combined together to develop the aggregate results. It is important to note that small bill impacts do not necessarily indicate customers did not change their behavior. As seen in the load impact section, load reductions in peak or shoulder periods, which would lead to lower bills all other things equal, are sometimes offset by load increases in the off-peak period. Depending on the relative magnitude of each change, bill impacts could go up, down, or remain largely unchanged even though customers made significant changes in behavior. It is also important to note that the values shown here represent changes in bills due to change in behavior – they do not represent the total change in the bill (nearly all bills increased in the summer). The total changes in the bill will be presented in the next section.

Figure 4.4-7 provides the overall results for customers on Rate 1. Through changing their energy use the average Rate 1 customer was able to reduce what their average monthly bill would have otherwise been by $1.90, or 1.6%. Though small, this result is statistically significant at the 90% confidence level. Average hourly peak period load impacts for Rate 1 customers were 5.8% or 0.06 kW. The relatively small bill impact is due, in part, to the relatively short peak period over which load reductions occur and the fact that there were small increases in usage on average in the longer off-peak period. For the five hour peak period, the average daily energy savings is approximately 0.3 kWh (5 hours times 0.06 kWh). If we assume four weeks in a month, and five days a week, the result is twenty days where we would expect to observe the peak period reductions. Multiplying 20 days by the 0.3 kWh we expect to find about 6 kWh savings from the peak period per month. When factoring in both the CARE/FERA and non-CARE/FERA rates, the average summer weekday peak period price per kWh on Rate 1 is $0.37. An impact of 6 kWh per month at $0.37 per kWh equals a total estimated peak period bill reduction of $2.22. When factoring in slight increases in energy use during off-peak hours, the $1.90 monthly bill impact appears quite reasonable. Bill impacts due to behavior change for CARE/FERA customers were less than half of the average customer impact at $0.88 (1%) and were not statistically significant. Non-CARE/FERA customer bill impacts were statistically significant at $2.28 (1.7%) per month.

[63] See section 3.2.2 for additional details on the methodology.

[64] See section 4.3 for a detailed discussion of the weighting approach.

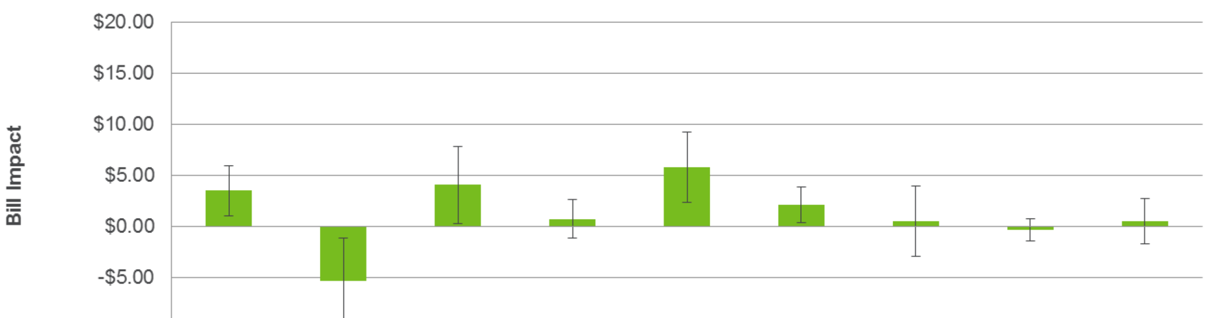
Figure 4.4-7: Rate 1 Average Bill Impacts from Behavior Change
All | CARE/FERA | Non-CARE/FERA
(Positive values represent bill reductions)



	All Customers	CARE	Non-CARE
		All	
Bill Impact	$1.90	$0.88	$2.28
Percent Impact	1.6%	1.0%	1.7%

Figure 4.4-8 provides the detailed results by climate region and segment for customers on Rate 1. Non-CARE/FERA customers in the hot climate region exhibited the largest bill reduction due to changes in behavior at $5.87 per month (2.7%). Seniors and customers between 100% and 200% of FPG also exhibited statistically significant bill reductions due to behavior change of $3.56 (2.3%) and $4.10 (2.9%), respectively. Low income customers in the hot climate region saw statistically significant bill increases from behavior change. As seen in Table 4.3-6, low income customers increased usage on the TOU rate in all rate periods relative to the control group. This may be at least partially attributable to low income customers having a lower understanding of the rate design, as discussed in Section 4.5. As seen in Table 4.5-33, almost 20% of the customers below 100% of FPG could not correctly identify a single hour that fell within the peak period compared with only 6% of non-CARE/FERA customers who could not identify a single correct peak period hour.

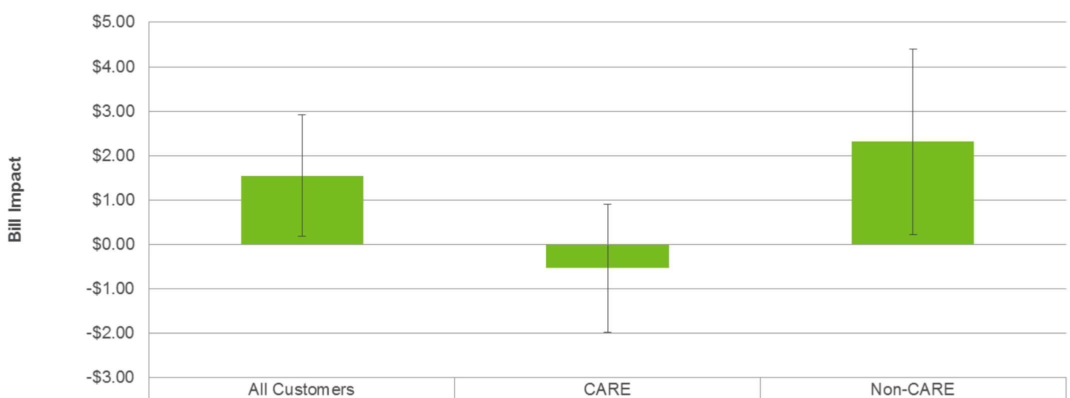
Figure 4.4-8: Rate 1 Average Bill Impacts from Behavior Change
Detailed Segments by Climate Region
(Positive values represent bill reductions)



	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
			Hot			Moderate		Cool	
Bill Impact	$3.56	-$5.32	$4.10	$0.79	$5.87	$2.16	$0.55	-$0.30	$0.54
Percent Impact	2.3%	-4.4%	2.9%	0.7%	2.7%	3.5%	0.5%	-0.7%	0.7%

Figure 4.4-9 provides the overall results for customers on Rate 2, which are generally very similar to Rate 1. Through changes in behavior, the average Rate 2 customer was able to reduce what their average monthly bill would have otherwise been by $1.54, or 1.2%. This result is statistically significant at the 90% confidence level. Average hourly peak period load impacts for Rate 2 customers were 6.1% or 0.06 kW. Bill impacts for CARE/FERA customers were negative—meaning CARE/FERA customers' bills increased slightly as a result of their energy use behavior—however, the impacts are not statistically significant. Similar to Rate 1, non-CARE/FERA customer bill impacts were statistically significant at $2.31 (1.6%) per month.

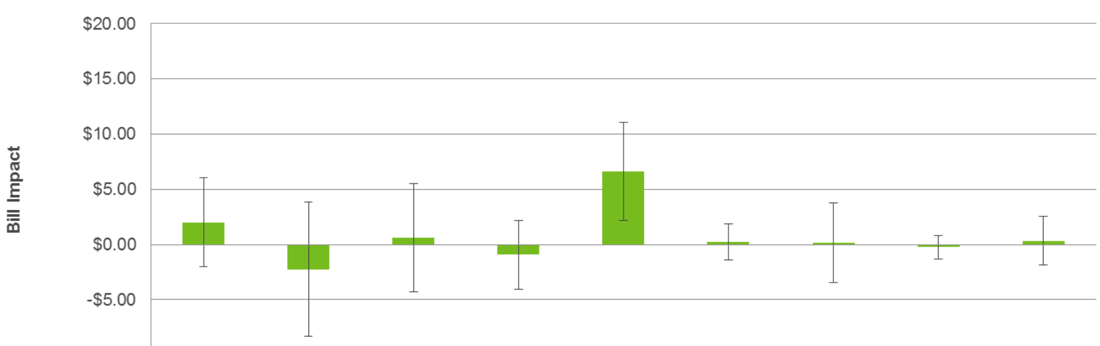
Figure 4.4-9: Rate 2 Average Bill Impacts from Behavior Change
All | CARE/FERA | Non-CARE/FERA
(Positive values represent bill reductions)



	All Customers	CARE	Non-CARE
	All		
Bill Impact	$1.54	-$0.53	$2.31
Percent Impact	1.2%	-0.6%	1.6%

Figure 4.4-10 provides the detailed level results by climate region and segment for customers on Rate 2. Similar to Rate 1, non-CARE/FERA customers in the hot climate region exhibited the largest bill reductions due to changes in behavior at $6.64 per month (3.1%). No other segments exhibited statistically significant bill reductions due to changes in behavior.

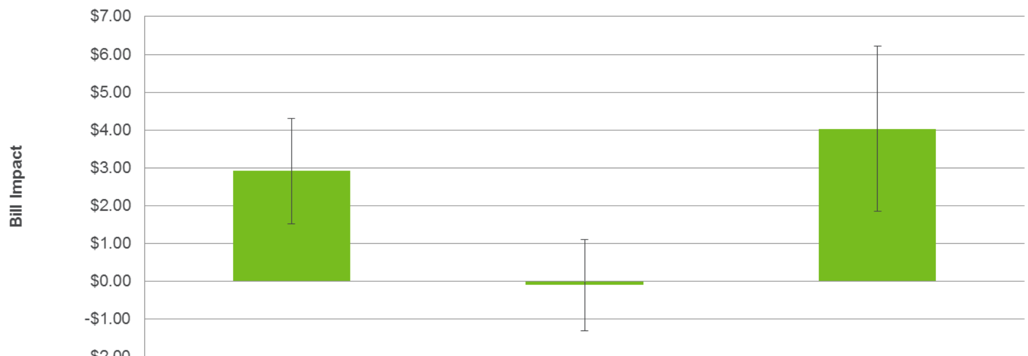
Figure 4.4-10: Rate 2 Average Bill Impacts from Behavior Change
Detailed Segments by Climate Region
(Positive values represent bill reductions)



	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
	Hot					Moderate		Cool	
Bill Impact	$2.00	-$2.26	$0.60	-$0.94	$6.64	$0.22	$0.16	-$0.25	$0.31
Percent Impact	1.3%	-1.7%	0.4%	-0.8%	3.1%	0.4%	0.1%	-0.6%	0.4%

Figure 4.4-11 provides the overall results for customers on Rate 3. PG&E's Rate 3 has the same peak period on weekdays as Rate 1 but has a higher peak-to-off-peak price ratio than Rate 1. In fact, Rate 3 has the highest peak period price of all PG&E rates, and is significantly higher than Rates 1 and 2. Like Rate 1, and unlike Rate 2, all weekend hours are priced at the off-peak rate. Through changing their energy use, the average Rate 3 customer was able to reduce what their average monthly bill would have otherwise been by $2.92, or 2.4%. This result is statistically significant at the 90% confidence level and nearly twice the size of the bill impacts from Rates 1 and 2. Average hourly peak period load impacts for Rate 3 customers were 5.5% or 0.06 kW. Bill impacts due to behavior change for CARE/FERA customers were close to zero and weren't statistically significant. Non-CARE/FERA customer bill impacts were statistically significant at $4.03 (2.9%) per month.

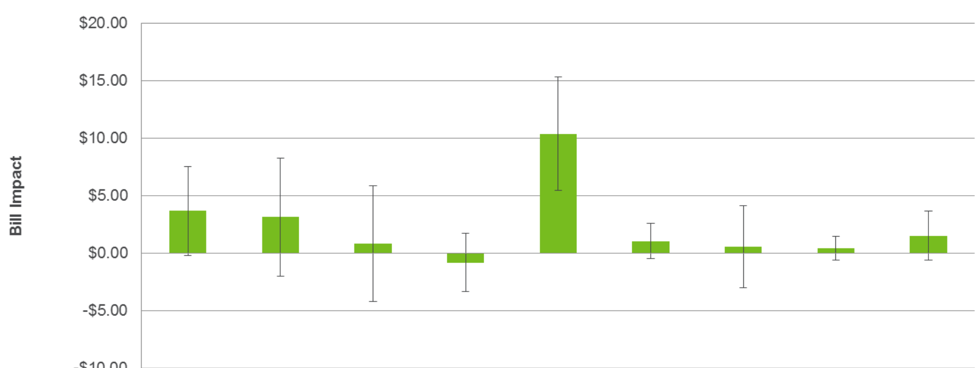
Figure 4.4-11: Rate 3 Average Bill Impacts from Behavior Change
All | CARE/FERA | Non-CARE/FERA
(Positive values represent bill reductions)



	All Customers	CARE	Non-CARE
		All	
Bill Impact	$2.92	-$0.10	$4.03
Percent Impact	2.4%	-0.1%	2.9%

Figure 4.4-12 provides the detailed level results by climate region and segment for customers on Rate 3. Similar to Rates 1 and 2, non-CARE/FERA customers in the hot climate region exhibited the largest bill reductions due to changes in behavior at $10.41 per month (4.7%). No other segments exhibited statistically significant bill reductions due to changes in behavior.

Figure 4.4-12: Rate 3 Average Bill Impacts from Behavior Change
Detailed Segments by Climate Region
(Positive values represent bill reductions)



	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
			Hot			Moderate		Cool	
Bill Impact	$3.70	$3.16	$0.87	-$0.78	$10.41	$1.08	$0.56	$0.48	$1.55
Percent Impact	2.3%	2.3%	0.6%	-0.7%	4.7%	1.9%	0.5%	1.1%	2.0%

Overall, bill impacts due to behavior change across all of the rates appear to have been largely driven by the non-CARE/FERA customers in the hot climate region. Other segments, such as seniors in the hot climate region on Rate 1, also experienced statistically significant bill impacts, but for the most part, bill impacts for other segments, rates, and climate regions were very small and not statistically significant.

4.4.3 Estimation of the Total Bill Impact Due to Differences in the Tariffs (Holding Usage Constant) and Behavior Change

Total bill impacts experienced by customers on a TOU rate can be decomposed into two components: the structural impact, and the behavioral impact. The structural impact represents the change in customer bills based solely on the change in the underlying structure of the rate. In this case, it is the change from the OAT to the time-differentiated TOU pilot rates. The behavioral impact represents how the customer changed their energy usage in response to the new pricing structure of the rate—which includes higher prices in the afternoon and evening and lower prices at other times of the day. During the summer period, nearly all customers on the TOU rates experienced a structural increase in their bills. However, customers also had an opportunity to offset that increase by changing their energy use behavior in response to the new price signals. As noted above, it is the combination of structural and behavioral bill impacts that produces the total bill impact experienced by the average study participant on each rate.

The results from this analysis represent the average monthly bill across the summer months of July, August, and September 2016. Three different bills were calculated for each customer segment:[65]

- **No Change in Behavior or Tariff [1]:** This represents what the treatment group bills would have been in the post-treatment period if they were on the OAT and had not changed their behavior
- **No Change in Behavior, Change in Tariff [2]:** This represents what the treatment group bills would have been in the post-treatment period if they were on the TOU rate and had not changed their behavior
- **Change in Behavior and in Tariff [3]:** This represents what the treatment group bills were in the post-treatment period on the TOU rate with a change in behavior

Based off of components defined above, the following metrics were calculated:

- The difference between **[1]** and **[2]** is the structural bill impact (based on post-treatment usage after adjusting for any pretreatment difference between control and treatment customers);
- The difference between **[1]** and **[3]** is the bill impact due to structural differences in the rates, but mitigated by changes in behavior; and
- The difference between **[2]** and **[3]** is the amount customers were able reduce their bills by changing their behavior.

[65] See section 3.2.3 for additional details on the methodology.

In the bill impact analysis, a major policy question was to better understand the relationship between the structural bill impacts, and how customers were able to respond. This relationship is represented by the "percentage of structural loss mitigated by change in behavior" shown in the data table at the bottom of the figures below. Put differently, this percentage represents how much of the structural bill increase from the TOU rate the average customer was able to offset. Results are organized by rate, climate region, and segment; similarly to the other bill impact analysis sections.

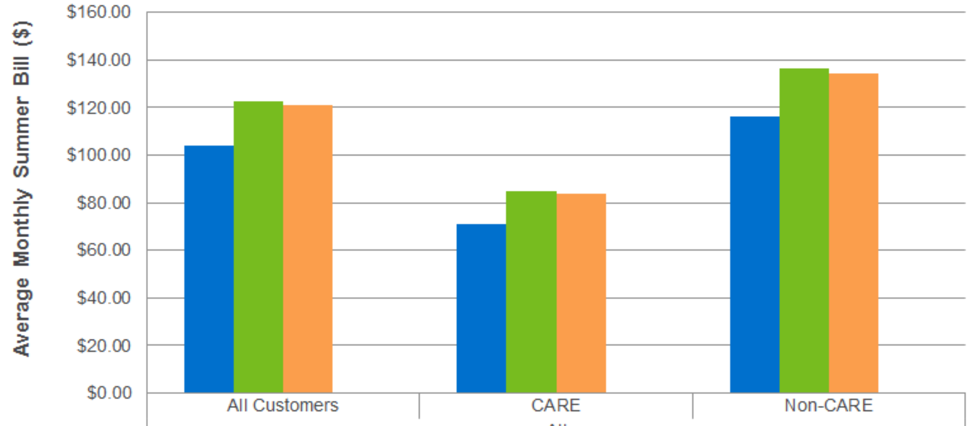
Figure 4.4-13 presents a set of three average monthly bills as defined above for all customers, CARE/FERA customers, and non-CARE/FERA customers on Rate 1. The blue bar represents a typical summer monthly bill for a customer still on the OAT and not responding to a TOU rate— noted as "No Change in Behavior or Tariff." For the average customer on Rate 1, this dollar amount was $104.14. The green bar represents what a typical summer monthly bill would be for a customer who was billed on a TOU rate, but didn't change their energy use behavior— noted as "No Change in Behavior, Change in Tariff." This dollar amount is $122.70 for the average Rate 1 customer. The difference between the two values, $18.56, is the average increase a customer would see in their bills by changing from the OAT to Rate 1, and not changing their energy use behavior; this is also referred to as the customer's structural loss. The orange bar represents the average Rate 1 customer's bill after factoring in the change in rate from the OAT to the Pilot Rate 1, and then also taking into account any changes in energy use behavior— noted as "With Change in Behavior and Tariff." This bill amount averaged $120.80 for the typical Rate 1 customer. Based off these values, it is possible to estimate the total change in bills including both the change in tariff and in behavior, which was a bill increase of $16.60 per month (16%). The total change in bill is calculated by subtracting the blue ($104.14) from the orange ($120.80).

An additional important metric is the percent of the structural loss—increase in the bills due strictly to the change in tariff—that can be offset or mitigated by customers changing their energy use behavior. As noted above, the average structural loss for Rate 1 customers was $18.56. The amount customers were able to reduce their bills by changing their behavior—compared to what it would have been without any behavior change—is obtained by subtracting the orange bar ("With Change in Behavior and Tariff": $120.80) from the green bar ("No Change in Behavior, Change in Tariff": $122.70), which equals $1.90. Based on these values, customers were able to offset $1.90 out of the $18.56 structural loss, or 10.3%. This value is provided at the bottom of the data table in each figure for convenience.

CARE/FERA customers experienced an average structural loss of $14.01 (20%). Through changes in energy use behavior they were able to offset $0.88 (6.3%), resulting in a total monthly bill increase of $13.30 (19%) after factoring in both changes in the tariff and behavior. It should be noted that the bill impact due to behavior change for CARE/FERA customers on Rate 1 was not statistically significant. Given the small dollar amount to begin with, and the lack of statistical significance, the key take away from this analysis is that the average CARE/FERA customer on Rate 1 did not change their energy use behavior sufficiently to mitigate any of the structural loss.

Conversely, non-CARE/FERA customers were able to mitigate some of their structural loss, though only a relatively small portion at 11.3% ($2.28). The average structural loss for non-CARE/FERA customers was $20.23 (17%), resulting in a total monthly bill increase of $17.95 (15%) after factoring in changes in the tariff, and behavior.

Figure 4.4-13: Rate 1 Total Bill Impact Due to Differences in the Tariff and Behavior Change (All | CARE/FERA | Non-CARE/FERA)

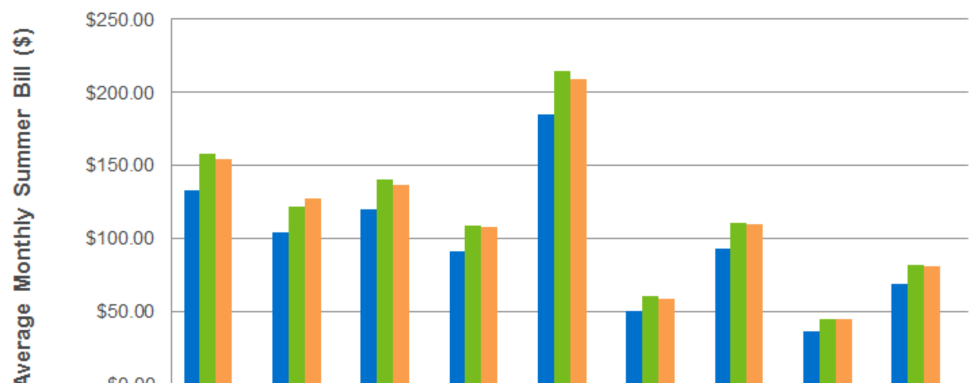


	All Customers	CARE	Non-CARE
		All	
No Change in Behavior or Tariff	$104.14	$70.77	$116.44
No Change in Behavior, Change in Tariff	$122.70	$84.77	$136.67
With Change in Behavior and Tariff	$120.80	$83.89	$134.39
% of structural loss mitigated by change in behavior	10.3%*	6.3%	11.3%*

* Indicates statistically significant result

Figure 4.4-14 presents the three sets of average monthly bills as defined above for the detailed segments by climate region on Rate 1. CARE/FERA customers in the moderate region, non-CARE/FERA customers in the hot region, seniors in the hot region, and customers with incomes between 100 and 200% of FPG in the hot region offset their structural bill increase by ~20% through behavior change. Behavioral offsets for the other customer segments were less than 5% and not statistically significant.

Figure 4.4-14: Rate 1 Total Bill Impact Due to Differences in the Tariff and Behavior Change (Detailed Segments by Climate Region)

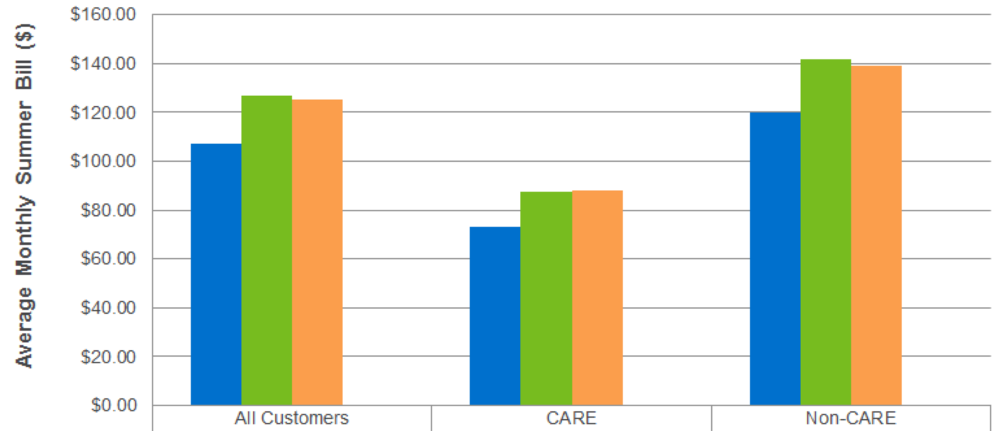


	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
	Hot					Moderate		Cool	
No Change in Behavior or Tariff	$133.23	$103.69	$119.80	$91.16	$184.43	$50.39	$93.25	$35.92	$68.99
No Change in Behavior, Change in Tariff	$157.49	$122.15	$140.42	$108.46	$214.55	$60.82	$110.46	$44.66	$81.80
With Change in Behavior and Tariff	$153.94	$127.48	$136.32	$107.67	$208.68	$58.67	$109.91	$44.96	$81.26
% of structural loss mitigated by change in behavior	14.7%*	-28.8%*	19.9%*	4.6%	19.5%*	20.7%*	3.2%	-3.5%	4.2%

* Indicates statistically significant result

Figure 4.4-15 presents the three sets of average monthly bills for all customers, CARE/FERA customers, and non-CARE/FERA customers on Rate 2, which were similar in nature to Rate 1. The average Rate 2 customer experienced a structural loss of $19.63 (18%). Through changes in energy use behavior they were able to offset $1.54 (7.9%), resulting in a total monthly bill increase of $18.09 (17%) after factoring in both changes in the tariff and behavior. CARE/FERA customers experienced an average structural loss of $14.23 (19%). They did not reduce energy usage compared to the control group, resulting in a total monthly bill increase of $14.76 (20%) after factoring in changes in the tariff and behavior. Non-CARE/FERA customers were able to mitigate some of their structural loss, though only a relatively small portion at 10.7% ($2.31). The average structural loss for non-CARE/FERA customers was $21.62 (18%), resulting in a total monthly bill increase of $19.31 (16%) after factoring in the changes in the tariff, and behavior.

Figure 4.4-15: Rate 2 Total Bill Impact Due to Differences in the Tariff and Behavior Change (All | CARE/FERA | Non-CARE/FERA)

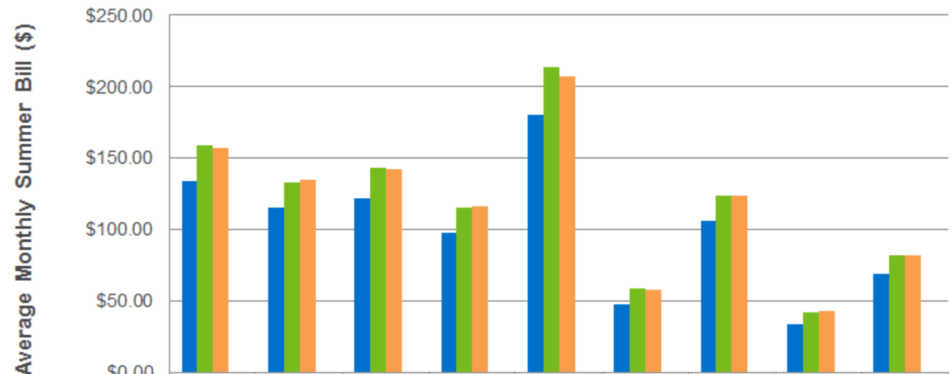


	All Customers	CARE	Non-CARE
		All	
No Change in Behavior or Tariff	$107.37	$73.25	$119.93
No Change in Behavior, Change in Tariff	$127.00	$87.48	$141.56
With Change in Behavior and Tariff	$125.45	$88.02	$139.25
% of structural loss mitigated by change in behavior	7.9% *	-3.8%	10.7% *

* Indicates statistically significant result

Figure 4.4-16 presents the three sets of average monthly bills for the detailed segments by climate region on Rate 2. Non-CARE/FERA customers in the hot region were the only segment to offset any portion of their structural bill increase through behavior change at 19.8%. Behavioral offsets for the other customer segments were less than 8% and not statistically significant; or even negative in some cases.

Figure 4.4-16: Rate 2 Total Bill Impact Due to Differences in the Tariff and Behavior Change (Detailed Segments by Climate Region)

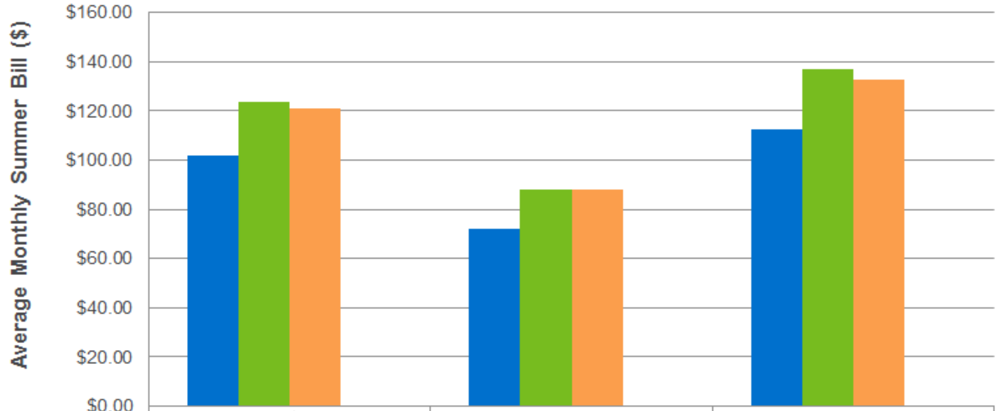


	Hot					Moderate		Cool	
	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
No Change in Behavior or Tariff	$133.48	$114.81	$121.41	$97.39	$179.75	$47.90	$105.58	$33.44	$69.05
No Change in Behavior, Change in Tariff	$158.65	$132.83	$142.73	$115.08	$213.31	$58.32	$123.51	$42.17	$81.76
With Change in Behavior and Tariff	$156.65	$135.09	$142.12	$116.02	$206.68	$58.10	$123.35	$42.41	$81.45
% of structural loss mitigated by change in behavior	7.9%	-12.5%	2.8%	-5.3%	19.8%*	2.1%	0.9%	-2.8%	2.5%

* Indicates statistically significant result

Figure 4.4-17 presents the three sets of average monthly bills for all customers, CARE/FERA customers, and non-CARE/FERA customers on Rate 3, which were similar to Rates 1 and 2. The average Rate 3 customer experienced a structural loss of $21.97 (22%). Through changes in energy use behavior they were able to offset $2.92 (13.3%), resulting in a total monthly bill increase of $19.05 (19%) after factoring in the changes in the tariff and behavior. CARE/FERA customers experienced an average structural loss of $15.52 (21%). Similar to Rate 2, they did not reduce energy usage compared to the control group, resulting in a total monthly bill increase of $15.62 (22%) after factoring in the changes in the tariff and behavior. Non-CARE/FERA customers were able to mitigate some of their structural loss, though only a relatively small portion at 16.6% ($4.03). The average structural loss for non-CARE/FERA customers was $24.35 (22%), resulting in a total monthly bill increase of $21.31 (18%) after factoring in the changes in the tariff, and behavior.

Figure 4.4-17: Rate 3 Total Bill Impact Due to Differences in the Tariff and Behavior Change (All | CARE/FERA | Non-CARE/FERA)

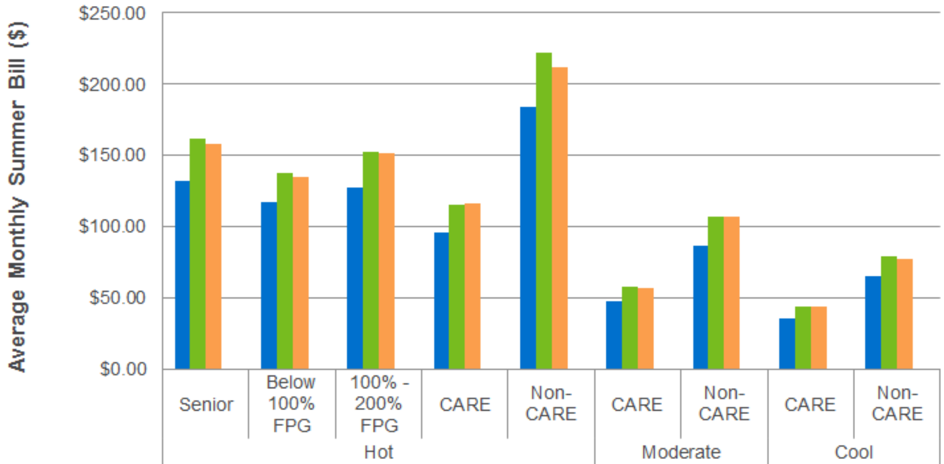


	All Customers	CARE	Non-CARE
		All	
No Change in Behavior or Tariff	$101.71	$72.31	$112.54
No Change in Behavior, Change in Tariff	$123.68	$87.83	$136.89
With Change in Behavior and Tariff	$120.76	$87.93	$132.86
% of structural loss mitigated by change in behavior	13.3% *	-0.7%	16.6% *

* Indicates statistically significant result

Figure 4.4-18 presents the three sets of average monthly bills for the detailed segments by climate region on Rate 3. Similar to Rate 2, non-CARE/FERA customers in the hot region were the only segment to offset any portion of their structural bill increase through behavior change at 27.0%. This was the largest offset among any customer segments. Behavioral offsets for the other customer segments varied, but were not statistically significant; and were even negative in the case of CARE/FERA customers in the hot climate region.

Figure 4.4-18: Rate 3 Total Bill Impact Due to Differences in the Tariff and Behavior Change (Detailed Segments by Climate Region)



	Senior (Hot)	Below 100% FPG (Hot)	100% - 200% FPG (Hot)	CARE (Hot)	Non-CARE (Hot)	CARE (Moderate)	Non-CARE (Moderate)	CARE (Cool)	Non-CARE (Cool)
No Change in Behavior or Tariff	$131.52	$117.02	$127.70	$95.38	$183.59	$47.09	$86.72	$35.41	$65.37
No Change in Behavior, Change in Tariff	$161.15	$137.47	$152.19	$115.31	$222.16	$57.65	$106.99	$43.99	$78.63
With Change in Behavior and Tariff	$157.45	$134.31	$151.33	$116.10	$211.75	$56.56	$106.43	$43.51	$77.08
% of structural loss mitigated by change in behavior	12.5%	15.4%	3.5%	-3.9%	27.0%*	10.3%	2.8%	5.6%	11.7%

* Indicates statistically significant result

Overall, the average customer across each of the rates was able to offset a small portion of the structural bill impact by between 8% and 13%. However, the offsets were largely driven by the non-CARE/FERA customers in the hot climate region who were able to offset between 20% and 27% of their structural loss. For the most part, the other segments were not able to offset much of their structural loss and many of the observed behavioral impacts were not statistically significant.

4.4.4 Change in the Distribution of Bill Impacts Due to Behavior Change

The fourth analysis presents the distribution of bill impacts[66] for customers with and without behavioral change, and is designed to show how the distribution shifts when customers respond to the rates by changing behavior. Similar to the other analyses, impact distributions are based on the average summer monthly bills for July, August, and September. Bill impacts were estimated for two cases—with and without behavior change. Both are based on the structural bill impact calculations; however, impacts with behavior change show how behavioral impacts are able to affect the structural impact distribution. Customers were segmented into ranges of bill impacts. The percentage of customers in each $10 increment from negative $100 to positive $100 per month was determined with and without behavior change. The underlying calculations used to develop the distributions are based off of a difference-in-differences approach that compares the treatment and control customers based on both pre- and post-treatment bill impacts.[67]

[66] Bill impacts without behavior change represent the structural bill impact distribution; bill impacts with behavior change show how behavioral impacts affect the structural bill impact distribution.

[67] See section 3.2.4 for additional details on the methodology.

The two distributions are presented on a line graph, with the height of the line at any given $10 increment representing the percentage of customers experiencing a bill impact of the corresponding dollar amount. In this case, the bill impact is measured as the difference between the TOU bill and the OAT bill. If the line for the group with changes in behavior is to the left of the line representing the group with no change in behavior, it shows that at least some customers were able to modify their energy usage such that they had lower total bill impacts compared to if they had not changed their behavior.

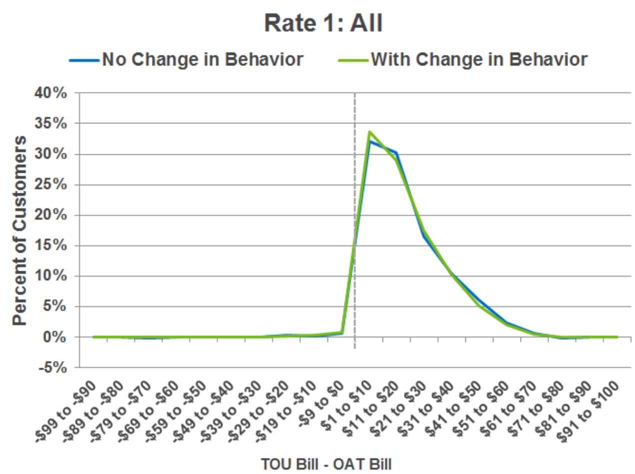
Figure 4.4-19 presents the distribution of bill impacts with and without energy use behavior change. The blue line represents the structural bill impacts that result when customers are billed on the TOU rate and do not change their energy use behavior. The green line shows the total bill impacts when customers have responded to the TOU rate and, in some cases, changed their energy use behavior. Bill impacts are calculated as the difference between the TOU bill and the OAT bill. Each point along the line graph represents the percentage of customers within a specific bill impacts bin or range. For example, on Rate 1, approximately 30% of the customers have structural bill impact of $11 to $20 per month—the blue line. In other words, approximately 30% of the Rate 1 customers would experience an increase of $11 to $20 per month on Rate 1 compared to the OAT without changing their behavior. The green line represents the total bill impacts when customers have had the opportunity to respond to the TOU rate. In this case, the percent of customers experiencing an increase of $11 to $20 per month on Rate 1 compared to the OAT is 29%, showing a slight reduction.

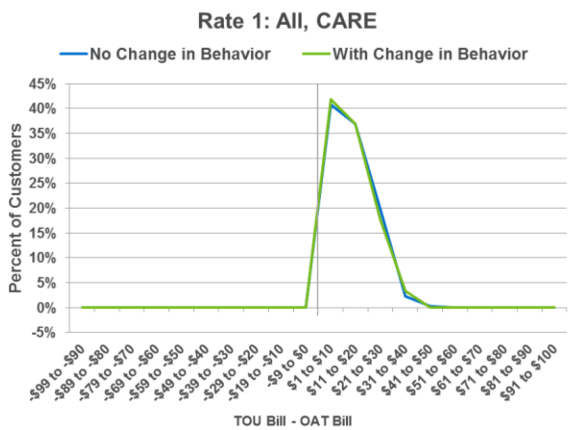
It is important to note that customers could move up or down through the incremental impact bins, and could potentially move more than one bin—meaning that a customer could potentially experience a bill increase due to their behavioral response, or they could jump down several bins and go from a $21 to $30 per month bill impact down to $1 to $10 impact, for example. In the case of the average Rate 1 customers, there is an increase in the percent of customers with a total bill impact of between $1 and $10 per month. With no change in behavior, 32% of customers were in this bin and with behavior change 34% of customers are now in this bin. Looking at the shape of the distributions and the table reporting the percentages, it is clear that with behavior change there were fewer customers in the $41 to $50 range, and in the$11 to $20 range. While it isn't clear exactly where those customers moved, it is clear that ultimately some customers were able to make changes in their energy use behavior that resulted in offsetting some of the structural loss, as covered in the previous sections. While the percentage of customers in the $1 to $10 bin increased, it was because they were originally in higher bill impact ranges and have since transitioned down to a lower bin.

As noted in the previous section, CARE/FERA customers on average did not offset any of the structural loss through behavior change. This is also apparent in the graph below, where there is very little separation between the green and blue lines. On the other hand, the non-CARE/FERA customers were able to slightly offset the structural bill impacts, and this can be observed in the graph where sections of the green line are to the left of or below the blue line. It's also important to note that instances where the green line is to the right of or above the blue line in the lower bill impact ranges indicate more customers have moved into that bin, likely from higher impact bins. This is the case where there is a higher percentage of non-CARE/FERA customers in the $1 to $10 range after behavior change compared to before behavior change.

Figure 4.4-19: Rate 1 Change in the Distribution of Bill Impacts Due to Behavior Change All | CARE/FERA | Non-CARE/FERA

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0%	0%
-$89 to -$80	0%	0%
-$79 to -$70	0%	0%
-$69 to -$60	0%	0%
-$59 to -$50	0%	0%
-$49 to -$40	0%	0%
-$39 to -$30	0%	0%
-$29 to -$20	0%	0%
-$19 to -$10	0%	0%
-$9 to $0	1%	1%
$1 to $10	32%	34%
$11 to $20	30%	29%
$21 to $30	17%	17%
$31 to $40	10%	10%
$41 to $50	6%	5%
$51 to $60	2%	2%
$61 to $70	1%	1%
$71 to $80	0%	0%
$81 to $90	0%	0%
$91 to $100	0%	0%





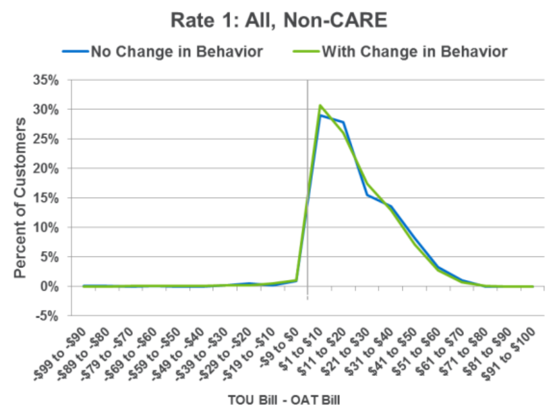
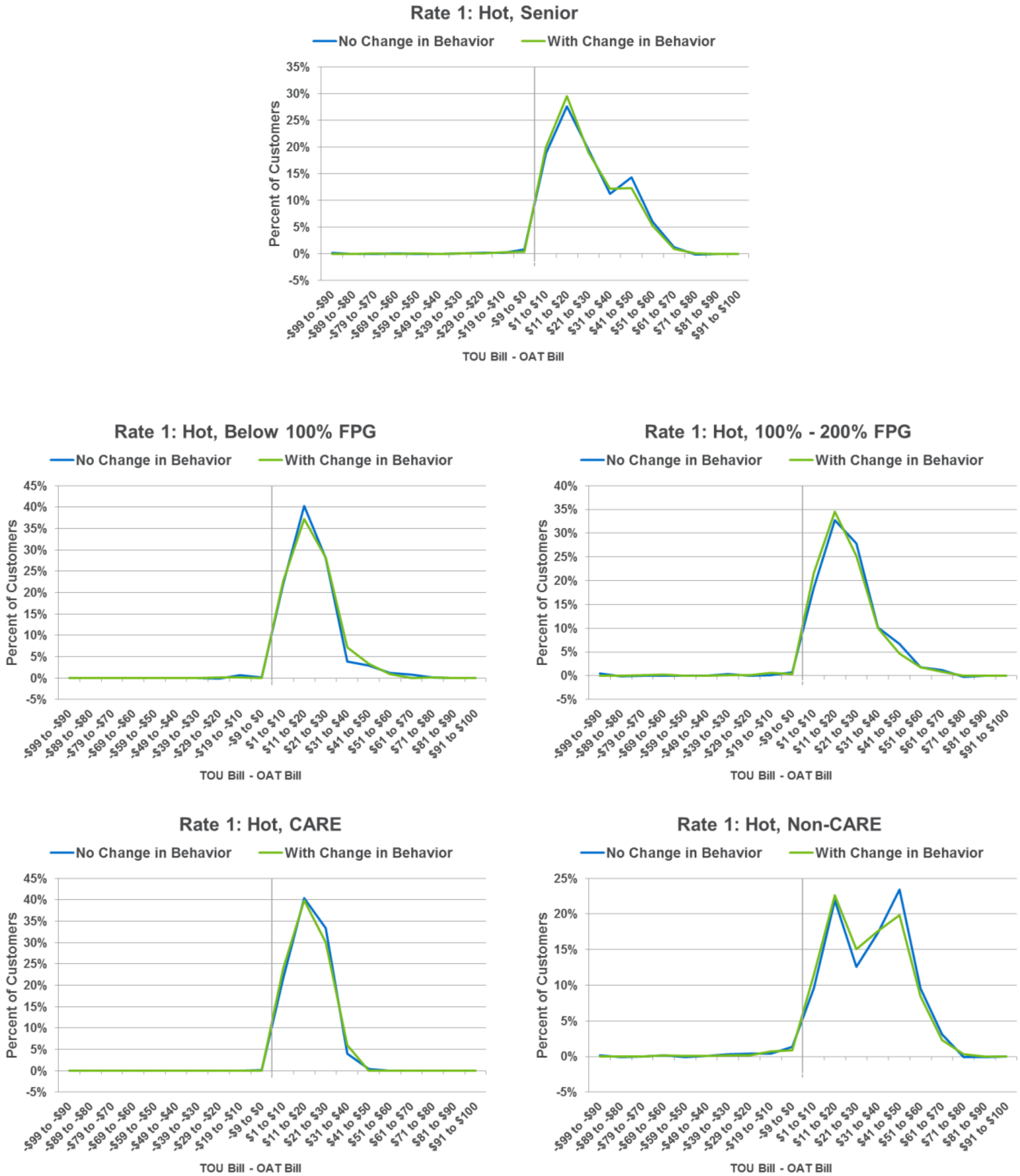


Figure 4.4-20 provides the distribution of bill impacts for the detailed segments by climate zone. As noted above in section 4.4.2 , the only Rate 1 segments with statistically significant bill impacts due to behavior change were Seniors, 100% to 200% FPG, non-CARE/FERA customers in the hot region, and CARE/FERA customers in the moderate region. In each of those segments, it is possible to see how the distribution has shifted slightly. It's also worth noting that there are instances such as non-CARE/FERA customers in the moderate region where there weren't statistically significant bill impacts. However, it's clear some shifting took place. Nevertheless, based on the outcomes it is apparent that not all of the shifting was into lower bill impact ranges given that the overall outcome for that segment was near zero and not statistically significant.

Figure 4.4-20: Rate 1 Change in the Distribution of Bill Impacts Due to Behavior Change Detailed Segments by Climate Region



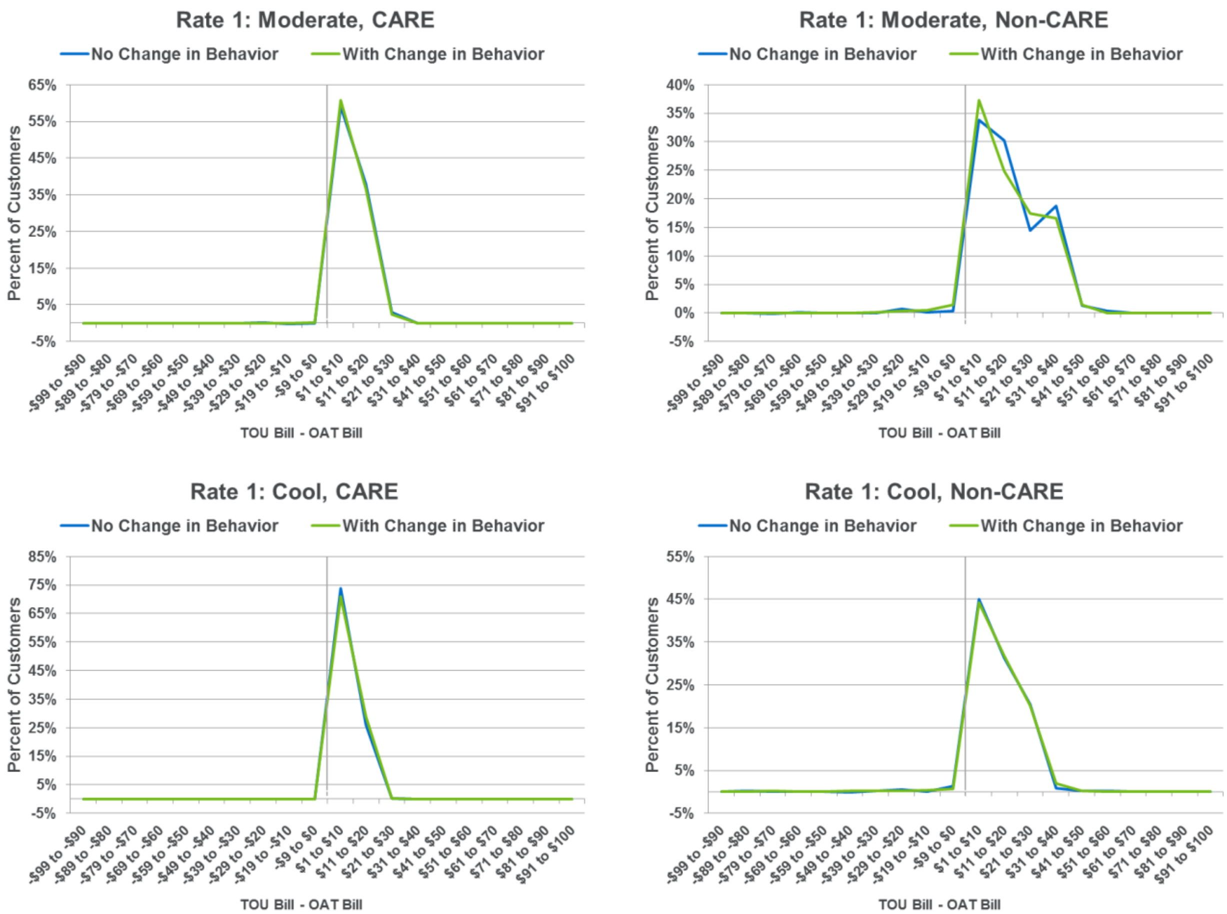
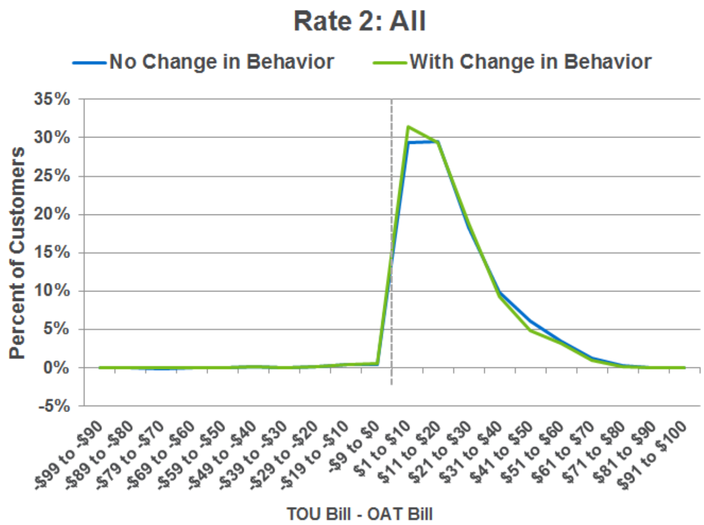


Figure 4.4-21 provides the distributions of bill impacts for all customers and CARE/FERA and non-CARE/FERA customers on Rate 2. The average Rate 2 customer was able to offset approximately $1.54 (7.9%) of the structural loss through behavior change. Based on the graph, some customers with larger impacts in the $50 range were able to transition down to lower bins. On average, Rate 2 CARE/FERA customers were not able to offset any of the structural loss. However, it appears that at least some customers were able to move into lower bill impact bins. As with Rate 1, non-CARE/FERA customers show the largest behavioral bill impacts. This is shown where there is a notable reduction in the $50 per month bill impact range, and growth in the lower impact ranges.

Figure 4.4-21: Rate 2 Change in the Distribution of Bill Impacts Due to Behavior Change
All | CARE/FERA | Non-CARE/FERA

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0%	0%
-$89 to -$80	0%	0%
-$79 to -$70	0%	0%
-$69 to -$60	0%	0%
-$59 to -$50	0%	0%
-$49 to -$40	0%	0%
-$39 to -$30	0%	0%
-$29 to -$20	0%	0%
-$19 to -$10	0%	1%
-$9 to $0	0%	1%
$1 to $10	29%	31%
$11 to $20	30%	29%
$21 to $30	18%	19%
$31 to $40	10%	9%
$41 to $50	6%	5%
$51 to $60	4%	3%
$61 to $70	1%	1%
$71 to $80	0%	0%
$81 to $90	0%	0%
$91 to $100	0%	0%



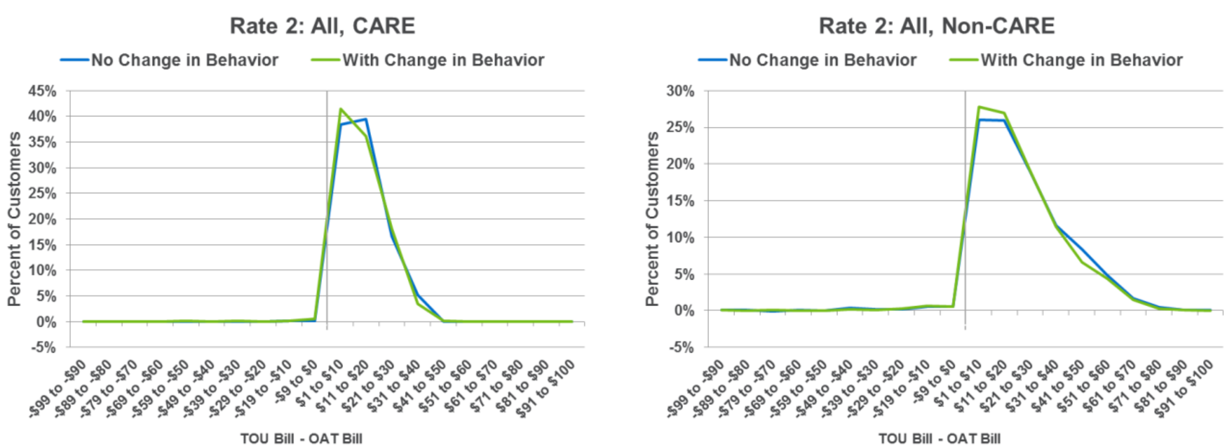
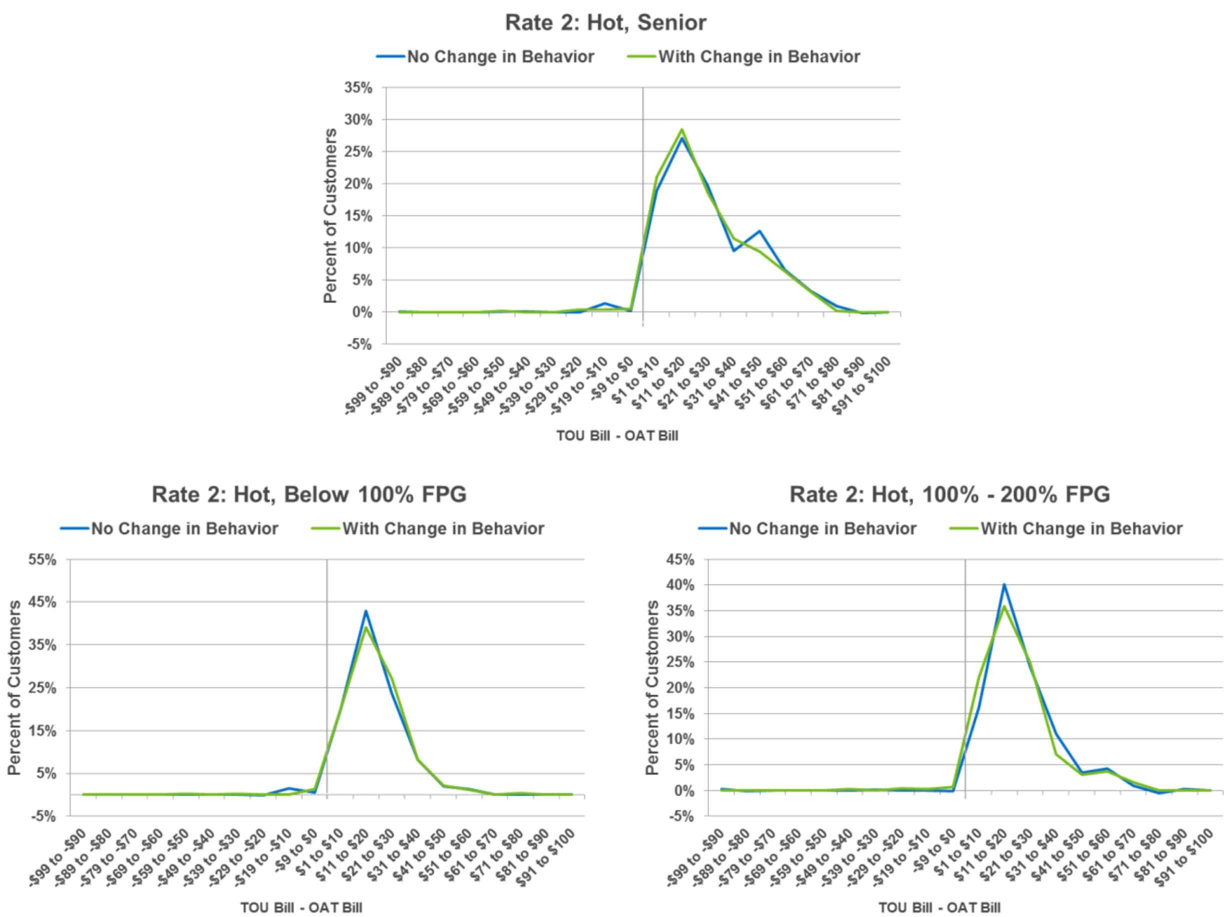
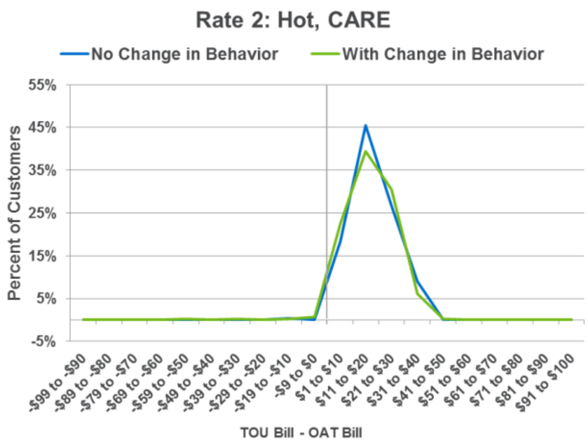
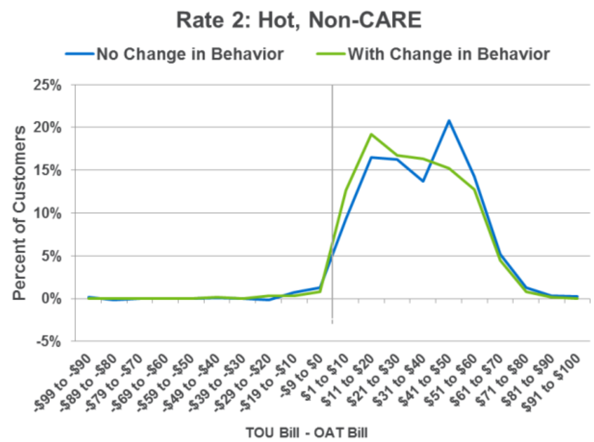


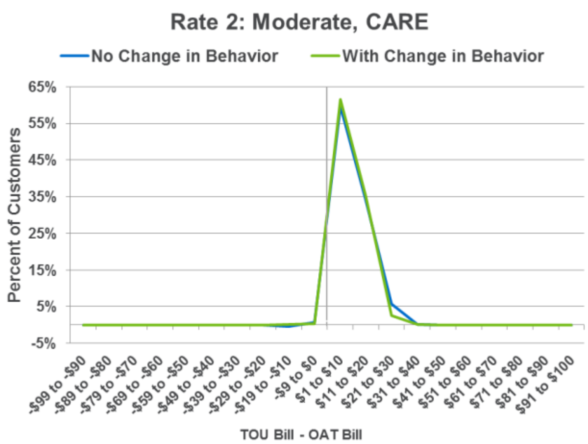
Figure 4.4-22 shows the distribution of bill impacts for the detailed segments by climate zone for Rate 2. As noted above in section 4.4.2, the only Rate 2 segment with statistically significant bill impacts from behavior change was non-CARE/FERA customers in the hot region. This segment shows a dramatic shift in the distribution of bill impacts with and without behavior change. Some of the other segments, such as hot 100% to 200% FPG customers and moderate CARE/FERA customers show changes in the distribution. However, the bill impacts from behavior change for the remaining segments were not statistically significant. This indicates that while, on average, there were no behavioral bill impacts, there are customers within the segments that produced significant bill impacts due to behavior change.

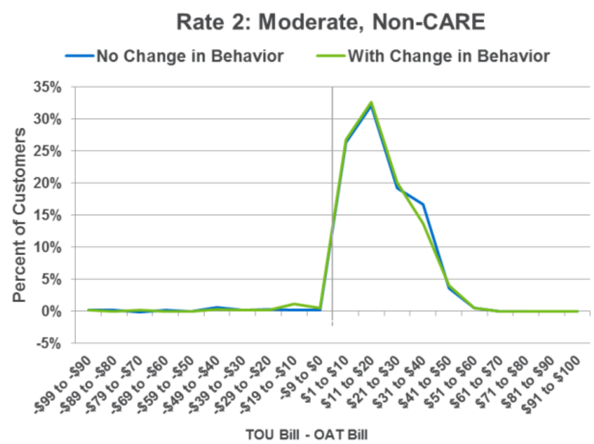
Figure 4.4-22: Rate 2 Change in the Distribution of Bill Impacts Due to Behavior Change Detailed Segments by Climate Region

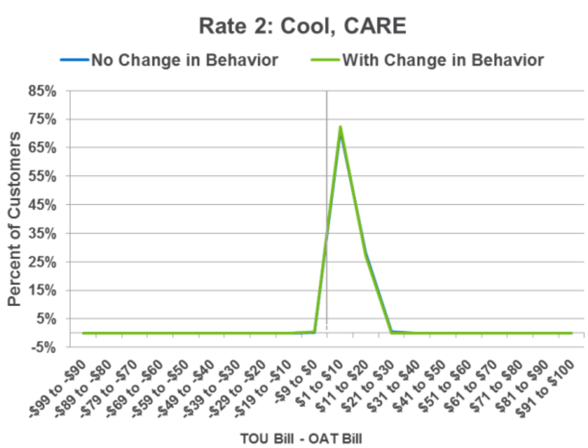



Rate 2: Hot, CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 2: Hot, Non-CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 2: Moderate, CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 2: Moderate, Non-CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 2: Cool, CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill

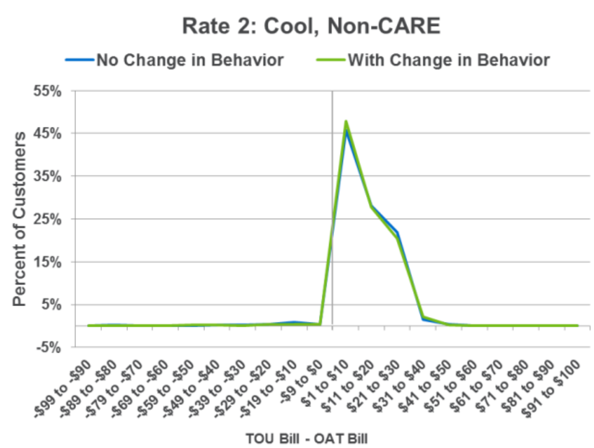
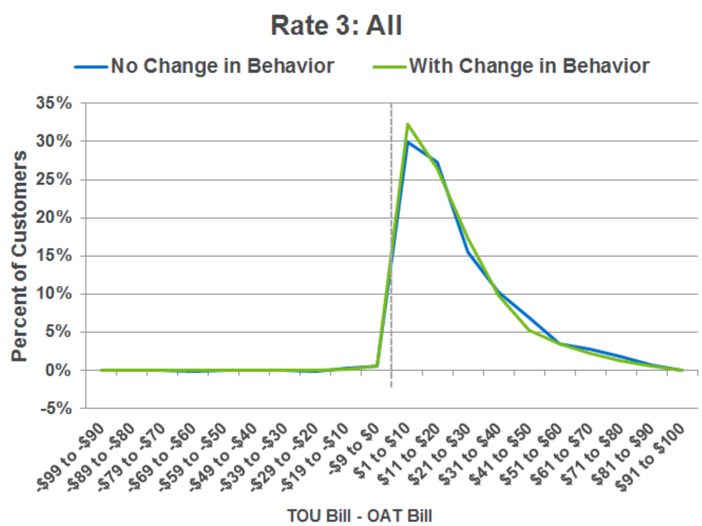
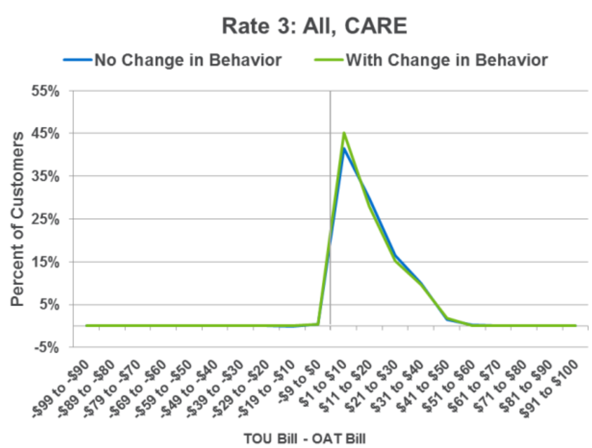

Rate 2: Cool, Non-CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill

Figure 4.4-23 shows the distribution of bill impacts for all customers and for CARE/FERA and non-CARE/FERA customers on Rate 3. The average Rate 3 customer was able to offset approximately $2.92 (13.3%) of the structural loss. Based on the graph, some customers with larger impacts in the $50 range were able to transition down to lower bins. On average, Rate 3 CARE/FERA customers were not able to offset any of the structural loss. As with Rates 1 and 2, non-CARE/FERA customers were the segment showing the largest behavioral bill impacts. This is shown where there is a notable reduction in the $50 per month bill impact range, and growth in the lower impact ranges.

Figure 4.4-23: Rate 3 Change in the Distribution of Bill Impacts Due to Behavior Change All | CARE/FERA | Non-CARE/FERA

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0%	0%
-$89 to -$80	0%	0%
-$79 to -$70	0%	0%
-$69 to -$60	0%	0%
-$59 to -$50	0%	0%
-$49 to -$40	0%	0%
-$39 to -$30	0%	0%
-$29 to -$20	0%	0%
-$19 to -$10	0%	0%
-$9 to $0	1%	1%
$1 to $10	30%	32%
$11 to $20	27%	26%
$21 to $30	15%	17%
$31 to $40	10%	10%
$41 to $50	7%	5%
$51 to $60	4%	3%
$61 to $70	3%	2%
$71 to $80	2%	1%
$81 to $90	1%	1%
$91 to $100	0%	0%





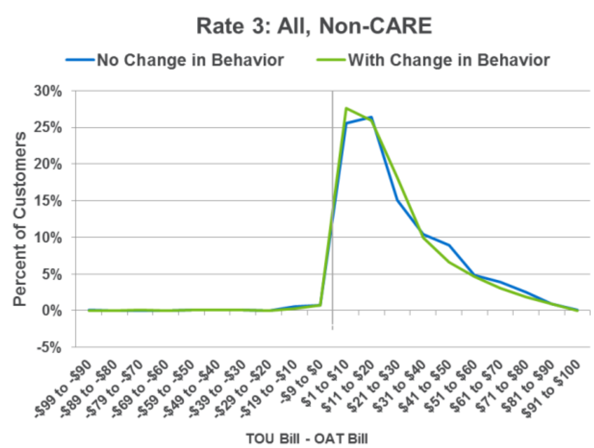
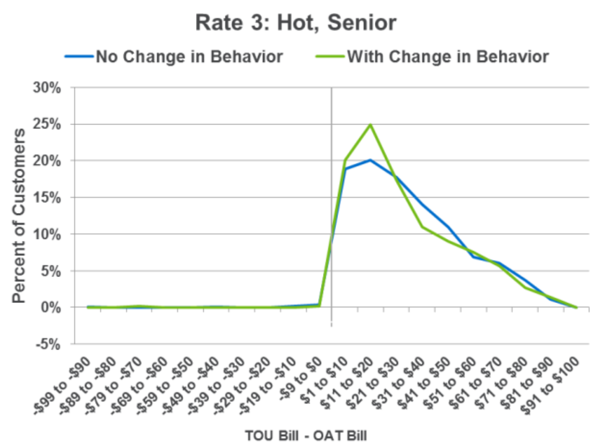
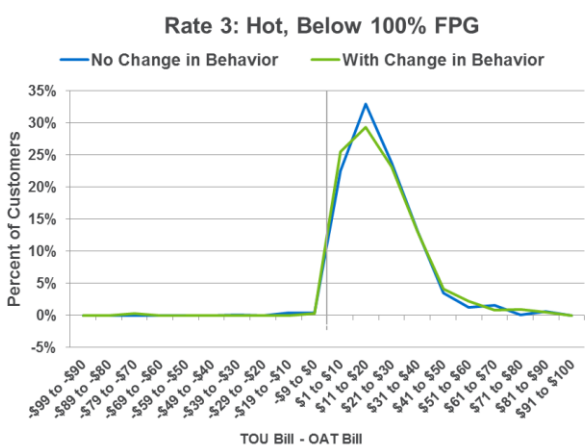
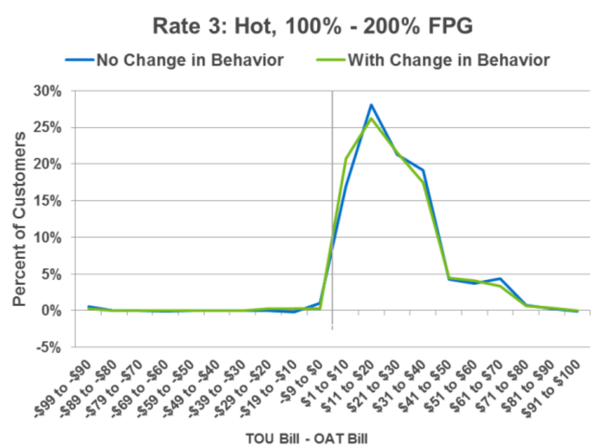


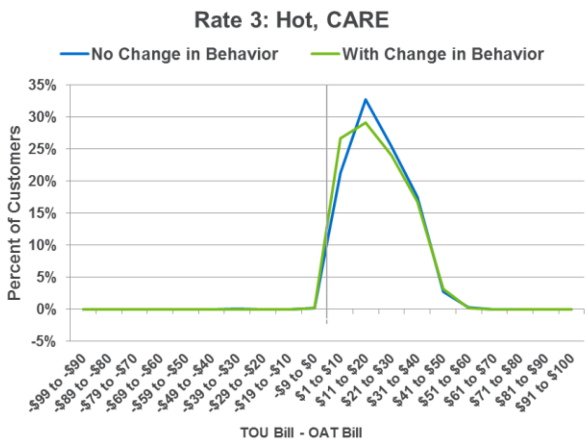
Figure 4.4-24 shows the distribution of bill impacts for the detailed segments by climate zone for Rate 3. As noted above in Section 4.4.2 , the only Rate 3 segment with statistically significant bill impacts was non-CARE/FERA customers in the hot region. This segment shows a dramatic shift, where the distribution with behavior change is clearly shifted. Some of the other segments such as the seniors in the hot climate region and the moderate CARE/FERA customers show changes in the distribution. However, the bill impacts for those and the remainder of the segments were not statistically significant. This indicates that while on average there were no behavioral bill impacts, there are customers within the segments that produced significant bill impacts due to behavior change.

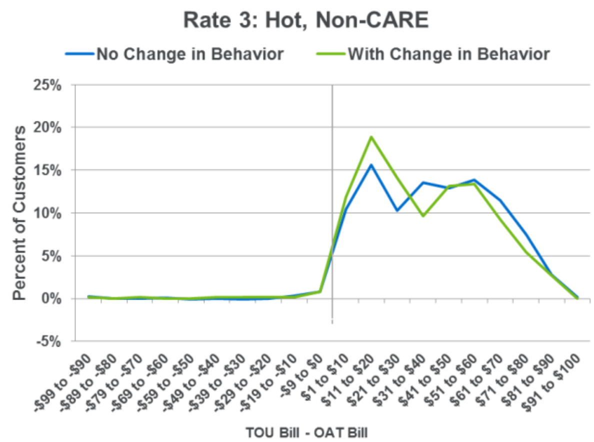
Figure 4.4-24: Rate 3 Change in the Distribution of Bill Impacts Due to Behavior Change Detailed Segments by Climate Region

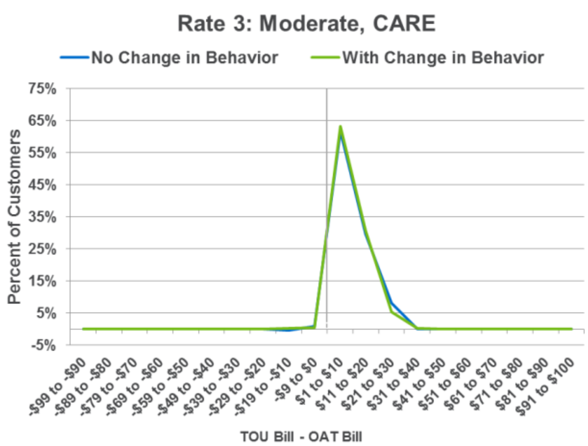


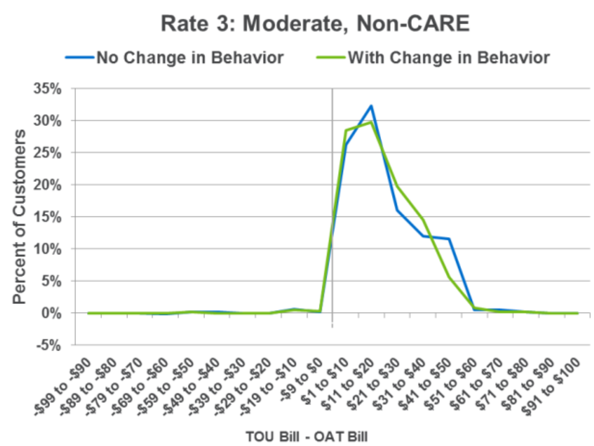


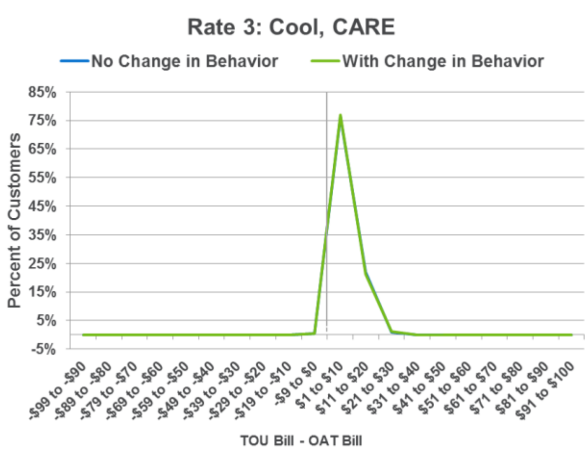


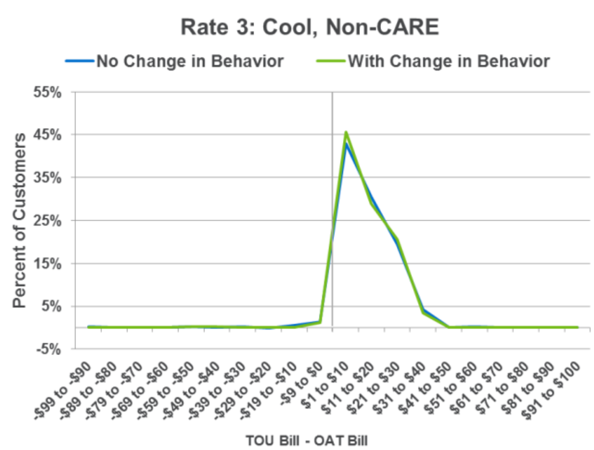

Rate 3: Hot, CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 3: Hot, Non-CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 3: Moderate, CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 3: Moderate, Non-CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 3: Cool, CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill


Rate 3: Cool, Non-CARE
No Change in Behavior
With Change in Behavior
Percent of Customers
TOU Bill - OAT Bill

4.5 Survey Findings

This section summarizes the survey findings for the three rate treatments tested by PG&E. The CPUC resolution approving PG&E's pilot requires that survey findings be reported for the following rates, customer segments, and climate regions:

- Seniors, CARE/FERA customers, non-CARE/FERA customers and households with incomes below 100% of FPG, and households with incomes between 100% and 200% of FPG in PG&E's hot climate region for Rate 1, and
- CARE/FERA and non-CARE/FERA customers for each rate for each climate region.

Sub-Appendix C in Appendix Volume 1 describes the reporting requirements for PG&E's opt-in pilot.

4.5.1 Findings Relevant to Section 745 Decisions

Descriptive Statistics of Economic/Health Scores

To assess whether any of the pilot TOU rates caused economic changes, difference in average economic index scores were compared between the rate treatment and control groups for the segments shown in Table 4.5-1.

Table 4.5-1: Segments Tested by Rate

Climate	Segment	Control vs. Rate 1	Control vs. Rate 2	Control vs. Rate 3
Hot	Non-CARE/FERA	X	X	X
	CARE/FERA	X	X	X
	CARE/FERA - on or eligible	X	X	X
	Below 100% FPG	X		
	100 to 200% FPG	X		
	Seniors	X		
Moderate	Non-CARE/FERA	X	X	X
	CARE/FERA	X	X	X
	CARE/FERA – on or eligible	X	X	X
Cool	Non-CARE/FERA	X	X	X
	CARE/FERA	X	X	X
	CARE/FERA – on or eligible	X	X	X

Values for descriptive statistics provided in Table 4.5-2 and Figure 4.5-1 to Figure 4.5-3 are shown for all respondents combined, including control and treatment customers, with no weighting applied to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

Table 4.5-2 provides the mean, median, and the 25th and 75th percentile economic index scores for all PG&E respondents and Figure 4.5-1 shows the histogram of economic index scores. The dotted line on the histogram shows the median, while the orange line shows the mean. Economic index scores can range from a low of 0 to a high of 10. The higher the score, the more economic difficulty a respondent has. PG&E pilot participants had a mean economic index score of 2.9 and median score of 2.5. The distribution of economic index scores is positively skewed.

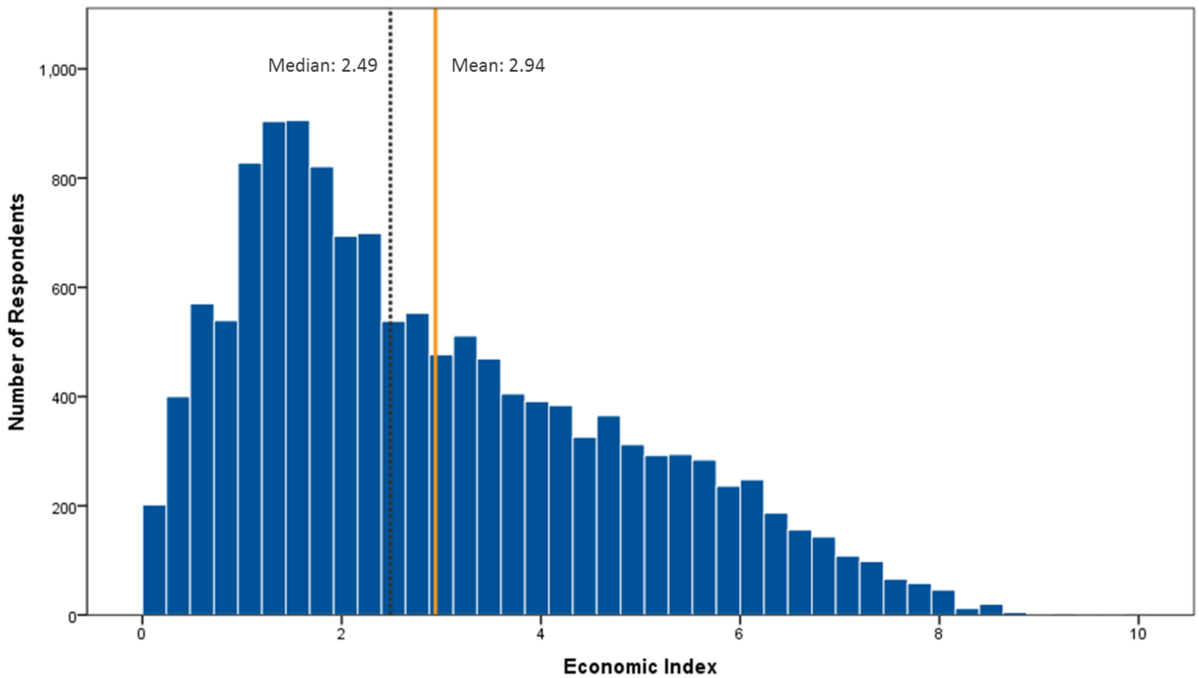
Table 4.5-2: Measures of Central Tendency for Economic Index[1,2]

Statistic	All PG&E Sample	Non-CARE/FERA	CARE/FERA	Seniors
Mean	2.94	2.14	3.98	2.73
25th Percentile	1.42	1.05	2.56	1.35
Median	2.49	1.70	3.89	2.31
75th Percentile	4.24	2.82	5.32	3.87

[1] Higher mean index scores = more economic difficulty.

[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

Figure 4.5-1: Histogram of Economic Index Scores[1, 2]

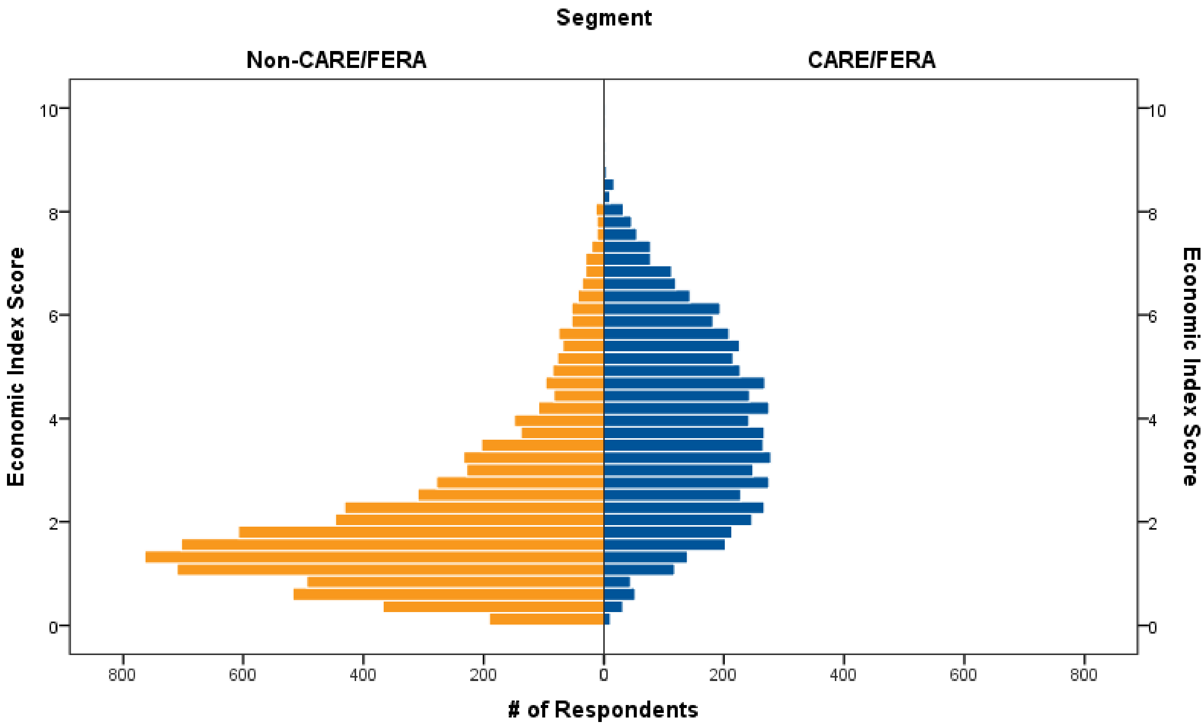


[1] Higher index scores = more economic difficulty.

[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

As shown in Figure 4.5-2, the distribution of economic index scores is different for CARE/FERA and non-CARE/FERA groups. Both groups show a large spread of economic index scores, but the distribution of CARE/FERA scores is normally distributed, with equal distribution around the average score of 3.95. When comparing the two distributions, the reader is reminded that the CARE/FERA population depicted in the figure includes oversampling for households with incomes below 100% of FPG in the hot climate region and other non-random sampling across climate regions and does not accurately represent the distribution of economic index scores for CARE/FERA customers from the general PG&E population.

Figure 4.5-2: Histogram of Economic Index Scores For CARE/FERA And Non-CARE/FERA Segments[1, 2]

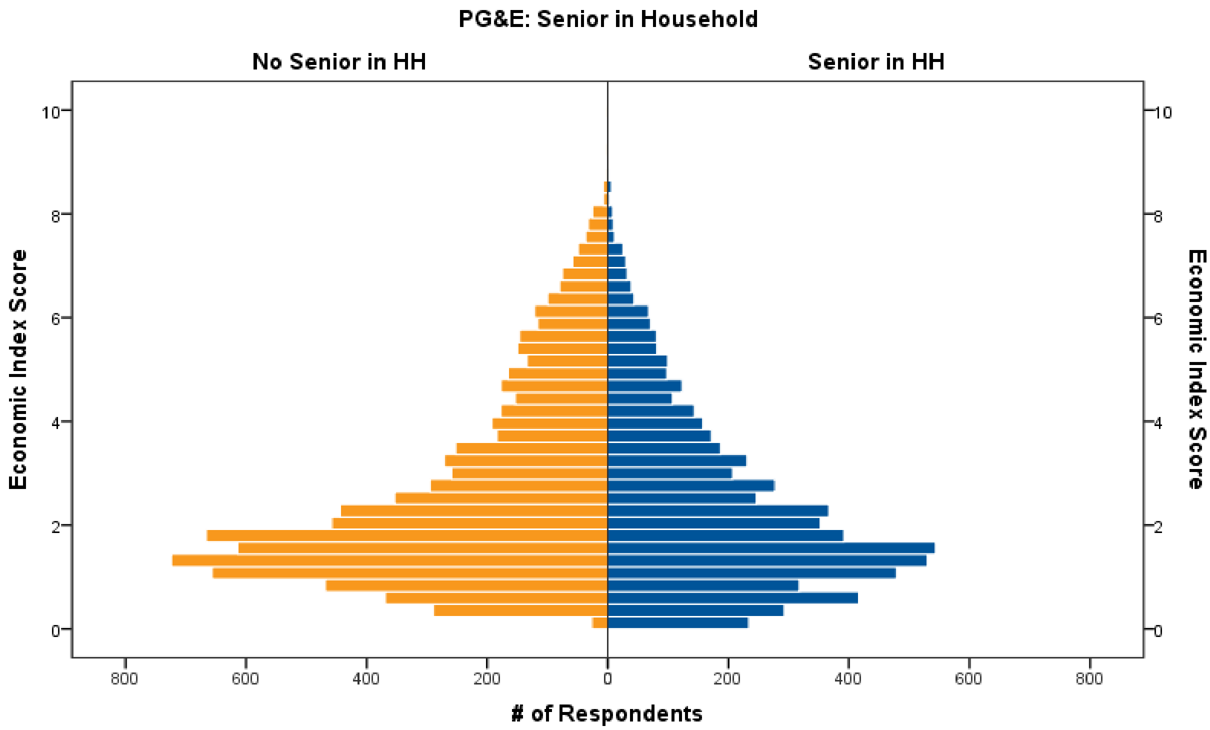


[1] Higher index scores = more economic difficulty.

[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

As shown in Figure 4.5-3, the distribution of economic index scores is very similar for households with a senior as a head of household versus a non-senior as a head of household. Both groups show a large spread of economic index scores and the distributions are both positively skewed. Once again, however, it is important to keep in mind that oversampling of seniors in the hot climate region means that the distributions displayed in the figure do not represent the distribution of scores for senior households from the general PG&E population.

Figure 4.5-3: Histogram of Economic Index Scores for Seniors and Non-Seniors[1,2]



[1] Higher index scores = more economic difficulty.

[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

Health Index: Table 4.5-3 shows the percent of respondents who reported a household member who sought medical attention due to excess heat from among the small minority of respondents who indicated that a household member had a medical condition that required keeping their house cool in the summer. All respondents in each segment also indicated that their home has some form of air conditioning. CARE/FERA customers and those with incomes below 100% of FPG were more likely to report a household member who sought medical attention because of excess heat than other segments. Also noteworthy, and surprising, is that more CARE/FERA respondents in the cool climate region reported a household member who sought medical attention for excess heat compared to customers in the moderate or hot regions.

Table 4.5-3: Distribution of Health Index Responses from Customers with AC and a Disability that Requires Cooling by Segment[1]

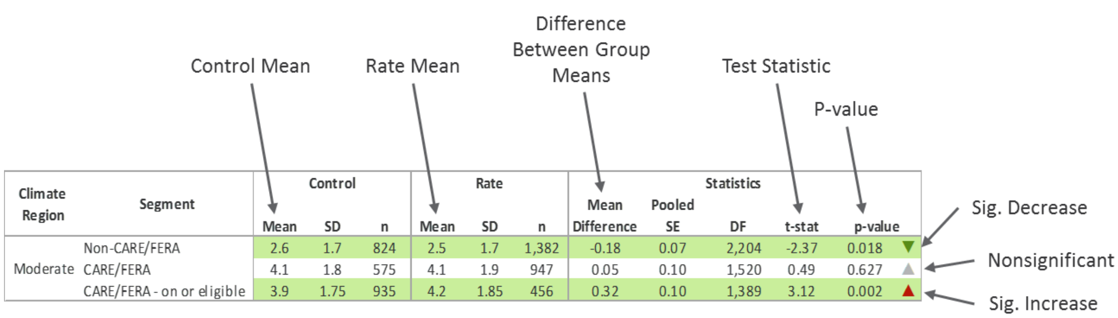
Climate Region	Segment	Total in segment	Total seeking medical attention	% seeking medical attention
Hot	Non-CARE/FERA	238	43	18%
	CARE/FERA	351	76	22%
	CARE/FERA - on or eligible	459	105	23%
	Below 100% FPG	322	85	26%
	100 to 200% FPG	198	41	21%
	Seniors	649	106	16%
Moderate	Non-CARE/FERA	82	8	10%
	CARE/FERA	136	30	22%
	CARE/FERA - on or eligible	165	35	21%
Cool	Non-CARE/FERA	14	2	14%
	CARE/FERA	57	19	33%
	CARE/FERA - on or eligible	61	19	31%

[1] Table includes all respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had a form of air conditioning in their home. Totals include all control and treatment respondents by segment.

Economic and Health Changes – Control versus Rate Comparisons

This section compares the average values for the economic and health indices for control and TOU treatment customers for each customer segment, rate and climate region. Given the RCT design, any statistically significant differences between control and treatment customers can be attributed to the TOU rates (or random chance). Statistically significant differences between control and rate groups are highlighted in green. Color-coded triangles are also provided to facilitate interpretation of the results as shown in Figure 4.5-4.

Figure 4.5-4: Example of Results Table with Color Coding



Climate Region	Segment	Control Mean	Control SD	Control n	Rate Mean	Rate SD	Rate n	Statistics Mean Difference	Pooled SE	DF	t-stat	p-value
Moderate	Non-CARE/FERA	2.6	1.7	824	2.5	1.7	1,382	-0.18	0.07	2,204	-2.37	0.018 ▼
	CARE/FERA	4.1	1.8	575	4.1	1.9	947	0.05	0.10	1,520	0.49	0.627 ▲
	CARE/FERA - on or eligible	3.9	1.75	935	4.2	1.85	456	0.32	0.10	1,389	3.12	0.002 ▲

Rate 1

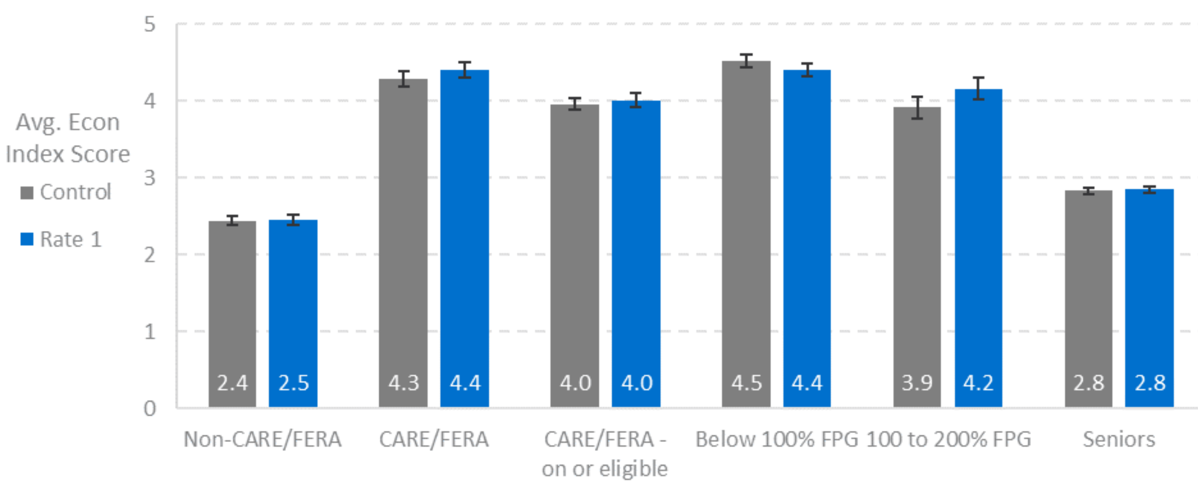
Economic Index: Table 4.5-4 shows the economic index scores for Rate 1 and control group customers by segment and climate region. There was no statistically significant increase in the economic index for customers on Rate 1 in any segment or climate region, including all low-income segments and seniors in the hot climate region. However, low-income segments and seniors in both the control and treatment groups had substantially higher economic index scores than compared with non-CARE/FERA households. For example, low income segments in hot climate region had almost twice as high average economic index scores (on average) compared with non-CARE/FERA households in the same climate region as shown in the table and Figure 4.5-5.

Table 4.5-4: Comparison of Economic Index Means, Control vs. Rate 1[1]

Climate Region	Segment	Control			Rate 1			Statistics					
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	2.4	1.7	672	2.5	1.8	624	0.01	0.10	1,294	0.12	0.901	▲
	CARE/FERA	4.3	1.8	339	4.4	1.8	332	0.12	0.14	669	0.84	0.403	▲
	CARE/FERA - on or eligible	4.0	1.9	563	4.0	2.0	538	0.05	0.12	1,099	0.42	0.672	▲
	Below 100% FPG	4.5	1.8	498	4.4	1.8	506	-0.12	0.11	1,002	-1.06	0.291	▼
	100 to 200% FPG	3.9	1.9	200	4.2	2.1	207	0.25	0.20	405	1.23	0.219	▲
	Seniors	2.8	1.8	1,625	2.8	1.8	1,535	0.01	0.07	3,158	0.21	0.830	▲
Moderate	Non-CARE/FERA	2.1	1.4	470	2.0	1.4	462	-0.09	0.09	930	-1.01	0.313	▼
	CARE/FERA	3.8	1.6	322	4.0	1.7	322	0.21	0.13	642	1.63	0.103	▲
	CARE/FERA - on or eligible	3.6	1.7	422	3.8	1.7	415	0.22	0.12	835	1.81	0.070	▲
Cool	Non-CARE/FERA	1.9	1.4	548	1.8	1.3	535	-0.13	0.08	1,081	-1.65	0.100	▼
	CARE/FERA	3.7	1.8	351	3.7	1.8	336	-0.01	0.14	685	-0.07	0.941	▼
	CARE/FERA - on or eligible	3.5	1.8	475	3.4	1.8	440	-0.09	0.12	913	-0.79	0.432	▼

[1] Higher mean index scores = more economic difficulty.

Figure 4.5-5: Mean Economic Index Scores, Control vs. Rate 1 for Targeted Segments in Hot Region[1]



[1] Higher mean index scores = more economic difficulty.

Health Index: Table 4.5-5 shows the health index proportions for control and treatment customers on Rate 1. The values in the table represent customers in the samples that have air conditioning and who reported a household member who required cooling due to a disability. The proportions shown in the table represent the percent of this population who reported a household member who sought medical attention because of excess heat. The health index proportion is lower for customers on Rate 1 relative to the control group for five of the six customer segments in the hot climate region although none of these differences are statistically significant. In addition, the health index is higher for low-income segments compared to non-CARE/FERA and senior segments. Given the small sample sizes for some segments, relatively large differences between the proportions for those on Rate 1 and those in the control group are not statistically significant.

Table 4.5-5: Comparison of Health Index Proportions, Control vs. Rate 1[1, 2]

Climate Region	Segment	Control % with Event	Control Total N	Rate 1 % with Event	Rate 1 Total N	% Difference	SE	Z-stat	p-value	
Hot	Non-CARE/FERA	19%	95	14%	57	-5%	0.06	0.78	0.44	▼
	CARE/FERA	25%	100	24%	96	-1%	0.06	0.17	0.87	▼
	CARE/FERA - on or eligible	26%	140	23%	124	-3%	0.05	0.57	0.57	▼
	Below 100% FPG	27%	138	31%	109	4%	0.06	0.76	0.45	▲
	100 to 200% FPG	28%	50	16%	62	-12%	0.08	1.52	0.13	▼
	Seniors	17%	262	16%	264	-0.9%	0.03	0.27	0.78	▼
Moderate	Non-CARE/FERA	7%	29	7%	14	0%	0.08	0.03	0.98	▲
	CARE/FERA	14%	35	24%	37	10%	0.09	1.08	0.28	▲
	CARE/FERA - on or eligible	14%	44	23%	43	10%	0.08	1.16	0.25	▲
Cool	Non-CARE/FERA	25%	4	33%	3	8%	0.35	0.24	0.81	▲
	CARE/FERA	33%	12	35%	17	2%	0.18	0.11	0.91	▲
	CARE/FERA - on or eligible	31%	13	33%	18	3%	0.17	0.15	0.88	▲

[1] Table shows health index results for respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had air conditioning in their home.

[2] The number of total customers that require cooling for a disability and have air conditioning in the moderate and cool climate region are very small. The results are included here for completeness, but the statistical outcomes are not valid due to small sample sizes.

Rate 2

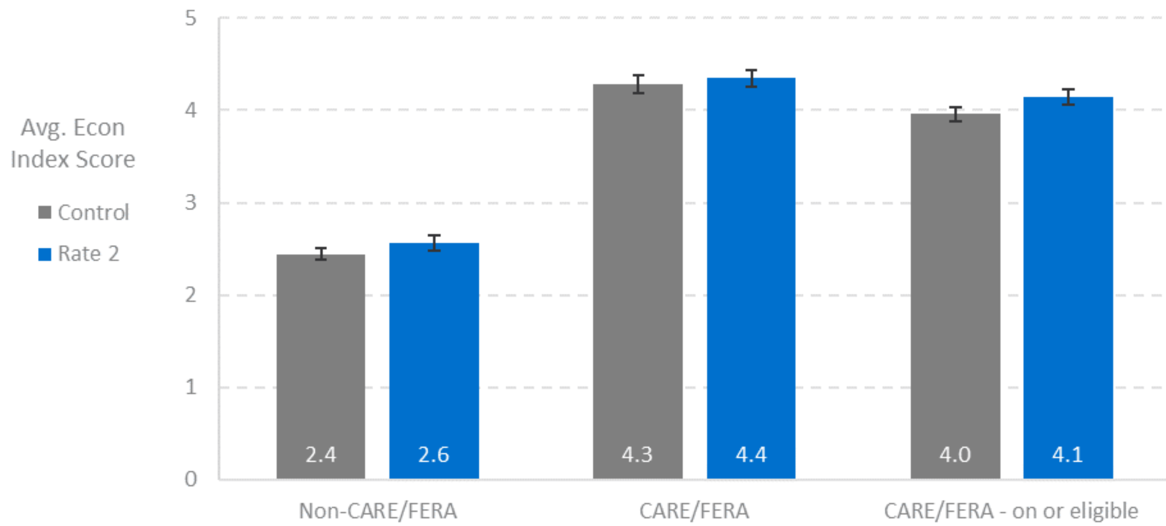
Economic Index: Table 4.5-6 shows the economic index values for control and treatment customers for PG&E's Rate 2. There were no statistically significant differences in the index for any customer segments in any climate region. As shown in the table and in Figure 4.5-6, the index value is nearly twice as high for CARE/FERA customers and CARE/FERA eligible customers compared with non-CARE/FERA customers.

Table 4.5-6: Comparison of Economic Index Means, Control vs. Rate 2[1]

Climate Region	Segment	Control Mean	Control SD	Control n	Rate 2 Mean	Rate 2 SD	Rate 2 n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	2.4	1.66	672	2.6	1.82	469	0.12	0.10	1,139	1.11	0.266	▲
	CARE/FERA	4.3	1.8	339	4.4	1.8	394	0.06	0.13	731	0.47	0.637	▲
	CARE/FERA - on or eligible	4.0	1.88	563	4.1	1.87	535	0.18	0.11	1,096	1.59	0.113	▲
Moderate	Non-CARE/FERA	2.1	1.4	470	2.0	1.3	490	-0.10	0.09	958	-1.14	0.256	▼
	CARE/FERA	3.8	1.6	322	4.0	1.9	309	0.15	0.14	629	1.10	0.273	▲
	CARE/FERA - on or eligible	3.6	1.7	422	3.7	1.9	411	0.10	0.12	831	0.84	0.402	▲
Cool	Non-CARE/FERA	1.9	1.39	548	1.9	1.41	547	-0.01	0.08	1,093	-0.07	0.948	▼
	CARE/FERA	3.7	1.81	351	3.7	1.80	341	-0.05	0.14	690	-0.34	0.730	▼
	CARE/FERA - on or eligible	3.5	1.80	475	3.4	1.82	448	-0.08	0.12	921	-0.66	0.508	▼

[1] Higher mean index scores = more economic difficulty.

Figure 4.5-6: Mean Economic Index Scores, Control vs. Rate 2 for Key Segments in Hot Region[1]



[1] Higher mean index scores = more economic difficulty.

Health Index: Table 4.5-7 shows the health index, or the proportion of respondents reporting at least one medical event due to heat in the summer. The data show no statistically significant increases in respondents reporting a household member who sought medical attention due to Rate 2. In addition, the health index is higher for low-income segments compared to non-CARE/FERA segments. However, the samples sizes for non-CARE/FERA and CARE/FERA eligible segments in the moderate and cool regions are too small to provide accurate results.

Table 4.5-7: Comparison of Health Index Proportions, Control vs. Rate 2[1, 2]

Climate Region	Segment	Control % with Event	Control Total N	Rate 2 % with Event	Rate 2 Total N	Statistics % Difference	SE	Z-stat	p-value	
Hot	Non-CARE/FERA	19%	95	16%	45	-3.4%	0.07	0.49	0.62	▼
	CARE/FERA	25%	100	17%	82	-8%	0.06	1.30	0.19	▼
	CARE/FERA - on or eligible	26%	140	19%	100	-7%	0.06	1.34	0.18	▼
Moderate	Non-CARE/FERA	7%	29	29%	14	22%	0.11	1.92	0.06	▲
	CARE/FERA	14%	35	29%	31	14.7%	0.10	1.46	0.14	▲
	CARE/FERA - on or eligible	14%	44	30%	37	16.1%	0.09	1.77	0.08	▲
Cool	Non-CARE/FERA	25%	4	0%	2	-25%	0.32	0.77	0.44	▼
	CARE/FERA	33%	12	36%	14	2%	0.19	0.13	0.90	▲
	CARE/FERA - on or eligible	31%	13	33%	15	3%	0.18	0.14	0.88	▲

[1] Table shows health index results for respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had air conditioning in their home.

[2] The number of total customers that require cooling for a disability and have air conditioning in the moderate and cool climate region are very small. The results are included here for completeness, but the statistical outcomes are not valid due to small sample sizes.

Rate 3

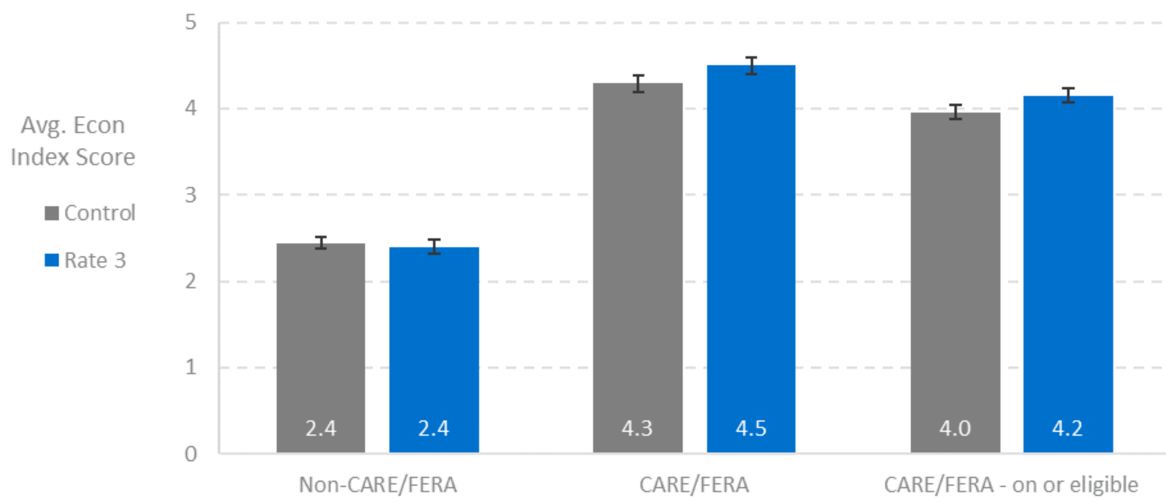
Economic Index: Table 4.5-8 and Figure 4.5-7 show the economic index score for customers on Rate 3 and the corresponding control group. As with Rates 1 and 2, there are no statistically significant differences in the index values for any customer segment or climate region. However, the index value is nearly twice as high for CARE/FERA customers and CARE/FERA eligible customers compared with non-CARE/FERA customers.

Table 4.5-8: Comparison of Economic Index Means, Control vs. Rate 3[1]

Climate Region	Segment	Control			Rate 3			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	Non-CARE/FERA	2.4	1.66	672	2.4	1.79	470	-0.04	0.10	1,140	-0.42	0.671 ▼
	CARE/FERA	4.3	1.8	339	4.5	1.8	398	0.21	0.13	735	1.55	0.121 ▲
	CARE/FERA - on or eligible	4.0	1.88	563	4.2	1.95	555	0.19	0.11	1,116	1.65	0.099 ▲
Moderate	Non-CARE/FERA	2.1	1.4	470	2.0	1.4	454	-0.09	0.09	922	-0.94	0.346 ▼
	CARE/FERA	3.8	1.6	322	3.9	1.7	330	0.06	0.13	650	0.45	0.655 ▲
	CARE/FERA - on or eligible	3.6	1.7	422	3.7	1.7	426	0.08	0.12	846	0.69	0.492 ▲
Cool	Non-CARE/FERA	1.9	1.39	548	1.9	1.35	510	0.01	0.08	1,056	0.07	0.942 ▲
	CARE/FERA	3.7	1.81	351	3.7	1.84	306	0.02	0.14	655	0.17	0.863 ▲
	CARE/FERA - on or eligible	3.5	1.80	475	3.5	1.83	411	0.01	0.12	884	0.11	0.912 ▲

[1] Higher mean index scores = more economic difficulty.

Figure 4.5-7: Mean Economic Index Scores, Control vs. Rate 3 for Key Segments in Hot Region[1]



[1] Higher mean index scores = more economic difficulty.

Health Index: Table 4.5-9 shows the health index, or the proportion of households reporting at least one medical event due to heat in the summer. As with Rates 1 and 2, the percentage of respondents across all segments in Rate 3 who reported a household member needed to seek medical attention is not statistically different than the percentage of respondents in corresponding control groups. In addition, the health index is higher for low-income segments compared to non-CARE/FERA segments. However, the samples sizes for non-CARE/FERA and CARE/FERA eligible segments in the moderate and cool regions are too small to provide accurate results.

Table 4.5-9: Comparison of Health Index Proportions, Control vs. Rate 3[1, 2]

Climate Region	Segment	Control % with Event	Control Total N	Rate 3 % with Event	Rate 3 Total N	Statistics % Difference	SE	Z-stat	p-value	
Hot	Non-CARE/FERA	19%	95	24%	41	5%	0.08	0.72	0.47	▲
	CARE/FERA	25%	100	19%	73	-6%	0.06	0.91	0.37	▼
	CARE/FERA - on or eligible	26%	140	21%	95	-5%	0.06	0.94	0.35	▼
Moderate	Non-CARE/FERA	7%	29	4%	25	-3%	0.06	0.46	0.64	▼
	CARE/FERA	14%	35	21%	33	7%	0.09	0.75	0.45	▲
	CARE/FERA - on or eligible	14%	44	20%	41	5.9%	0.08	0.73	0.47	▲
Cool	Non-CARE/FERA	25%	4	0%	5	-25%	0.21	1.19	0.24	▼
	CARE/FERA	33%	12	29%	14	-5%	0.18	0.26	0.79	▼
	CARE/FERA - on or eligible	31%	13	27%	15	-4%	0.17	0.24	0.81	▼

[1] Table shows health index results for respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had air conditioning in their home.

[2] The number of total customers that require cooling for a disability and have air conditioning in the moderate and cool climate region are very small. The results are included here for completeness, but the statistical outcomes are not valid due to small sample sizes.

Cross-Group Analysis

No Increase in Economic or Health Index Scores

Overall, there is no evidence that TOU rates increased economic or health index scores on average for any customer segment in PG&E's service territory, including CARE/FERA customers.

Overall, there is no evidence that TOU rates increased economic or health index scores on average for any customer segment in PG&E's service territory, including CARE/FERA customers. Further, TOU rates did not increase economic index scores for seniors in the hot climate region (all statistical comparisons between control and rate treatments for seniors were insignificant). Survey data suggest that senior households may be better able to shift their electricity use during peak hours. Not only did senior households in hot climate regions rate their ease of shifting usage in the afternoons and evenings slightly higher than non-senior households ($M_{seniors}$=6.7, $M_{non\text{-}seniors}$=6.3, t=8.42, p<.001), but seniors reported fewer key barriers to shifting use compared to non-seniors in the hot climate region (Table 4.5-10).

Table 4.5-10: Fewer Factors Keep Seniors in Hot Climates from Shifting or Reducing Their Usage[1]

Barriers to reducing or shifting electricity usage in the afternoon and evenings	Seniors	Non-seniors
My household already uses very little electricity	31%	27%
My home gets uncomfortable if I try to reduce electricity usage	23%	31%
Nothing keeps me from shifting my usage	23%	15%
Working from home makes it difficult to use less electricity	5%	11%
My schedule doesn't allow me to reduce my usage	4%	18%
Child(ren) in household make it difficult to change our routines	4%	24%

[1]All differences are significant (z-test for proportions, p<.001).

Question-Level Findings

The following sections compare responses between treatment and control customers for individual questions that underlie the economic and health indices. Results are presented for all three rates to enable cross-rate comparisons and facilitate identification of patterns in the results. Because of the random assignment of customers to treatment and control conditions, statistically significant differences in values between the two groups can be attributed to the TOU rates. Statistically significant differences between the control and rate groups are shaded in grey as shown in the example Table 4.5-11. To facilitate readability, each table provides estimates for the rate with additional targeted segments first, Rate 1, followed by estimates for Rates 2 and 3.

Table 4.5-11: Example of Question-Level Results Table

Rate with targeted segments

Rates without targeted segments

Climate Region	Segment	C	R1		R2		R3	
Hot	Non-CARE/FERA	15%	20%	▲	16%	▲	16%	▲
	CARE/FERA	24%	29%	▲	23%	▼	22%	▼
	Below 100% FPG	27%	28%	▲	-		-	
	100 to 200% FPG	22%	25%	▲	-		-	
	Senior	14%	17%	▲	-		-	
Moderate	Non-CARE/FERA	10%	6%	▼	8%	▼	7%	▼
	CARE/FERA	21%	24%	▲	21%	▲	20%	▼
Cool	Non-CARE/FERA	2%	1%	▼	3%	▲	3%	▲
	CARE/FERA	13%	13%	▼	8%	▼	12%	▼

Grey shading = statistical significance

Customers Worried about Having Enough Money to Pay Electricity Bill

Respondents rated their agreement with six statements designed to measure respondents' attitudes towards adopting energy saving behaviors using an 11-point scale with 0 meaning "do not agree at all" and 10 meaning "completely agree". One of these statements, "I often worry whether there is enough money to pay my electricity bill" is used to create the economic index (Table 4.5-12).

Surveyed customers provided low to moderate agreement ratings, 1.0 to 6.1, to this statement. When comparing responses between Control and Rate treatment groups, two significant differences were found for Rate 2; with both showing that non-CARE/FERA customers on Rate 2 in the moderate and cool climate regions were less worried about having enough money to pay their electricity bill compared with control customers. All significant differences were small, with differences between Control and treatment group ratings less than a point on the 11-point rating scale.

Respondents in the CARE/FARE segments provided substantially higher agreement ratings to the statement compared to those in the non-CARE/FERA segments. Additionally, respondents in the hot climate region provided slightly higher ratings to the statement compared to similar segments in the moderate and cool climate regions.

Table 4.5-12: Percentage of Respondents Reporting They Often Worry About Having Enough Money to Pay Their Electricity Bill[1]

Climate Region	Segment	I often worry whether there is enough money to pay my electricity bill C	R1	R2	R3
Hot	Non-CARE/FERA	2.4	2.5	2.6	2.6
	CARE/FERA	5.4	5.5	4.9	5.7
	Below 100% FPG	5.9	6.1	-	-
	100 to 200% FPG	4.7	5.0	-	-
	Senior	3.1	3.2	-	-
Moderate	Non-CARE/FERA	1.8	1.6	1.5	1.7
	CARE/FERA	4.6	4.4	4.8	4.7
Cool	Non-CARE/FERA	1.4	1.3	1.0	1.5
	CARE/FERA	4.2	4.0	4.2	4.2

[1] Used t-test, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Customers Experiencing Issues with Paying their Bills

Respondents reported the number of times – since participating in the pilot – that their household struggled to pay: a) electricity bills, and b) bills for other basic needs such as food, housing, medicine, and other important bills. Respondents answered on a 4-point scale ranging from "none" to "3 or more times."

Table 4.5-13 shows the percent of respondents who reported having difficulty paying either their electricity bill or some other bill at least once during the summer. As shown, there is substantial variability across segments (16% to 78% reporting difficulty paying their bills) but there is little variability in responses across RCT group. No significant differences were found between rate and control customers but a higher percentage of respondents from low income segments reported bill payment difficulty than non-low income segments. Across climate regions, hot region customers were the most likely to report any difficulty paying bills.

Table 4.5-13: Percentage of Respondents Reporting Difficulty Paying Bills Since June 2016[1]

Climate Region	Segment	C	R1		R2		R3	
Hot	Non-CARE/FERA	31%	30%	▼	33%	▲	29%	▼
	CARE/FERA	75%	74%	▼	73%	▼	78%	▲
	Below 100% FPG	75%	74%	▼	-		-	
	100 to 200% FPG	65%	66%	▲	-		-	
	Senior	40%	39%	▼	-		-	
Moderate	Non-CARE/FERA	20%	19%	▼	16%	▼	18%	▼
	CARE/FERA	66%	64%	▼	63%	▼	61%	▼
Cool	Non-CARE/FERA	21%	17%	▼	19%	▼	21%	▼
	CARE/FERA	61%	60%	▼	61%	▲	59%	▼

[1] Table shows the percent of respondents who either had difficulty paying their electricity bill or other bills at least one time during the summer.

Financial Well-Being (CFPB)

To gauge respondents' financial health, respondents were asked about five items sourced from the Consumer Financial Protection Bureau (CFPB). For the first three items, respondents are asked how each describes their situation using a scale including "not at all," "very little," "somewhat," "very well," and "completely." For the last two items, respondents were asked how often each applies to them using a scale including "never," "rarely," "sometimes," "often," and "always." The CFPB items are:

- Because of my money situation, I feel like I will never get the things I want in life.
- I am just getting by financially.
- I am concerned that the money I have won't last.
- I have money left over at the end of the month.
- My finances control my life.

Using answers to these five items, each respondent's financial well-being score was calculated, with values ranging from 19 (low financial well-being) to 90 (high financial well-being).[68]

As shown in Table 4.5-14, PG&E respondents demonstrated a relatively tight range of financial well-being scores, with average scores ranging from 46 to 60 (higher scores indicate higher financial well-being). Customers on TOU rates did not have significantly lower CFPB scores than control rate customers. Rate 3 CARE/FERA customers in the cool region had higher CFPB scores when compared to their control group, but the difference was less than 2 points out of roughly 49 points. Compared to other segments, non-CARE/FERA customers had the highest financial well-being scores.

Table 4.5-14: Average Financial Well-Being Scores[1]

Climate Region	Segment	CFPB C	CFPB R1	CFPB R2	CFPB R3
Hot	Non-CARE/FERA	57.1	57.9 ▲	57.2 ▲	58.3 ▲
	CARE/FERA	47.1	46.9 ▼	46.7 ▼	45.6 ▼
	Less than 100% FPG	46.4	47.0 ▲	-	-
	100%-200% FPG	49.1	48.1 ▼	-	-
	Senior	54.8	54.9 ▲	-	-
Moderate	Non-CARE/FERA	58.2	59.1 ▲	59.2 ▲	58.7 ▲
	CARE/FERA	48.0	48.2 ▲	48.0 ▲	47.9 ▼
Cool	Non-CARE/FERA	59.3	60.3 ▲	59.5 ▲	59.7 ▲
	CARE/FERA	47.5	48.3 ▲	48.7 ▲	49.3 ▲

[1] Grey shading indicates a significant difference in the responses between control and rate group for that segment (using t-test and an alpha level of .05)

[68] The financial well-being score is a methodologically rigorous scale from the Consumer Financial Protection Bureau that measures a customer's financial well-being. The Consumer Financial Protection Bureau's methods for the abbreviated version of their "Financial Well-Being Scale" was followed. See the following documentation for full methodological details: http://files.consumerfinance.gov/f/201512_cfpb_financial-well-being-user-guide-scale.pdf

Number of Alternative Methods Used to Pay Bills

Respondents reported how they afforded to pay electricity bills and/or other basic needs over the summer. Respondents selected as many of the following options that applied to their household:

- Use your household's current income
- Use your household's savings or other investments
- Cut back on non-essential spending for things your household wants
- Reduce your household energy usage
- Borrow money from family, friends, or peers
- Borrow money using a short-term loan
- Use a credit card that you can't pay off right away
- Leave rent/mortgage unpaid
- Leave some household bills unpaid past the due date
- Received emergency assistance from [IOU NAME]
- Received emergency assistance from other city or regional programs

Reducing household energy usage[69] and cutting back on non-essential spending are included in the percent of respondents (by rate and segment) that reported using any of the options other than 'current income.' This metric, therefore, measured the maximum number of customers in each segment, by rate that took some type of action, however small, to help pay their bills.

As shown in Table 4.5-15, two-fifths or more of each segment on each rate plan reported using non-income strategies to afford bill payments. Seniors in the hot climate region is the only segment that shows a statistically significant difference between the control and TOU rate groups, although the difference is relatively small. Within each climate region, CARE/FERA customers were the most likely to report non-income strategies for making bill payments.

[69] The percentages in Table 4.5-15 are significantly lower if "reduce your household energy use" is excluded from the tabulations. For non-CARE/FERA households in the hot climate region, for example, dropping this option from the tabulation reduces the percentages by about 20 percentage points (from 55% to 35%). The main conclusion, that there are few statistically significant differences between treatment and control customers, does not change, although if this response option is dropped, the one segment where there is a statistically significant difference is for CARE/FERA customers on Rate 2 in the hot climate region rather than for senior customers on Rate 1 in the hot climate region.

Table 4.5-15: Percentage of Respondents Reporting Affording Summer Bill Payments Using Sources Other than Current Income[1]

Climate Region	Segment	C	R1	R2	R3
Hot	Non-CARE/FERA	55%	58% ▲	60% ▲	54% ▼
	CARE/FERA	77%	82% ▲	82% ▲	82% ▲
	Below 100% FPG	82%	83% ▲	-	-
	100 to 200% FPG	73%	73% ▼	-	-
	Senior	64%	67% ▲	-	-
Moderate	Non-CARE/FERA	48%	44% ▼	45% ▼	46% ▼
	CARE/FERA	74%	78% ▲	75% ▲	73% ▼
Cool	Non-CARE/FERA	41%	40% ▼	40% ▼	44% ▲
	CARE/FERA	71%	71% ▼	71% ▼	73% ▲

[1] Grey shading indicates a significant difference in the responses between control and rate group for that segment (using t-test and an alpha level of .05)

4.5.2 Other Research Topics

The remainder of this section summarizes findings from the other research topics that were covered by the survey.

Motivations for Participating in the Study

Participation Recall Rate

Nearly all surveyed PG&E customers (between 84% and 99%) recalled participating in the study (Table 4.5-16). When comparing responses between Control and Rate groups, four segments in the hot climate region and the non-CARE/FERA segment in the cool climate region exhibited significant differences, although none of the differences are larger than 4%. In addition, slightly fewer respondents in the CARE/FERA segments recalled participating in the study compared to those in the non-CARE/FERA segments (differences ranging between 5% and 10%).

Table 4.5-16: TOU Study Participation Recall Rates[1]

Climate Region	Segment	Recalls participating in the study			
		C	R1	R2	R3
Hot	Non-CARE/FERA	95%	96%	97%	98%
	CARE/FERA	88%	91%	89%	91%
	Below 100% FPG	84%	88%	-	-
	100 to 200% FPG	93%	92%	-	-
	Senior	91%	93%	-	-
Moderate	Non-CARE/FERA	96%	98%	98%	97%
	CARE/FERA	88%	87%	90%	88%
Cool	Non-CARE/FERA	96%	95%	98%	98%
	CARE/FERA	87%	89%	91%	88%

[1] Chi-square used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

Motivations to Participate

Approximately two-fifths to over one-half (38% to 56%) of surveyed customers across all segments reported their primary motivation for participating in the study was to save money on their electricity bills (Table 4.5-17). More respondents in the CARE/FERA segments reported their primary motivation as saving money compared to non-CARE/FERA respondents. Earning a bill credit was the second most frequent motivation reported by respondents across all segments (ranging from 22% to 31%), and slightly more non-CARE/FERA customers selected this motivation compared to low-income customers. Since it was not expected that motivation to participate would be influenced by rate treatment group assignment, responses across Control and Rate groups are combined for this analysis.

Table 4.5-17: Primary Motivation for TOU Study Participation

Climate Region	Segment	To save money on electricity bill	To earn a bill credit	Environmentally responsible	Other[1]
Hot	Non-CARE/FERA	45%	27%	8%	20%
	CARE/FERA	56%	23%	7%	14%
	Less than 100% FPG	56%	22%	7%	15%
	100%-200% FPG	55%	24%	6%	14%
	Senior	52%	23%	9%	17%
Moderate	Non-CARE/FERA	44%	27%	10%	19%
	CARE/FERA	52%	23%	9%	15%
Cool	Non-CARE/FERA	38%	31%	12%	19%
	CARE/FERA	51%	23%	10%	16%

[1] 'Other' includes: bill protection makes it risk free, to be one of the first to learn about new rates, to give PG&E my feedback on the plan, and other.

Customer Outreach: Welcome Packet

PG&E sent Rate group customers a welcome packet that included information about their rate and tips for reducing or shifting their energy usage. PG&E also sent Control group customers a letter that included information about the study and some tips for reducing or shifting their energy usage.

Most surveyed customers, between 69% and 96%, reported receiving their TOU welcome packet, and of those, between 71% and 92% reported looking through it (Table 4.5-18). The lowest read-rates were reported by customers in the low-income groups. Significantly more rate group customers across all segments recalled receiving and looking through the packet than customers in the corresponding control groups.

Table 4.5-18: Percentage Who Received and Looked Through the TOU Welcome Packet[1]

Climate Region	Segment	Received welcome packet				Looked through welcome packet[2]			
		C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	77%	93% ▲	94% ▲	95% ▲	80%	91% ▲	92% ▲	92% ▲
	CARE/FERA	75%	89% ▲	88% ▲	86% ▲	80%	87% ▲	87% ▲	87% ▲
	Below 100% FPG	71%	85% ▲	-	-	80%	84% ▲	-	-
	100 to 200% FPG	77%	88% ▲	-	-	79%	86% ▲	-	-
	Senior	78%	89% ▲	-	-	80%	88% ▲	-	-
Moderate	Non-CARE/FERA	78%	96% ▲	95% ▲	93% ▲	79%	91% ▲	92% ▲	90% ▲
	CARE/FERA	74%	83% ▲	83% ▲	87% ▲	72%	84% ▲	80% ▲	85% ▲
Cool	Non-CARE/FERA	75%	94% ▲	95% ▲	94% ▲	77%	91% ▲	92% ▲	91% ▲
	CARE/FERA	69%	85% ▲	86% ▲	87% ▲	71%	86% ▲	83% ▲	83% ▲

[1] Chi-square used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.
[2] Asked only to respondents who reported receiving the welcome packet.

Customers who reported looking through the welcome packet or letter rated their level of agreement with several aspects about the packet/letter. These customers mostly agreed that the information in the packet explained what to expect during the study (asked of control group) or how the price of electricity varies on their rate plan (asked of rate groups, Table 4.5-19).[70] Customers gave these items the highest average rating on an 11-point scale where 0 means “do not agree at all” and 10 means “completely agree”. Customers also mostly agreed that the items in the packet were easy to understand, that they understood how their rate worked after looking at the packet, and that they used many of the tips included in the packet; customers somewhat agreed that the decals/stickers were helpful.

Since control and rate group customers received different information, separate, but similar versions of the question about aspects of the welcome packet/letter were used. However, two of the items in each question were sufficiently alike to allow for statistical comparisons of ratings between the groups. No significant differences were found between the Control and Rate groups on the first aspect – the items in the packet were easy to understand.

All the customers in the Rate groups reported significantly lower average agreement ratings compared to customers in the Control groups across all climate regions and segments for the second aspect about the welcome packet: that customers used many of the tips provided in the packet. These statistical differences are also substantively small (about one point or less on an 11-point scale).

In general, low-income customers reported slightly higher agreement ratings, compared to non-CARE/FERA customers, for nearly all aspects asked about the welcome packet, and particularly with the helpfulness of the decals and stickers. Low-income customers reported a slightly lower average rating, compared to non-CARE/FERA customers, on one aspect of the packet: the information in the packet explained how the price of electricity is different depending on the time of day and season of the year.

[70] No comparisons were made between the rate and control groups for these items since they were worded differently and the Control group item was included only in the web survey (not the mail or phone surveys).

Table 4.5-19: Average Level of Agreement with Aspects of the TOU Welcome Packet[1,2]

Climate Region	Segment	Packet explained what to expect[3]	Info explained how price varied by time of day, etc.[4]			The items were easy to understand				After packet I understand how rate works[4]			I've used many of the tips in the packet				The decals or stickers were helpful[4]		
		C	R1	R2	R3	C	R1	R2	R3	R1	R2	R3	C	R1	R2	R3	R1	R2	R3
Hot	Non-CARE/FERA	7.7	8.1	8.1	8.1	7.6	7.9	7.8	7.9	7.6	7.6	7.5	7.6	6.9	7.0	7.2	4.5	4.7	5.0
	CARE/FERA	8.5	8.3	7.8	8.1	8.2	8.0	7.6	7.8	7.6	7.0	7.3	8.2	7.5	7.1	7.3	6.1	6.2	6.3
	Below 100% FPG	8.4	8.1	-	-	8.1	7.8	-	-	7.3	-	-	8.1	7.3	-	-	6.0	-	-
	100 to 200% FPG	8.0	8.3	-	-	7.9	8.0	-	-	7.6	-	-	7.9	7.4	-	-	5.7	-	-
	Senior	7.9	8.3	-	-	7.8	8.0	-	-	7.6	-	-	7.8	7.3	-	-	4.9	-	-
Moderate	Non-CARE/FERA	7.8	8.2	8.1	8.3	7.7	8.0	7.7	7.9	7.7	7.5	7.7	7.7	6.9	6.7	6.6	5.0	5.4	5.3
	CARE/FERA	8.2	8.1	8.1	8.0	8.1	7.7	7.8	7.8	7.6	7.6	7.5	8.1	7.3	7.4	7.0	6.2	6.6	6.4
Cool	Non-CARE/FERA	7.7	8.1	8.1	8.3	7.6	7.8	7.8	7.8	7.5	7.4	7.6	7.6	6.3	6.4	6.7	4.5	4.7	4.9
	CARE/FERA	8.0	8.3	8.1	8.0	7.9	8.1	7.8	7.7	7.6	7.5	7.6	7.9	7.1	7.0	6.9	6.1	5.7	5.8

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

[3] Asked only of control groups since they received a welcome letter instead of a packet.

[4] Asked only of rate groups since they received a welcome packet instead of a letter.

Satisfaction

Satisfaction with PG&E and Rate Plan

Overall, respondents reported being somewhat to mostly satisfied with PG&E and their rate plan. Ratings were based on an 11-point scale, where 0 means ‘not at all satisfied’ and 10 means ‘extremely satisfied’. As shown in Table 4.5-20 , customers were slightly more satisfied with PG&E (6.4 to 7.8) than with their rate plan (5.5 to 7.2). Control group customers were slightly more satisfied with PG&E and their rate plan compared to rate group customers across all segments. A few of the Control/Rate group comparisons are statistically significant, particularly with regard to satisfaction with the rate. However, these differences are substantively small (less than one point on an 11-point scale). In addition, customers in the low-income segments were slightly more satisfied with PG&E and the rate plan compared to the non-CARE/FERA customers.

Table 4.5-20: Average Level of Satisfaction with PG&E and Rate Plan[1,2]

Climate Region	Segment	Satisfaction with PG&E: C	R1	R2	R3	Satisfaction with rate: C	R1	R2	R3
Hot	Non-CARE/FERA	6.8	6.6 ▼	6.4 ▼	6.5 ▼	5.9	5.7 ▼	5.5 ▼	5.6 ▼
	CARE/FERA	7.6	7.4 ▼	7.4 ▼	7.3 ▼	7.0	6.8 ▼	6.6 ▼	6.5 ▼
	Below 100% FPG	7.7	7.5 ▼	-	-	7.1	6.9 ▼	-	-
	100 to 200% FPG	7.7	7.5 ▼	-	-	6.6	6.7 ▲	-	-
	Senior	7.5	7.3 ▼	-	-	6.8	6.6 ▼	-	-
Moderate	Non-CARE/FERA	6.9	6.8 ▼	6.8 ▼	6.9 ▲	6.4	6.4 ▼	5.9 ▼	6.1 ▼
	CARE/FERA	7.8	7.7 ▼	7.6 ▼	7.7 ▼	7.3	7.1 ▼	7.1 ▼	7.1 ▼
Cool	Non-CARE/FERA	6.8	6.6 ▼	6.6 ▼	6.6 ▼	6.3	6.0 ▼	6.0 ▼	6.2 ▼
	CARE/FERA	7.6	7.5 ▼	7.6 ▲	7.4 ▼	7.2	7.2 ▼	7.1 ▼	7.1 ▼

[1] Satisfaction ratings are based on an 11-point scale where 0 means ‘not at all satisfied’ and 10 means ‘extremely satisfied’.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 4.5-21 to Table 4.5-23 show additional statistics for Control vs. Rate group comparisons of average satisfaction with PG&E. Table 4.5-24 to Table 4.5-26 show additional statistics for Control vs. Rate group comparisons of average satisfaction with the rate.

Table 4.5-21: Average Level of Satisfaction with PG&E, Control vs. Rate 1[1,2]

Climate Region	Segment	Control: Mean	Control: SD	Control: n	Rate 1: Mean	Rate 1: SD	Rate 1: n	Statistics: Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	Non-CARE/FERA	6.8	2.4	1,012	6.6	2.4	965	-0.17	0.11	1,975	-1.53	0.126 ▼
	CARE/FERA	7.6	2.6	543	7.4	2.5	503	-0.14	0.16	1,044	-0.84	0.401 ▼
	Below 100% FPG	7.3	2.6	311	7.3	2.4	321	0.03	0.20	630	0.16	0.872 ▲
	100 to 200% FPG	7.7	2.4	893	7.5	2.4	852	-0.18	0.12	1,743	-1.56	0.120 ▼
	Senior	7.5	2.5	1,860	7.3	2.5	1,737	-0.21	0.08	3,595	-2.58	0.010 ▼
Moderate	Non-CARE/FERA	6.9	2.2	526	6.8	2.2	503	-0.09	0.14	1,027	-0.64	0.522 ▼
	CARE/FERA	7.8	2.4	395	7.7	2.4	372	-0.11	0.17	765	-0.65	0.515 ▼
Cool	Non-CARE/FERA	6.8	2.2	575	6.6	2.2	566	-0.24	0.13	1,139	-1.84	0.066 ▼
	CARE/FERA	7.6	2.4	415	7.5	2.3	378	-0.01	0.17	791	-0.07	0.943 ▼

[1] Satisfaction ratings are based on an 11-point scale where 0 means ‘not at all satisfied’ and 10 means ‘extremely satisfied’.

[2] T-test used, highlighted p-values indicate statistically significant difference versus Control group at p≤.05.

Table 4.5-22: Average Level of Satisfaction with PG&E, Control vs. Rate 2[1,2]

Climate Region	Segment	Control			Rate 2			Statistics				
		Mean	SD	n	Mean	SD	n	Difference	SE	DF	t-stat	p-value
Hot	Non-CARE/FERA	6.8	2.4	1,012	6.4	2.5	520	-0.36	0.132	1530	-2.68	0.007 ▼
	CARE/FERA	7.6	2.6	543	7.4	2.5	446	-0.18	0.164	987	-1.12	0.262 ▼
Moderate	Non-CARE/FERA	6.9	2.2	526	6.8	2.1	515	-0.11	0.135	1039	-0.84	0.403 ▼
	CARE/FERA	7.8	2.4	395	7.6	2.4	379	-0.22	0.171	772	-1.29	0.196 ▼
Cool	Non-CARE/FERA	6.8	2.2	575	6.6	2.2	581	-0.20	0.130	1154	-1.50	0.133 ▼
	CARE/FERA	7.6	2.4	415	7.6	2.3	385	0.06	0.168	798	0.36	0.716 ▲

[1] Satisfaction ratings are based on an 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted p-values indicate statistically significant difference versus Control group at p≤.05.

Table 4.5-23: Average Level of Satisfaction with PG&E, Control vs. Rate 3[1,2]

Climate Region	Segment	Control			Rate 3			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	Non-CARE/FERA	6.8	2.4	1,012	6.5	2.5	505	-0.32	0.134	1515	-2.36	0.019 ▼
	CARE/FERA	7.6	2.6	543	7.3	2.6	440	-0.23	0.169	981	-1.37	0.172 ▼
Moderate	Non-CARE/FERA	6.9	2.2	526	6.9	2.1	491	0.02	0.137	1015	0.13	0.896 ▲
	CARE/FERA	7.8	2.4	395	7.7	2.4	401	-0.12	0.167	794	-0.73	0.466 ▼
Cool	Non-CARE/FERA	6.8	2.2	575	6.6	2.2	545	-0.21	0.131	1118	-1.58	0.113 ▼
	CARE/FERA	7.6	2.4	415	7.4	2.2	373	-0.10	0.167	786	-0.62	0.534 ▼

[1] Satisfaction ratings are based on an 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted p-values indicate statistically significant difference versus Control group at p≤.05.

Table 4.5-24: Average Level of Satisfaction with Rate, Control vs. Rate 1[1,2]

Climate Region	Segment	Control			Rate 1			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	Non-CARE/FERA	5.9	2.4	1,044	5.7	2.7	988	-0.19	0.11	2,030	-1.69	0.090 ▼
	CARE/FERA	7.0	2.7	566	6.8	2.7	539	-0.18	0.16	1,103	-1.13	0.260 ▼
	Below 100% FPG	7.1	2.7	626	6.9	2.8	626	-0.24	0.16	1,250	-1.50	0.133 ▼
	100 to 200% FPG	6.6	2.6	325	6.7	2.6	339	0.07	0.20	662	0.34	0.733 ▲
	Senior	6.8	2.6	1,939	6.6	2.7	1,844	-0.26	0.09	3,781	-3.02	0.003 ▼
Moderate	Non-CARE/FERA	6.4	2.2	536	6.4	2.3	519	-0.05	0.14	1,053	-0.37	0.712 ▼
	CARE/FERA	7.3	2.5	416	7.1	2.7	403	-0.15	0.18	817	-0.85	0.397 ▼
Cool	Non-CARE/FERA	6.3	2.2	589	6.0	2.4	577	-0.34	0.13	1,164	-2.53	0.012 ▼
	CARE/FERA	7.2	2.5	436	7.2	2.5	409	-0.03	0.17	843	-0.15	0.883 ▼

[1] Satisfaction ratings are based on an 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted p-values indicate statistically significant difference versus Control group at p≤.05.

Table 4.5-25: Average Level of Satisfaction with Rate, Control vs. Rate 2[1,2]

Climate Region	Segment	Control			Rate 2			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	Non-CARE/FERA	5.9	2.4	1,044	5.5	2.5	524	-0.38	0.132	1566	-2.88	0.004 ▼
	CARE/FERA	7.0	2.7	566	6.6	2.8	465	-0.40	0.171	1029	-2.35	0.019 ▼
Moderate	Non-CARE/FERA	6.4	2.2	536	5.9	2.4	534	-0.48	0.140	1068	-3.44	0.001 ▼
	CARE/FERA	7.3	2.5	416	7.1	2.5	396	-0.16	0.173	810	-0.94	0.347 ▼
Cool	Non-CARE/FERA	6.3	2.2	589	6.0	2.3	592	-0.36	0.131	1179	-2.72	0.007 ▼
	CARE/FERA	7.2	2.5	436	7.1	2.6	425	-0.13	0.171	859	-0.74	0.458 ▼

[1] Satisfaction ratings are based on an 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted p-values indicate statistically significant difference versus Control group at p≤.05.

Table 4.5-26: Average Level of Satisfaction with Rate, Control vs. Rate 3[1,2]

Climate Region	Segment	Control Mean	Control SD	Control n	Rate 3 Mean	Rate 3 SD	Rate 3 n	Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	Non-CARE/FERA	5.9	2.4	1,044	5.6	2.8	524	-0.33	0.138	1566	-2.42	0.016
	CARE/FERA	7.0	2.7	566	6.5	2.8	466	-0.47	0.171	1030	-2.73	0.006
Moderate	Non-CARE/FERA	6.4	2.2	536	6.1	2.4	515	-0.29	0.141	1049	-2.07	0.039
	CARE/FERA	7.3	2.5	416	7.1	2.5	439	-0.16	0.171	853	-0.95	0.341
Cool	Non-CARE/FERA	6.3	2.2	589	6.2	2.3	562	-0.18	0.133	1149	-1.39	0.165
	CARE/FERA	7.2	2.5	436	7.1	2.4	404	-0.10	0.168	838	-0.61	0.544

[1] Satisfaction ratings are based on an 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted p-values indicate statistically significant difference versus Control group at p≤.05.

Higher Agreement Scores for TOU Customers on Several Factors

Many customer segments on TOU rates gave higher average agreement ratings compared with control customers on the OAT on statements concerning ease of understanding of the rate and the rate offering opportunities to save money.

Survey respondents were asked to rate their level of agreement with eleven aspects about their rate plan, using an 11-point scale, where 0 means 'do not agree at all' and 10 means 'completely agree'. Table 4.5-27 to Table 4.5-29 summarize the average scores for each segment, rate and climate region.

The highest average ratings among all statements concerned ease of remembering the timing of the peak (7.3 to 8.1) and off-peak rate periods and the bill helps me understand the time of day when they are spending the most on electricity (6.9 to 7.7). Customers reported slightly lower average ratings for statements about the rate (6.2-7.5) and electricity bill (6.3 to 7.3) being easy to understand, recommending the rate to family/friends (5.8 to 7.5), the rate providing opportunities to save money (5.4 to 7.3), and wanting to stay on the rate after the study (5.5 to 7.2). Respondents reported the lowest average ratings to statements about the rate being fair (5.4 to 6.7), the new rate being better than the old rate (5.0 to 6.5), the rate working with their household schedule (5.0 to 6.6), and the rate being affordable (5.2 to 6.4). However, the differences between average ratings across the statements is about three points on an 11-point scale.

On average, customers in 15 of the 21 rate/segment/region groups reported significantly higher average agreement ratings concerning ease of understanding of the rate than customers on the OAT. Similarly, customers 12 of the 21 rate/segment/region groups reported significantly higher average agreement ratings than the control group indicating that the TOU rate gave them an opportunity to save money. However, 11 of the 21 groups had slightly lower average ratings than the corresponding control group for the statement, "the rate works with my household schedule."

One to two rate/segment/climate region groups reported significantly higher average agreement ratings indicating that their bill was easier to understand, they would recommend the rate to friends/family, and that the rate is fair compared with customers on the corresponding control groups. Similarly, one to three rate/segment/region groups had statistically significantly lower average agreement ratings on statements concerning wanting to stay on the rate after the study ends and the rate being affordable. For some of these statements, rate group customers had slightly higher ratings and for others they were slightly lower. In addition, low income customers reported higher average agreement ratings across most of the aspects of their rate plan compared to non-CARE/FERA customers.

Table 4.5-27: Average Level of Agreement with Aspects of the Rate Plan (Aspects 1-4)[1,2]

Climate Region	Segment	The peak and off peak times are easy to remember[3] R1	R2	R3	Bill helps me understand time of day when spending most[3] R1	R2	R3	Rate is easy to undertand C	R1	R2	R3	Bill is easy to understand C	R1	R2	R3
Hot	Non-CARE/FERA	8.1	7.6	7.7	7.2	7.2	7.1	6.2	7.1	6.9	7.0	6.5	6.6	6.5	6.4
	CARE/FERA	7.9	7.5	7.7	7.3	7.7	7.5	6.7	6.9	7.0	7.1	6.9	6.9	7.1	7.1
	Below 100% FPG	7.9	-	-	7.6	-	-	6.7	6.9	-	-	7.1	7.1	-	-
	100 to 200% FPG	7.9	-	-	7.3	-	-	6.4	7.0	-	-	6.6	6.9	-	-
	Senior	8.1	-	-	7.5	-	-	6.5	7.1	-	-	7.0	6.9	-	-
Moderate	Non-CARE/FERA	8.0	7.5	7.6	7.3	7.1	7.0	6.4	7.5	6.8	7.2	6.5	7.0	6.6	6.7
	CARE/FERA	7.9	7.5	7.7	7.5	7.6	7.5	6.7	7.0	6.9	7.4	7.1	7.2	7.1	7.3
Cool	Non-CARE/FERA	7.8	7.3	7.4	7.0	6.8	6.9	6.3	7.1	6.8	6.8	6.5	6.5	6.3	6.4
	CARE/FERA	7.8	7.4	7.6	7.7	7.5	7.4	6.5	7.1	7.1	7.1	6.8	7.2	7.2	7.0

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.
[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.
[3] Asked only to Rate groups.

Table 4.5-28: Average Level of Agreement with Aspects of the Rate Plan (Aspects 5-7)[1,2]

Climate Region	Segment	Recommend rate to friends or family C	R1	R2	R3	Rate gave opp. to save money C	R1	R2	R3	Want to stay on rate after study ends C	R1	R2	R3
Hot	Non-CARE/FERA	5.8	6.1	5.8	5.8	5.4	6.1	6.1	6.1	5.9	5.8	5.5	5.8
	CARE/FERA	7.0	6.9	7.0	7.0	6.6	6.7	6.8	6.8	6.9	6.7	6.7	6.9
	Below 100% FPG	7.2	7.3	-	-	6.8	7.0	-	-	7.2	7.0	-	-
	100 to 200% FPG	6.5	6.4	-	-	6.2	6.4	-	-	6.7	6.2	-	-
	Senior	6.5	6.8	-	-	6.2	6.6	-	-	6.8	6.6	-	-
Moderate	Non-CARE/FERA	6.2	6.7	6.0	6.5	5.6	6.7	6.2	6.5	6.1	6.4	5.6	6.4
	CARE/FERA	7.4	7.3	7.4	7.6	6.8	7.1	7.1	7.3	7.4	7.2	7.2	7.3
Cool	Non-CARE/FERA	6.1	6.3	6.0	6.3	5.5	6.2	6.3	6.3	6.0	5.9	5.9	6.2
	CARE/FERA	7.1	7.5	7.3	7.3	6.6	7.1	6.9	7.0	7.1	7.1	7.0	7.1

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.
[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 4.5-29: Average Level of Agreement with Aspects of the Rate Plan (Aspects 8-11)[1,2]

Climate Region	Segment	Rate is fair C	R1	R2	R3	New rate is better than old rate[3] R1	R2	R3	Rate works with HH schedule C	R1	R2	R3	Rate is affordable C	R1	R2	R3
Hot	Non-CARE/FERA	5.4	5.7	5.4	5.5	5.2	5.0	5.1	5.7	5.3	5.0	5.3	5.3	5.2	5.4	5.5
	CARE/FERA	6.2	6.2	6.3	6.1	5.9	6.1	6.1	6.6	5.8	5.9	6.0	6.0	5.9	6.3	6.1
	Below 100% FPG	6.4	6.5	-	-	6.3	-	-	6.5	6.2	-	-	6.0	6.1	-	-
	100 to 200% FPG	5.9	6.0	-	-	5.6	-	-	6.3	5.6	-	-	5.8	5.6	-	-
	Senior	6.0	6.1	-	-	5.9	-	-	6.5	6.3	-	-	5.9	5.9	-	-
Moderate	Non-CARE/FERA	5.9	6.2	5.8	6.0	5.8	5.2	5.4	5.9	5.5	5.3	5.6	5.8	6.0	5.4	5.7
	CARE/FERA	6.5	6.5	6.5	6.6	6.5	6.3	6.5	6.6	6.2	6.4	6.6	6.4	6.3	6.3	6.4
Cool	Non-CARE/FERA	6.0	5.9	5.8	5.8	5.2	5.2	5.4	5.8	5.5	5.3	5.6	6.0	5.6	5.6	5.8
	CARE/FERA	6.5	6.6	6.6	6.7	6.3	6.3	6.3	6.6	6.1	6.1	6.2	6.3	6.4	6.4	6.3

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.
[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.
[3] Asked only to Rate groups.

Perception of Bill Amount

Respondents were asked to indicate how well the amount of their electricity bill aligned with their expectations since participating in the pilot. Respondents chose from the following options: higher than you expected; about the same as you expected; lower than you expected; or did not have any expectation.

Table 4.5-30 shows the percent of respondents reporting that their bill was higher than expected. Between 19% and 24% of control customers in the moderate and cool regions, and 27% to 40% of control customers in the hot region, reported that their bills were higher than expected. A significantly greater percent of TOU rate customers reported higher than expected bills. For example, 45% to 50% of non-CARE/FERA customers in the hot climate region reported higher than expected bills, compared to 37% of control group customers. Low income customers in the hot climate region on the TOU rates did not have statistically significantly higher percentages on this question compared with control customers, except for Rate 3 CARE/FERA customers. A greater percent of customers in the hot climate region reported higher than expected bills than in the moderate or cool regions. Within each climate region, non-CARE/FERA customers were the most likely to report their bills were higher than expected.

Table 4.5-30: Percentage of Respondents Reporting That Their Electricity Bills Since June 2016 Have Been Higher Than They Expected[1]

Climate Region	Segment	C	R1	R2	R3
Hot	Non-CARE/FERA	37%	45%	50%	50%
	CARE/FERA	36%	40%	40%	44%
	Below 100% FPG	40%	42%	-	-
	100 to 200% FPG	34%	41%	-	-
	Senior	27%	37%	-	-
Moderate	Non-CARE/FERA	22%	36%	42%	37%
	CARE/FERA	19%	31%	24%	29%
Cool	Non-CARE/FERA	24%	38%	40%	38%
	CARE/FERA	23%	31%	34%	27%

[1] Chi-square used, grey shading indicates statistically significant difference versus Control group at p≤.05.

Reason for Rate Change

When asked why California utilities are changing rates, respondents overwhelmingly selected “to give customers an incentive to reduce electricity at times when use is high,” and “to improve the reliability of the power grid and avoid power outages” (Table 4.5-31). Respondents chose other reasons less frequently. The least likely choice selected was “to help PG&E make more money.” Generally, more Rate group participants selected “to improve reliability” as a reason than their corresponding Control group participants. While there are other significant differences between Rate and Control groups for other reasons selected, no meaningful trends emerged.

Table 4.5-31: Reasons for Why CA Utilities are Changing to TOU Rates[1]

Climate Region	Segment	Help customers save money on electricity bills				Improve reliability of the electricity power grid and avoid power outages				Better align the price customers pay for electricity to the actual cost to produce and deliver it				Help reduce the need to build new power plants			
		C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	56%	53%	52%	54%	86%	89%	87%	87%	57%	55%	56%	56%	54%	47%	45%	47%
	CARE/FERA	74%	68%	66%	72%	78%	85%	85%	82%	60%	59%	65%	64%	43%	46%	44%	48%
	Below 100% FPG	78%	71%	-	-	75%	80%	-	-	59%	61%	-	-	48%	47%	-	-
	100 to 200% FPG	65%	65%	-	-	75%	84%	-	-	59%	55%	-	-	41%	46%	-	-
	Senior	67%	63%	-	-	80%	88%	-	-	55%	57%	-	-	49%	46%	-	-
Moderate	Non-CARE/FERA	68%	55%	56%	53%	82%	88%	85%	88%	55%	60%	53%	60%	34%	53%	46%	51%
	CARE/FERA	80%	73%	75%	75%	79%	78%	80%	80%	72%	55%	64%	64%	45%	47%	52%	42%
Cool	Non-CARE/FERA	64%	47%	47%	52%	79%	85%	84%	87%	56%	57%	65%	64%	46%	49%	56%	47%
	CARE/FERA	72%	69%	72%	69%	66%	74%	83%	77%	61%	60%	68%	64%	49%	47%	50%	47%

Climate Region	Segment	Balance the electric grid due to the growing amount of renewable energy				Give customers an incentive to reduce use at times when electricity use is high				Help utility make more money				Help utility keep energy costs down			
		C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	58%	50%	49%	52%	86%	94%	94%	91%	36%	26%	28%	28%	60%	62%	62%	63%
	CARE/FERA	65%	55%	58%	58%	83%	88%	89%	88%	18%	19%	22%	23%	77%	66%	70%	71%
	Below 100% FPG	62%	59%	-	-	81%	87%	-	-	21%	17%	-	-	79%	71%	-	-
	100 to 200% FPG	66%	56%	-	-	85%	90%	-	-	27%	22%	-	-	70%	65%	-	-
	Senior	55%	52%	-	-	90%	94%	-	-	22%	21%	-	-	73%	71%	-	-
Moderate	Non-CARE/FERA	48%	55%	53%	53%	93%	93%	91%	94%	25%	24%	25%	23%	59%	65%	66%	62%
	CARE/FERA	64%	57%	57%	54%	83%	91%	88%	91%	13%	17%	19%	17%	74%	72%	73%	74%
Cool	Non-CARE/FERA	46%	48%	53%	53%	82%	94%	95%	95%	31%	28%	28%	27%	62%	61%	62%	60%
	CARE/FERA	49%	59%	61%	58%	87%	93%	89%	88%	25%	24%	21%	21%	73%	70%	72%	66%

[1] Chi-square used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

Frequency of Being Uncomfortably Hot in Home

Respondents reported how frequently they had been uncomfortably hot in their home this summer due to trying to save money on electricity bills. Respondents chose from the following options: never, rarely, sometimes, most of the time, or always. Table 4.5-32 shows the percent of customers that responded either most of the time or always (summarized as "most to all of the time").

Less than 30% of each segment on each Rate reported being uncomfortably hot most to all of the time. While some Rate groups reported being hot significantly more often than the Control group, other Rate groups reported being hot significantly *less* frequently than the Control group. In the hot climate region, for example, non-CARE/FERA customers on Rate 1 reported being uncomfortably hot significantly more often than non-CARE/FERA customers in the Control group. Conversely, non-CARE/FERA customers on Rate 1 in the moderate climate region reported significantly less frequency in heat-induced discomfort.

Overall, frequency of heat-induced discomfort was higher, on average, for customers in the hot climate region, followed by customers in the moderate and cool climate regions (which did not differ significantly from each other). CARE/FERA customers across all rates and control and Non-CARE/FERA customers in the cool climate region were the least likely to report frequent heat-induced discomfort. More CARE/FERA respondents reported being uncomfortably hot compared to non-CARE/FERA respondents.

Table 4.5-32: Percentage of Respondents Reporting Being Uncomfortably Hot 'Most to All of the Time' Since June 2016 Due to Trying to Save on Electricity Bills[1]

Climate Region	Segment	C	R1		R2		R3	
Hot	Non-CARE/FERA	15%	20%	▲	16%	▲	16%	▲
	CARE/FERA	24%	29%	▲	23%	▼	22%	▼
	Below 100% FPG	27%	28%	▲	-		-	
	100 to 200% FPG	22%	25%	▲	-		-	
	Senior	14%	17%	▲	-		-	
Moderate	Non-CARE/FERA	10%	6%	▼	8%	▼	7%	▼
	CARE/FERA	21%	24%	▲	21%	▲	20%	▼
Cool	Non-CARE/FERA	2%	1%	▼	3%	▲	3%	▲
	CARE/FERA	13%	13%	▼	8%	▼	12%	▼

[1] Z-test for proportions used, grey shading indicates statistically significant difference versus Control group at p≤.05.

Understanding How Rates Work

As a test to determine the extent to which respondents understood what influences the price of electricity on their rate, respondents were asked to identify which of five factors influence their electricity price. The correct answers varied among control and rate groups. The list of factors and the groups for whom the factors are correct included:

- Time of day: a correct answer for all Rate groups,
- Day of week (weekends vs. weekdays): a correct answer for Rate 1 & 3 groups,
- Seasons: a correct answer for all Rate groups,
- Weather or temperature: an incorrect answer for all Rate and Control groups, and
- Total amount of electricity used: a correct answer for all Rate and Control groups.

Table 4.5-33 reports the percentage of customers that selected over half of the correct answers for their rate plan. Overall, between 30% and 65% of customers understood over half of the factors that influence their electricity rate. Significantly fewer Rate 1 customers in all regions and Rate 3 CARE/FERA customers in the hot and moderate regions selected over half the correct answers compared to the Control groups. However, significantly more non-CARE/FERA customers in the moderate region selected over half the correct answers compared to the Control group. On average, respondents in the low-income segments were less likely to select over half the correct answer(s) compared to the corresponding non-CARE/FERA segments. In addition, fewer Rate 1 customers selected over half the correct answers compared to Rate 1 and 2 customers.

Table 4.5-33: Percentage of Respondents Who Selected Over Half of the Correct Factors that Influence the Price of Electricity on their Rate Plan[1,2]

Climate Region	Segment	% Selected Over Half the Correct Answers C	R1	R2	R3
Hot	Non-CARE/FERA	48%	40%	53%	53%
	CARE/FERA	45%	33%	50%	38%
	Below 100% FPG	42%	33%		
	100 to 200% FPG	43%	32%		
	Senior	46%	37%		
Moderate	Non-CARE/FERA	47%	40%	55%	53%
	CARE/FERA	43%	26%	42%	33%
Cool	Non-CARE/FERA	50%	38%	55%	51%
	CARE/FERA	38%	33%	39%	31%

[1] Z-test for proportions used, grey shading indicates statistically significant difference versus Control group at p≤.05.

[2] Factors include: Time of day, day of week, season, weather/temperature, total amount of electricity used.

Rate group customers were also asked to select the hours of the day, from 12 AM to midnight, when electricity is most expensive on their rate plan. For Rates 1 & 3, the correct hours are 4 PM to 9 PM; for Rate 2, the correct hours are 6 PM to 9 PM.

Table 4.5-34 shows the percent of customers in each segment who, on average, got none of the hours correct and who got over half of the hours correct. As shown, between 30% and 64% of customers selected over half of the correct hours for their rate plan, which for most customers is slightly better than their understanding of the general factors that influence the price of their electricity (Table 4.5-34). A much lower percentage of customers, 7% to 34%, did not select any of the correct hours. On average, respondents in the low-income segments were most likely to not select any of the correct hours of the day when electricity is most expensive, compared to the corresponding non-CARE/FERA customers.

Table 4.5-34: Percentage of Respondents Who Selected None or Over Half of the Correct Times of the Day When the Price of Electricity is Most Expensive on their Rate Plan[1]

Climate Region	Segment	% Selected No Correct Answers R1	R2	R3	% Selected Over 50% Correct Answers R1	R2	R3
Hot	Non-CARE/FERA	8%	15%	10%	60%	58%	57%
	CARE/FERA	22%	30%	22%	38%	37%	39%
	Below 100% FPG	25%	-	-	35%	-	-
	100 to 200% FPG	18%	-	-	43%	-	-
	Senior	18%	-	-	42%	-	-
Moderate	Non-CARE/FERA	7%	13%	9%	62%	64%	65%
	CARE/FERA	25%	34%	18%	30%	34%	40%
Cool	Non-CARE/FERA	7%	14%	10%	63%	62%	60%
	CARE/FERA	20%	25%	18%	42%	45%	39%

[1] Asked only to Rate groups since Control group customers' rate does not vary by time of day.

Actions Taken

Customers were asked how frequently they took ten different actions in the afternoons and evenings to reduce or shift their electricity usage. Customers could choose always, usually, sometimes, rarely, never, or not applicable. Table 4.5-35 through Table 4.5-37 report the percentage of respondents who reported taking the actions 'often,' which is a combination of 'always' and 'usually'. Customers who reported 'not applicable' were excluded.

Overall, turning off lights not in use (80% to 92%), avoiding doing laundry (46% to 85%), avoiding running the dishwasher (36% to 87%), and turning off office equipment (33% to 68%) are the most common actions respondents reported taking to reduce electricity usage in the afternoons and evenings. Some customers also reported that they 'often' avoided running their pool/spa pump (16% to 78%), turned off air-conditioning (23% to 57%), and turned off entertainment equipment (23% to 52%).The least common actions reported by respondents are increasing their thermostat temperature (11% to 56%), pre-cooling their home (10% to 44%), and avoiding cooking (8% to 38%).

Nearly all Rate group customers (vs. Control group customers) and hot region customers (vs. moderate and cool region customers) reported more frequently taking most of the actions. However, trends and significant differences varied between rates/segments/regions and were mostly unique for each action, as follows:

- **Turned off lights not in use:** no significant differences were found between rate and control groups except significantly more Rate 1 CARE/FERA customers in the moderate region reported taking action (vs. Control group customers); on average, more CARE/FERA customers in the moderate and cool regions (vs. Non-CARE/FERA customers) and hot climate region customers (vs. customers in moderate and cool regions) reported taking action (Table 4.5-35).
- **Avoided doing laundry:** significantly more customers in 15 of the 21 Rate groups reported taking action (vs. Control group customers); on average, more Non-CARE/FERA and senior customers (vs. low-income customers) and hot climate region customers (vs. customers in moderate and cool regions) reported taking action (Table 4.5-35).

- **Avoided running the dishwasher:** significantly more customers in 19 of the 21 Rate groups reported taking action (vs. Control group customers); on average more Non-CARE/FERA and senior customers (vs. low-income customers), and hot climate region customers (vs. customers in moderate and cool regions) reported taking action (Table 4.5-35).

Table 4.5-35: Percentage of Respondents Who Reported Taking Actions ‘Often’ to Reduce or Shift Their Electricity Usage in the Afternoons and Evenings (Actions 1-3)[1,2]

Climate Region	Segment	Turned off lights				Avoided laundry				Avoided dishwasher			
		C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	90%	90% ▼	90% ▲	92% ▲	65%	83% ▲	81% ▲	86% ▲	66%	86% ▲	82% ▲	87% ▲
	CARE/FERA	88%	88% ▼	88% ▼	88% ▼	67%	72% ▲	70% ▲	69% ▲	63%	73% ▲	73% ▲	73% ▲
	Below 100% FPG	86%	86% ▼	-	-	65%	68% ▲	-	-	59%	66% ▲	-	-
	100 to 200% FPG	86%	89% ▲	-	-	65%	77% ▲	-	-	62%	78% ▲	-	-
	Senior	91%	90% ▼	-	-	72%	82% ▲	-	-	69%	81% ▲	-	-
Moderate	Non-CARE/FERA	86%	84% ▼	84% ▼	82% ▼	46%	76% ▲	72% ▲	73% ▲	44%	79% ▲	79% ▲	74% ▲
	CARE/FERA	85%	90% ▲	87% ▲	85% ▲	51%	71% ▲	66% ▲	70% ▲	57%	75% ▲	72% ▲	67% ▲
Cool	Non-CARE/FERA	80%	81% ▲	80% ▲	82% ▲	34%	64% ▲	68% ▲	62% ▲	36%	67% ▲	70% ▲	68% ▲
	CARE/FERA	85%	84% ▼	83% ▼	85% ▼	47%	62% ▲	56% ▲	56% ▲	41%	62% ▲	55% ▲	58% ▲

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Survey responses ‘usually’ and ‘always’ combined into ‘often’; ‘not applicable’ responses are excluded.

- **Turned off office equipment:** no significant differences were found between rate and control groups, except more non-CARE/FERA Rate groups in the hot climate region and CARE/FERA Rate 1 customers in the moderate region reported taking action (vs. Control group customers); on average, more low-income customers (vs. Non-CARE/FERA and senior customers) and hot climate region customers (vs. customers in moderate and cool regions) reported taking action (Table 4.5-36).
- **Turned off entertainment equipment:** no significant differences were found between rate and control groups, except more non-CARE/FERA Rate 2 customers in the moderate region (vs. Control group customers); on average, more low-income groups reported taking action (vs. non-CARE/FERA and senior customers) (Table 4.5-36).
- **Avoided cooking:** significantly more customers in five of the nine Rate 1 segments reported taking action (vs. Control group customers); on average, more low-income and senior customers (vs. non-CARE/FERA customers), and more hot climate region customers, followed by moderate and cool region customers, respectively, reported taking action (Table 4.5-36).

Table 4.5-36: Percentage of Respondents Who Reported Taking Actions ‘Often’ to Reduce or Shift Their Electricity Usage in the Afternoons and Evenings (Actions 4-6)[1,2]

Climate Region	Segment	Turned off office equipment				Turned off entertainment equipment				Avoided cooking			
		C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	44%	48% ▲	53% ▲	51% ▲	26%	29% ▲	30% ▲	29% ▲	23%	31% ▲	24% ▲	28% ▲
	CARE/FERA	63%	63% ▼	62% ▼	58% ▼	48%	43% ▼	42% ▼	42% ▼	37%	36% ▼	37% ▲	38% ▲
	Below 100% FPG	63%	63% ▲	-	-	46%	46% ▼	-	-	38%	39% ▲	-	-
	100 to 200% FPG	56%	60% ▲	-	-	37%	37% ▼	-	-	33%	33% ▲	-	-
	Senior	52%	51% ▼	-	-	25%	25% ▲	-	-	33%	38% ▲	-	-
Moderate	Non-CARE/FERA	43%	42% ▼	40% ▼	42% ▼	32%	32% ▼	24% ▼	28% ▼	14%	18% ▲	16% ▲	17% ▲
	CARE/FERA	55%	68% ▲	60% ▲	60% ▲	48%	52% ▲	44% ▼	42% ▼	29%	38% ▲	36% ▲	29% ▼
Cool	Non-CARE/FERA	37%	33% ▼	34% ▼	33% ▼	28%	25% ▼	23% ▼	29% ▲	8%	13% ▲	9% ▲	12% ▲
	CARE/FERA	54%	48% ▼	56% ▲	51% ▼	40%	45% ▲	39% ▼	38% ▼	18%	27% ▲	24% ▲	25% ▲

[1] Chi-square used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Survey responses ‘usually’ and ‘always’ combined into ‘often’; ‘not applicable’ responses are excluded.

- **Increased temperature on the thermostat:** no significant differences were found between rate and control groups, except significantly more customers in three of the 21 Rate groups reported taking action (vs. Control group customers); on average, more non-CARE/FERA customers (vs. low-income and senior customers), and hot climate region customers, followed by moderate and cool region customers, respectively, reported taking action (Table 4.5-37).
- **Turned off air-conditioning:** no significant differences were found between rate and control groups; on average, more CARE/FERA customers in the moderate and cool regions (vs. non-CARE/FERA customers), and hot and moderate region customers (vs. cool region customers) reported taking action (Table 4.5-37).
- **Pre-cooled home earlier in the day:** significantly more non-CARE/FERA and senior customers in the hot region and CARE/FERA customers in the moderate region reported taking action (vs. Control group customers); on average, more low-income customers (vs. non-CARE/FERA and senior customers), and hot region customers, followed by moderate region customers (vs. cool region customers) reported taking action (Table 4.5-37).
- **Avoided running pool or spa pump:** significantly more non-CARE/FERA and senior customers in the hot region and moderate region customers (except Rate 3 CARE/FERA customers) reported taking action (vs. Control group customers); on average, more hot and moderate climate region customers (vs. cool region customers) reported taking action (Table 4.5-37).

Table 4.5-37: Percentage of Respondents Who Reported Taking Actions ‘Often’ to Reduce or Shift Their Electricity Usage in the Afternoons and Evenings (Actions 7-10)[1,2]

Climate Region	Segment	Increased thermostat temp				Turned off air-conditioning				Pre-cooled home				Avoided pool/spa pump			
		C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	49%	52% ▲	53% ▲	56% ▲	39%	38% ▼	41% ▲	42% ▲	28%	36% ▲	34% ▲	41% ▲	52%	67% ▲	68% ▲	78% ▲
	CARE/FERA	38%	39% ▲	37% ▼	43% ▲	37%	37% ▼	43% ▲	40% ▲	43%	42% ▼	44% ▲	43% ▲	53%	53% ▲	57% ▲	51% ▼
	Below 100% FPG	31%	38% ▲	-	-	38%	39% ▲	-	-	41%	44% ▲	-	-	41%	49% ▲	-	-
	100 to 200% FPG	41%	41% ▲	-	-	36%	34% ▼	-	-	36%	41% ▲	-	-	46%	51% ▲	-	-
	Senior	40%	43% ▲	-	-	35%	38% ▲	-	-	31%	37% ▲	-	-	44%	60% ▲	-	-
Moderate	Non-CARE/FERA	26%	28% ▲	35% ▲	31% ▲	44%	46% ▲	51% ▲	51% ▲	24%	27% ▲	28% ▲	21% ▼	34%	67% ▲	58% ▲	58% ▲
	CARE/FERA	24%	26% ▲	26% ▲	26% ▲	52%	55% ▲	59% ▲	57% ▲	24%	36% ▲	34% ▲	31% ▲	32%	59% ▲	54% ▲	45% ▲
Cool	Non-CARE/FERA	10%	10% ▼	14% ▲	11% ▲	23%	28% ▲	25% ▲	27% ▲	10%	13% ▲	16% ▲	14% ▲	16%	24% ▲	39% ▲	29% ▲
	CARE/FERA	13%	15% ▲	18% ▲	12% ▼	37%	35% ▼	39% ▲	41% ▲	18%	26% ▲	23% ▲	24% ▲	24%	40% ▲	31% ▲	36% ▲

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Survey responses ‘usually’ and ‘always’ combined into ‘often’; ‘not applicable’ responses are excluded.

Respondents had the option to provide a ‘Not Applicable’ (NA) response to all the actions taken questions. These NA responses can serve as a rough proxy measure of whether respondents have air conditioning, laundry or dishwashers in their home. While not a perfect measure of availability in the home, these responses indicate that, when compared to non-CARE/FERA households, more low income households (CARE/FERA and below 100% FPG) indicated NA for avoiding laundry use, avoiding dishwasher use, and turning off office equipment (Table 4.5-38). A similar proportion of CARE/FERA and non-CARE/FERA households indicated NA to their ability to turn off entertainment equipment, air conditioning actions, and avoiding using spa or pool-pump.

Table 4.5-38: Not Applicable Responses for Key Actions Taken by Segment

Climate Region	Segment	Avoided laundry	Avoided dishwasher	Turned off office equipment	Turned off entertainment equipment	Increased thermostat temp	Turned off air-conditioning	Pre-cooled home	Avoided pool/spa pump
Hot	Non-CARE/FERA	3%	14%	9%	5%	10%	7%	9%	72%
	CARE/FERA	10%	37%	21%	7%	12%	8%	11%	72%
	Below 100% FPG	13%	41%	24%	8%	14%	9%	12%	68%
	100 to 200% FPG	7%	30%	20%	6%	12%	8%	12%	76%
	Senior	5%	24%	20%	8%	12%	10%	13%	75%
Moderate	Non-CARE/FERA	6%	16%	8%	6%	29%	39%	43%	80%
	CARE/FERA	16%	37%	18%	10%	28%	37%	43%	75%
Cool	Non-CARE/FERA	12%	29%	8%	9%	48%	79%	81%	85%
	CARE/FERA	22%	50%	18%	11%	37%	63%	69%	77%

Overall, surveyed customers reported that taking actions to reduce or shift their electricity usage in the afternoons and evenings were somewhat easy (Table 4.5-39). On a scale of 0 to 10, where 0 means 'not at all easy' and 10 means 'extremely easy', customers reported an average rating between 5.9 and 6.7. Rate 1 non-CARE/FERA customers in the hot and moderate regions, and 100 to 200% FPG customers in the hot region reported significantly higher average ratings than the respective Control group customers. These differences, however, are substantively small (less than one point on an 11-point scale).

Table 4.5-39: Respondents' Average Level of Ease of Taking Energy Saving Actions in the Afternoons and Evenings[1,2]

Climate Region	Segment	Ease of taking action C	R1		R2		R3	
Hot	Non-CARE/FERA	6.1	6.3	▲	5.9	▼	6.2	▲
	CARE/FERA	6.2	6.4	▲	6.2	▲	6.1	▼
	Below 100% FPG	6.1	6.4	▲	-		-	
	100 to 200% FPG	6.1	6.5	▲	-		-	
	Senior	6.7	6.8	▲	-		-	
Moderate	Non-CARE/FERA	6.0	6.5	▲	6.2	▲	6.3	▲
	CARE/FERA	6.5	6.6	▲	6.6	▲	6.7	▲
Cool	Non-CARE/FERA	6.2	6.2	▲	6.3	▲	6.3	▲
	CARE/FERA	6.8	6.9	▲	6.6	▼	6.5	▼

[1] Level of ease ratings are based on an 11-point scale where 0 means 'not at all easy' and 10 means 'extremely easy'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Respondents were also asked which of 10 barriers keep them from reducing or shifting their electricity usage in the afternoons and evenings (Table 4.5-40 to Table 4.5-42).[71] Across the climate regions and segments, the most common barriers to reducing or shifting electricity usage during the afternoons and evenings reported by customers include the respondent being home most of the day (24% to 50%) and the household already using very little electricity (24% to 46%). The least common barriers reported by customers include working from home (5% to 20%) and presence of disabled household member(s) (1% to 13%).

There were few significant differences between rate and control groups for each barrier but there is some variation between rates/segments/regions. Trends were mostly unique for each barrier, as follows:

- **Respondent at home most of the day:** no significant differences were found between rate and control groups, except significantly fewer non-CARE/FERA Rate 1 and 2 customers in the moderate region and CARE/FERA Rate 3 customers in the cool region reported the barrier (vs. Control groups customers); on average, more low-income customers (vs. non-CARE/FERA customers) reported the barrier (Table 4.5-40).

[71] The original list of barriers includes 13 but three were excluded from the report. Two of these are not 'barriers' but provide respondents an answer option: 'nothing prevents customers from reducing/shifting usage' and 'customers can afford to use as much as they want or need'. The third barrier is very similar to one included in the analysis: 'customer doesn't know what actions to take' (very similar to 'customer can't think of anything else to do').

- **Household already uses little electricity:** significantly fewer non-CARE/FERA and senior Rate 1 customers, non-CARE/FERA Rate 2 customers in the moderate and cool regions, and CARE/FERA Rate 3 customers in the cool region reported the barrier (vs. Control group customers); on average, more low-income customers (vs. non-CARE/FERA customers) reported the barrier (Table 4.5-40).
- **Home gets uncomfortable:** no significant differences were found between rate and control groups; on average, more hot region customers, followed by moderate region customers (vs. cool region customers) reported the barrier (Table 4.5-40).

Table 4.5-40: Percentage of Respondents Who Reported Barriers to Reducing or Shifting Their Electricity Use During Afternoons and Evenings (Barriers 1-3)[1,2]

Climate Region	Segment	I am at home most of the day				My household already uses very little electricity				My home gets uncomfortable if I try to reduce electricity usage			
		C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	35%	33%	37%	38%	31%	24%	25%	24%	26%	29%	30%	29%
	CARE/FERA	36%	38%	39%	40%	32%	27%	33%	27%	26%	26%	25%	30%
	Below 100% FPG	43%	42%	-	-	32%	29%	-	-	27%	29%	-	-
	100 to 200% FPG	36%	39%	-	-	29%	27%	-	-	29%	27%	-	-
	Senior	50%	48%	-	-	33%	29%	-	-	22%	23%	-	-
Moderate	Non-CARE/FERA	34%	26%	25%	29%	35%	33%	29%	32%	16%	14%	12%	14%
	CARE/FERA	34%	32%	33%	31%	41%	42%	37%	36%	13%	16%	14%	13%
Cool	Non-CARE/FERA	29%	28%	24%	27%	40%	37%	34%	38%	4%	4%	4%	5%
	CARE/FERA	37%	34%	32%	30%	44%	39%	46%	36%	8%	8%	9%	6%

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Respondents could select more than one item, and respondents who selected all items or items mutually exclusive are excluded from the results.

- **Presence of elderly household member(s):** no significant differences were found between rate and control groups except significantly fewer customers in two cool region groups reported the barrier (vs. Control group customers); on average, more low-income and senior customers (vs. non-CARE/FERA customers), and more hot climate region customers (vs. moderate and cool region customers) reported the barrier (Table 4.5-41).
- **Schedule doesn't allow it:** significantly more CARE/FERA customers in the hot and cool regions and non-CARE/FERA Rate 2 customers reported the barrier (vs. Control group customers); on average, more non-CARE/FERA customers (vs. lower-income customers and seniors), and more moderate and cool climate region customers (vs. hot region customers) reported the barrier (Table 4.5-41).
- **Children in household:** no significant differences were found between rate and control groups except significantly more CARE/FERA Rate 3 customers in the hot region reported the barrier (vs. Control group customers); on average, more low-income customers (vs. seniors and non-CARE/FERA customers) reported the barrier (Table 4.5-41).

Table 4.5-41: Percentage of Respondents Who Reported Barriers to Reducing or Shifting Their Electricity Use During Afternoons and Evenings (Barriers 4-6)[1,2]

Climate Region	Segment	Elderly household member makes it difficult to change our routines				My schedule doesn't allow me to reduce my usage				Child(ren) in household make it difficult to change our routines			
		C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	11%	9%	10%	11%	12%	12%	17%	12%	12%	13%	14%	13%
	CARE/FERA	10%	10%	13%	13%	7%	12%	13%	13%	19%	21%	18%	24%
	Below 100% FPG	17%	16%	-	-	7%	9%	-	-	18%	18%	-	-
	100 to 200% FPG	14%	11%	-	-	9%	10%	-	-	14%	19%	-	-
	Senior	21%	21%	-	-	3%	4%	-	-	3%	4%	-	-
Moderate	Non-CARE/FERA	9%	8%	10%	11%	15%	18%	21%	16%	17%	16%	17%	17%
	CARE/FERA	10%	14%	13%	13%	9%	11%	10%	11%	15%	15%	15%	15%
Cool	Non-CARE/FERA	6%	6%	6%	7%	17%	22%	23%	22%	11%	13%	12%	13%
	CARE/FERA	12%	7%	12%	10%	11%	18%	18%	13%	12%	16%	16%	15%

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Respondents could select more than one item, and respondents who selected all items or items mutually exclusive are excluded from the results.

- **Old appliances use lots of energy:** no significant differences were found between rate and control groups except significantly more CARE/FERA Rate 1 customers in the moderate region reported the barrier (vs. Control group customers); on average, more low-income customers (vs. non-CARE/FERA customers and seniors) reported the barrier (Table 4.5-42).
- **Can't think of anything else to do:** no significant differences were found between rate and control groups except significantly fewer senior customers in the hot region reported the barrier (vs. Control group customers); on average, more low-income customers (vs. non-CARE/FERA customers) in the moderate and hot climate regions reported the barrier (Table 4.5-42).
- **Working from home:** no significant differences were found between rate and control groups except significantly more CARE/FERA Rate 3 customers in the hot region reported the barrier (vs. Control group customers); on average, more non-CARE/FERA customers (vs. low-income and senior customers), and more moderate and cool climate region customers (vs. hot region customers) reported the barrier (Table 4.5-42).
- **Presence of disabled household member(s):** no significant differences were found between rate and control groups except significantly more CARE/FERA Rate 1 customers in the moderate region reported the barrier (vs. Control group customers); on average, more low-income and senior customers (vs. non-CARE/FERA customers) reported the barrier (Table 4.5-42).

Table 4.5-42: Percentage of Respondents Who Reported Barriers to Reducing or Shifting Their Electricity Use During Afternoons and Evenings (Barriers 7-10)[1,2]

Climate Region	Segment	I have old appliances that use a lot of energy				I can't think of anything else to do				Working from home makes it difficult to use less electricity				Disabled household member makes it difficult to change our routines			
		C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	11%	10%	13%	11%	13%	10%	11%	13%	11%	11%	10%	12%	4%	4%	4%	4%
	CARE/FERA	18%	16%	17%	18%	15%	13%	13%	14%	6%	8%	7%	9%	10%	11%	11%	12%
	Below 100% FPG	20%	19%	-	-	14%	12%	-	-	5%	5%	-	-	13%	13%	-	-
	100 to 200% FPG	15%	15%	-	-	17%	13%	-	-	8%	8%	-	-	8%	12%	-	-
	Senior	12%	12%	-	-	14%	11%	-	-	5%	5%	-	-	8%	8%	-	-
Moderate	Non-CARE/FERA	9%	12%	8%	10%	12%	11%	15%	12%	18%	18%	17%	17%	3%	3%	2%	2%
	CARE/FERA	12%	18%	13%	13%	15%	16%	13%	15%	9%	6%	6%	8%	6%	12%	6%	8%
Cool	Non-CARE/FERA	11%	10%	11%	11%	15%	13%	14%	13%	17%	18%	18%	20%	2%	2%	1%	3%
	CARE/FERA	15%	14%	18%	14%	15%	14%	12%	13%	10%	10%	10%	9%	8%	6%	9%	8%

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Respondents could select more than one item, and respondents who selected all items or items mutually exclusive are excluded from the results.

General Attitudes and Awareness towards EE and DR

Respondents rated their agreement with six statements designed to measure respondents' attitudes towards adopting energy saving behaviors using an 11-point scale with 0 meaning "do not agree at all" and 10 meaning "completely agree" (Table 4.5-43 and Table 4.5-44).[72] The statements were designed to capture respondents' intention to conserve, responsibility to conserve, concern about the environment, and concern about their electricity bill. All significant differences were small, with differences between Control and treatment group ratings less than a point on the 11-point rating scale.

PG&E respondents provided moderate ratings, 5.7 to 7.1, to the statement "I am very concerned about how my energy use affects the environment" (Table 4.5-43). When comparing responses between Control and Rate treatment groups, the CARE/FERA segment in the moderate climate region and non-CARE/FERA segments in the cool climate region had statistically significantly lower ratings than their Control groups. Overall, responses were consistent across segments and rates.

PG&E respondents provided low to moderate ratings, 1.0 to 6.1, to the statement "it is my responsibility to use as little energy as possible to help the environment" (Table 4.5-43). Ratings for non-CARE/FERA customers in these climate regions were extremely low on this issue, ranging from a low of 1.0 to a high of 1.8 on an 11-point scale. When comparing responses between Control and Rate treatment groups, non-CARE/FERA Rate 2 customers provided significantly lower ratings than Control group customers in the moderate and cool regions. Respondents in the CARE/FARE segments provided higher agreement ratings to the statement compared to those in the non-CARE/FERA segments. Additionally, respondents in the hot climate region provided slightly higher ratings to the statement compared to similar segments in the moderate and cool climate regions.

Table 4.5-43: Average Level of Agreement with Attitudinal Statements Related to Adopting Energy Saving Behaviors (Statements 1-2)[1]

Climate Region	Segment	I am very concerned about how my energy use affects the environment				It is my responsibility to use as little energy as possible to help the environment			
		C	R1	R2	R3	C	R1	R2	R3
Hot	Non-CARE/FERA	5.7	5.7	5.8	5.7	2.4	2.5	2.6	2.6
	CARE/FERA	6.2	6.3	6.2	6.4	5.4	5.5	4.9	5.7
	Below 100% FPG	6.3	6.4	-	-	5.9	6.1	-	-
	100 to 200% FPG	5.9	6.2	-	-	4.7	5.0	-	-
	Senior	5.9	6.0	-	-	3.1	3.2	-	-
Moderate	Non-CARE/FERA	6.3	6.1	6.5	6.0	1.8	1.6	1.5	1.7
	CARE/FERA	6.8	6.3	6.5	6.6	4.6	4.4	4.8	4.7
Cool	Non-CARE/FERA	7.1	6.5	6.7	6.7	1.4	1.3	1.0	1.5
	CARE/FERA	6.7	6.7	6.7	6.3	4.2	4.0	4.2	4.2

[1] Used t-test, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

[72] The first statement, "I often worry whether there is enough money to pay my electricity bill," was used in the economic index and is reported in section 4.5.1.

PG&E respondents provided moderate ratings, 5.1 to 6.6, to the statement "I feel guilty if I use too much energy" (Table 4.5-44). When comparing responses between Control and Rate treatment groups the CARE/FERA and non-CARE/FERA segments in the cool climate region rated their agreement lower than their Control groups.

PG&E respondents provided moderate to high ratings, 7.0 to 7.9, to the statement "I conserved electricity in my home this summer" (Table 4.5-44). When comparing responses between Control and Rate treatment groups, the non-CARE/FERA segments in the moderate and cool regions rated their agreement higher than their corresponding Control groups.

PG&E respondents provided moderate to high ratings, 7.1 to 8.5, to the statement "if my electricity bill goes up, I feel I must do something to reduce it" (Table 4.5-44). No significant differences in ratings were found between Control and Rate treatment groups. Respondents in the CARE/FARE segments provided slightly higher agreement ratings to the statement compared to those in the non-CARE/FERA segments.

Table 4.5-44: Average Level of Agreement with Attitudinal Statements Related to Adopting Energy Saving Behaviors (Statements 3-5)[1]

		I feel guilty if I use too much energy				I conserved electricity in my home this summer				If my electricity bill goes up, I feel I must do something to reduce it			
Climate Region	**Segment**	**C**	**R1**	**R2**	**R3**	**C**	**R1**	**R2**	**R3**	**C**	**R1**	**R2**	**R3**
Hot	Non-CARE/FERA	5.3	5.2	5.2	5.1	7.4	7.5	7.7	7.5	7.4	7.5	7.5	7.5
	CARE/FERA	5.9	6.0	5.8	6.1	7.3	7.4	7.6	7.5	8.2	8.2	8.1	8.4
	Below 100% FPG	6.1	6.4	-	-	7.3	7.5	-	-	8.4	8.5	-	-
	100 to 200% FPG	5.7	5.9	-	-	7.4	7.5	-	-	7.9	7.8	-	-
	Senior	5.4	5.6	-	-	7.6	7.9	-	-	7.6	7.5	-	-
Moderate	Non-CARE/FERA	5.9	5.7	6.1	5.7	7.1	7.3	7.6	7.5	7.3	7.2	7.3	7.4
	CARE/FERA	6.4	6.4	6.5	6.6	7.8	7.7	7.8	7.7	8.3	8.2	8.4	8.2
Cool	Non-CARE/FERA	6.4	5.9	5.7	6.1	7.0	7.3	7.3	7.4	7.1	7.1	7.1	7.2
	CARE/FERA	6.4	6.3	6.3	5.8	7.4	7.7	7.6	7.6	8.2	8.0	8.2	8.0

[1] Used t-test, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Demographic Characteristics

This section summarizes the responses to demographic characteristics questions contained in the survey and trends in differences between segments.[73]

Respondent Age (Table 4.5-45)

- Segments with the lowest mean age were: CARE/FERA and Below 100% FPG in the hot region and non-CARE/FERA in the moderate and cool regions.
- On average, cool and moderate climate segments tended to be younger than the hot climate segments across all Rate groups.
- Although the mean age was high for most groups in the hot region, the senior segment was much older than non-senior and other segments across all Rate groups, as would be expected.

[73] Trend analyses did not include tests for statistical significance and are based on observation of the differences in values.

Table 4.5-45: Respondents' Average Age[1]

Climate Region	Segment	Mean	Inter Quartile Range Percentile 25	Median	Percentile 75
Hot	Non-CARE/FERA	59	49	62	74
	CARE/FERA	54	39	54	67
	Below 100% FPG	55	41	57	69
	100 to 200% FPG	57	44	59	71
	Senior	73	68	73	79
Moderate	Non-CARE/FERA	55	43	56	67
	CARE/FERA	58	45	59	71
Cool	Non-CARE/FERA	55	43	56	68
	CARE/FERA	57	44	59	70

[1] Results are based on weighted averages across all four RCT groups (Control, Rate 1, Rate 2, and Rate 3)

Respondent Educational Attainment (Table 4.5-46)

- Some college or less was the most commonly reported levels of education for low income segments and some college or more was most common among non-CARE/FERA and senior segments.
- Respondents in the moderate and cool non-CARE/FERA segments were the most highly educated group, with around three-quarters reporting that they had a four-year or graduate/professional degree (72% and 77%, respectively).
- CARE/FERA customers were slightly over-representative of California households with a high school diploma or less (38%) while non-CARE/FERA customers were over-representative of Californians with a graduate degree (11%) (2015 ACS 5-year estimates).

Table 4.5-46: Respondents' Educational Attainment

Climate Region	Segment	Some HS	HS Diploma	Some College	Tech. College	Two-year Degree	Four-year Degree	Grad Degree
Hot	Non-CARE/FERA	1%	9%	21%	5%	10%	27%	27%
	CARE/FERA	17%	24%	25%	9%	9%	11%	7%
	Below 100% FPG	24%	26%	24%	7%	8%	7%	6%
	100 to 200% FPG	11%	20%	29%	8%	10%	14%	9%
	Senior	8%	17%	26%	6%	10%	16%	18%
Moderate	Non-CARE/FERA	1%	5%	13%	5%	6%	32%	39%
	CARE/FERA	14%	19%	21%	7%	10%	18%	11%
Cool	Non-CARE/FERA	1%	4%	12%	2%	5%	35%	42%
	CARE/FERA	16%	17%	22%	6%	8%	19%	13%

Annual Household Income (Table 4.5-47)

- Respondents in the CARE/FERA segments had lower annual household incomes compared to non-CARE/FERA and other segments.
- More than three-quarters of respondents in the Hot, Below 100% FPG segment, had an annual household income less than $21,000 per year.
- On average, most non-CARE/FERA segments made more than $50,000/year across all Rate groups. Conversely, nearly all CARE/FERA segments made less than $50,000/year across all Rate groups.

Table 4.5-47: Annual Household Income

Climate Region	Segment	Less than $12k	$12k to < $17k	$17k to < $21k	$21k to < $25k	$25k to < $29k	$29k to < $33k	$33k to < $37k	$37k to < $41k	$41k to < $50k	$50k to < $100k	$100k or more
Hot	Non-CARE/FERA	1%	2%	2%	2%	2%	5%	4%	5%	12%	38%	26%
	CARE/FERA	20%	18%	12%	13%	8%	9%	6%	4%	4%	5%	1%
	Below 100% FPG	43%	25%	12%	8%	4%	3%	1%	1%	1%	2%	1%
	100 to 200% FPG	5%	14%	13%	17%	10%	14%	8%	6%	7%	5%	1%
	Senior	9%	13%	9%	10%	7%	7%	5%	5%	9%	20%	9%
Moderate	Non-CARE/FERA	2%	1%	1%	2%	2%	3%	2%	3%	8%	31%	48%
	CARE/FERA	17%	16%	12%	13%	10%	9%	6%	4%	7%	6%	1%
Cool	Non-CARE/FERA	1%	1%	1%	2%	2%	3%	3%	3%	8%	32%	45%
	CARE/FERA	21%	18%	13%	13%	8%	8%	5%	4%	6%	5%	1%

Respondent Employment Status (Table 4.5-48)

- Most surveyed customers were either employed full or part time, or were retired.
- Non-CARE/FERA customers in the moderate and cool climate regions were most likely to be employed full-time.
- Low-income segments were more likely be unemployed or unable to work due to a disability compared to non-CARE/FERA segments.

Table 4.5-48: Respondents' Employment Status[1]

Climate Region	Segment	Employed full-time	Employed part-time	Home-maker	Retired	Can't work (disability)	Other[2]
Hot	Non-CARE/FERA	41%	10%	5%	45%	4%	7%
	CARE/FERA	28%	15%	12%	30%	18%	24%
	Below 100% FPG	16%	16%	15%	36%	25%	30%
	100 to 200% FPG	30%	13%	8%	41%	13%	16%
	Senior	9%	8%	6%	81%	11%	7%
Moderate	Non-CARE/FERA	54%	10%	6%	30%	3%	7%
	CARE/FERA	30%	16%	9%	37%	15%	16%
Cool	Non-CARE/FERA	53%	12%	5%	31%	2%	8%
	CARE/FERA	26%	19%	8%	35%	18%	19%

[1] Allows for multiple responses, rows may not add to 100%.

[2] Includes respondents who reported being seasonally employed, unemployed but looking for work, unemployed but not looking for work, and students.

Major Life Changes during the Past Summer (Table 4.5-49)

- A majority of surveyed customers across all Rate groups and TOU segments reported not experiencing any of eight "life changes" over the past summer.
- However, customers in the CARE/FERA segments were more likely to report having experienced one of the eight "life changes" items on the survey when compared to the corresponding non-CARE/FERA segments.
- Low-income customers were more likely to report having lost a job or became unemployed, had work hours or pay reduced, or became disabled or seriously ill compared to all other segments.
- Very few respondents reported having received a foreclosure or eviction notice, got divorced, had a baby, or had a death of a household member compared to other "life changes" items.

Table 4.5-49: Life Changes During the Past Summer

Climate Region	Segment	Became unemployed	Hours or pay reduced	Became disabled or seriously ill	Cared for elderly or disabled	Had a death in household	Divorced or separated	Had a baby	Got foreclosure or eviction	None of the above
Hot	Non-CARE/FERA	7%	8%	6%	7%	2%	2%	2%	0%	73%
	CARE/FERA	16%	16%	12%	10%	4%	5%	4%	2%	51%
	Below 100% FPG	18%	16%	15%	10%	5%	6%	4%	2%	49%
	100 to 200% FPG	13%	15%	11%	10%	4%	3%	3%	2%	56%
	Senior	5%	4%	10%	10%	4%	2%	1%	1%	71%
Moderate	CARE/FERA	12%	14%	12%	10%	4%	4%	3%	1%	56%
	Non-CARE/FERA	8%	7%	4%	5%	2%	1%	3%	0%	76%
Cool	CARE/FERA	10%	14%	11%	8%	4%	4%	3%	2%	60%
	Non-CARE/FERA	7%	8%	4%	6%	2%	1%	3%	0%	76%

Households with Members Who Are Disabled (Table 4.5-50)

- Few respondents reported a household member who receives disability payments or has a serious medical condition.
- A higher proportion of respondents reported a household member having a serious disability than reported a member receiving disability payments.
- CARE/FERA and low-income segments were more likely to report a household member with a serious disability or who received disability payments than non-CARE/FERA customers across all three climate regions.
- Respondents with incomes below 100% of FPG in the hot climate region were most likely to report a household member having received disability payments.
- Respondents in the low income and senior segments in the hot climate region were most likely to report a household member having a serious disability.

Table 4.5-50: Household Member(s) with Serious Medical Condition and/or Disability Payments

Climate Region	Segment	Has serious medical condition	Receives disability payments
Hot	Non-CARE/FERA	18%	7%
	CARE/FERA	28%	22%
	Below 100% FPG	29%	26%
	100 to 200% FPG	27%	17%
	Senior	28%	12%
Moderate	Non-CARE/FERA	11%	5%
	CARE/FERA	24%	17%
Cool	Non-CARE/FERA	12%	4%
	CARE/FERA	25%	19%

Disability Requirements (Table 4.5-51)

- The most commonly reported disability requirement was the need for someone in the household to stay home for most the day, followed by the need to cool the home in the summer; very few (3%-9%) surveyed customers noted they needed to use more energy for medical equipment for disabled household members.
- CARE/FERA and low-income segments were most likely to report having disability requirements across all three climate regions.
- Respondents in the Below 100% FPG segment in the hot climate region were most likely to state they need their home to be cooled in the summer, and also reported they use electricity for medical equipment and have a member of the household who needs to stay home for most the day.

Table 4.5-51: Requirements for Households with Disabled Residents

Climate Region	Segment	Need home cooled in the summer	Need more energy for medical equip	Need to be home most of the day
Hot	Non-CARE/FERA	12%	4%	19%
	CARE/FERA	25%	7%	32%
	Below 100% FPG	28%	9%	38%
	100 to 200% FPG	23%	6%	29%
	Senior	21%	5%	29%
Moderate	Non-CARE/FERA	7%	3%	15%
	CARE/FERA	18%	6%	32%
Cool	Non-CARE/FERA	3%	3%	11%
	CARE/FERA	14%	5%	28%

Household Size (Table 4.5-52)

- On average, most surveyed customers reported a household size of around three people across all segments and climate regions.
- Respondents in the Below 100% FPG segment in the hot climate region reported the largest household size of 3.4 and an inter-quartile range from 2 to 5.
- Seniors reported having the fewest average number of people living in their home (2.4 people).

Table 4.5-52: Household Size[1]

Climate Region	Segment	Mean	Inter Quartile Range		
			Percentile 25	Median	Percentile 75
Hot	Non-CARE/FERA	2.9	2	3	4
	CARE/FERA	3.4	2	3	5
	Below 100% FPG	3.4	2	3	5
	100% to 200% FPG	3.2	2	3	4
	Senior	2.4	2	2	3
Moderate	Non-CARE/FERA	3.1	2	3	4
	CARE/FERA	3.2	2	3	5
Cool	Non-CARE/FERA	2.8	2	3	3
	CARE/FERA	3.0	1	2	4

[1] Results are based on weighted averages across all four RCT groups (Control, Rate 1, Rate 2, and Rate 3).

Respondent Race & Ethnicity (Table 4.5-53)

- Respondents were most to least likely to report being White, Hispanic, Other, Asian, and African American, respectively.
- CARE/FERA and low-income segments were more likely to report being non-white.
- There were fewer Asian respondents in the hot climate region compared to the moderate and cool climate regions.

Table 4.5-53: Respondents' Race and Ethnicity[1]

Climate Region	Segment	Asian	African American	Hispanic	White	Other[2]
Hot	Non-CARE/FERA	8%	3%	10%	79%	8%
	CARE/FERA	7%	8%	34%	50%	11%
	Below 100% FPG	8%	10%	38%	45%	12%
	100 to 200% FPG	7%	6%	26%	60%	11%
	Senior	5%	4%	12%	77%	8%
Moderate	Non-CARE/FERA	29%	3%	8%	62%	7%
	CARE/FERA	29%	7%	24%	37%	13%
Cool	Non-CARE/FERA	21%	4%	8%	71%	9%
	CARE/FERA	24%	12%	23%	42%	11%

[1] Allows for multiple responses, may not add up to 100%.

[2] Includes American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, Middle Eastern or North African, and Other.

Household Characteristics

This section summarizes the responses to household characteristics questions contained in the survey and trends in differences between segments.[74]

Times Home Is Occupied On Weekends & Weekdays (Table 4.5-54)

- Nearly all surveyed customers reported that there was someone home during the evening and night throughout the week.
- Fewer respondents reported their home being occupied in the mornings and afternoons, on both the weekends and weekdays, compared to evening and nights.
- Morning and afternoon occupancy is higher on weekends than on weekdays.
- Cool climate region customers reported the lowest level of occupancy throughout the morning and afternoons compared to moderate or hot region customers.

Table 4.5-54: Times of the Day When Home is Occupied on Weekdays and Weekends During the Summer Months

Climate Region	Segment	Weekday				Weekend			
		Morning	Afternoon	Evening	Night	Morning	Afternoon	Evening	Night
Hot	Non-CARE/FERA	86%	83%	97%	99%	96%	94%	97%	99%
	CARE/FERA	88%	87%	97%	98%	96%	93%	95%	97%
	Below 100% FPG	90%	91%	97%	99%	96%	93%	96%	98%
	100 to 200% FPG	89%	87%	96%	98%	96%	94%	95%	97%
	Senior	94%	93%	98%	99%	96%	94%	97%	99%
Moderate	Non-CARE/FERA	84%	78%	96%	99%	97%	93%	97%	99%
	CARE/FERA	86%	86%	96%	98%	95%	90%	95%	98%
Cool	Non-CARE/FERA	81%	72%	96%	99%	96%	88%	95%	98%
	CARE/FERA	84%	80%	96%	98%	93%	88%	94%	96%

[74] Trend analyses did not include tests for statistical significance and are based on observation of the differences in values.

Own or Rent Home (Table 4.5-55)

- Most non-CARE/FERA and senior customers reported owning their home, while CARE/FERA and low-income customers were most likely to report renting their home and receiving subsidized housing assistance, such as Section 8.
- On average, hot climate region customers were more likely to report owning their home compared to customers in the moderate or cool climate regions.

Table 4.5-55: Home Ownership Status

Climate Region	Segment	Own	Rent without	Rent with subsidies
Hot	Non-CARE/FERA	83%	16%	0%
	CARE/FERA	47%	42%	11%
	Below 100% FPG	40%	42%	20%
	100 to 200% FPG	59%	36%	5%
	Senior	78%	16%	6%
Moderate	Non-CARE/FERA	79%	21%	1%
	CARE/FERA	44%	38%	19%
Cool	Non-CARE/FERA	70%	29%	1%
	CARE/FERA	37%	43%	20%

Type of Housing (Table 4.5-56)

- Most surveyed customers reported living in a single-family detached home, followed by apartments or condos.
- On average, customers in moderate and cool climate regions were more likely to report living in an apartment or condo compared to those in the hot region, while hot region customers were more likely to live in a manufactured or mobile home compared to moderate and cool region customers.
- CARE/FERA and low-income customers were less likely to report living in a single-family detached home across all climate regions compared to non-CARE/FERA customers.

Table 4.5-56: Housing Type

Climate Region	Segment	Single-Family Detached	2- to 4- plex	Apt or condo	Town-home	Man. or mobile home, or mobile unit
Hot	Non-CARE/FERA	84%	3%	7%	1%	4%
	CARE/FERA	55%	8%	25%	4%	9%
	Below 100% FPG	48%	8%	30%	4%	11%
	100 to 200% FPG	62%	6%	19%	2%	11%
	Senior	72%	4%	13%	1%	10%
Moderate	Non-CARE/FERA	66%	4%	20%	9%	1%
	CARE/FERA	42%	8%	41%	6%	3%
Cool	Non-CARE/FERA	59%	9%	27%	4%	1%
	CARE/FERA	39%	11%	45%	5%	2%

Number of Bedrooms in Home (Table 4.5-57)

- On average, most surveyed customers across all segments reported having two to three bedrooms in their home.
- Very few respondents across all segments reported having five or more bedrooms or living in a studio.
- CARE/FERA and low-income customers were more likely to report having fewer bedrooms in their home compared to non-CARE/FERA customers.

Table 4.5-57: Number of Bedrooms in Home

Climate	Segment	Studio	One	Two	Three	Four	Five +
Hot	Non-CARE/FERA	1%	4%	22%	48%	21%	4%
	CARE/FERA	1%	13%	37%	37%	10%	2%
	Below 100% FPG	1%	19%	37%	33%	8%	2%
	100 to 200% FPG	1%	10%	37%	40%	11%	2%
	Senior	0%	10%	33%	43%	12%	2%
Moderate	Non-CARE/FERA	1%	9%	21%	40%	25%	5%
	CARE/FERA	3%	22%	34%	30%	11%	2%
Cool	Non-CARE/FERA	3%	14%	31%	37%	12%	2%
	CARE/FERA	7%	26%	36%	25%	6%	1%

Cooling Equipment in Home (Table 4.5-58)

- A large majority of surveyed customers in the hot and moderate regions reported having ceiling or portable fans in their home.
- Hot climate region customers were more likely to report having central air-conditioning or a room air-conditioning unit in their home and report using it more frequently, as compared to cool or moderate climate region segments.
- More CARE/FERA customers reported having a room air conditioning unit or evaporative/swamp cooler and fewer reported central air conditioning, heat pumps, or fans compared to non-CARE/FERA customers.
- Very few respondents reported having a heat pump in their home, and of those who did, around three-quarters reported never using it.

Table 4.5-58: Cooling Equipment in Home and Frequency of Use[1]

Item	Install & Use	Hot					Moderate		Cool	
		Non-CARE/FERA	CARE/FERA	Below 100% FPG	100 to 200% FPG	Senior	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA
Central air-conditioning	Have in home	85%	68%	61%	71%	76%	49%	32%	6%	8%
	Daily	46%	42%	42%	41%	42%	14%	11%	6%	2%
	Several days a week	26%	27%	24%	28%	27%	26%	19%	6%	7%
	Several days a month	20%	17%	17%	17%	21%	40%	28%	22%	10%
	Never	7%	14%	18%	13%	11%	22%	43%	68%	83%
Room air conditioning unit	Have in home	13%	29%	35%	26%	19%	16%	27%	5%	7%
	Daily	22%	29%	34%	28%	21%	8%	14%	4%	10%
	Several days a week	16%	21%	21%	20%	19%	18%	22%	13%	14%
	Several days a month	14%	14%	14%	14%	16%	31%	26%	24%	13%
	Never	48%	35%	32%	37%	44%	45%	42%	66%	69%
Evaporative or swamp cooler	Have in home	10%	22%	27%	21%	20%	3%	7%	1%	3%
	Daily	26%	34%	36%	35%	34%	7%	8%	5%	4%
	Several days a week	11%	15%	18%	13%	17%	7%	12%	6%	5%
	Several days a month	9%	8%	9%	10%	9%	12%	12%	10%	9%
	Never	55%	44%	39%	42%	40%	80%	71%	85%	84%
Heat pump	Have in home	8%	5%	5%	5%	8%	6%	6%	4%	5%
	Daily	10%	9%	13%	7%	12%	7%	3%	8%	5%
	Several days a week	8%	6%	8%	7%	9%	9%	5%	7%	7%
	Several days a month	11%	5%	6%	6%	10%	13%	11%	15%	11%
	Never	72%	81%	77%	80%	71%	76%	82%	73%	79%
Ceiling or portable fans	Have in home	92%	81%	76%	86%	90%	75%	68%	56%	52%
	Daily	69%	62%	59%	64%	64%	39%	35%	20%	23%
	Several days a week	20%	22%	23%	21%	22%	27%	27%	20%	23%
	Several days a month	8%	10%	11%	10%	11%	26%	27%	42%	34%
	Never	3%	7%	8%	5%	3%	8%	12%	18%	22%

[1] Allows for multiple responses, columns may not add to 100%.

Thermostat for Heating and/or Cooling (Table 4.5-59)

- Hot climate region customers were more likely to report having a thermostat for both heating *and* cooling compared to cool or moderate climate region segments.
- Low-income and senior customers were more likely to report having a thermostat for heating only or not having a thermostat in their home compared to non-CARE/FERA customers.
- Very few respondents reported having a thermostat for cooling only.

Table 4.5-59: Thermostat in Home for Heating and/or Cooling

Climate Region	Segment	Thermostat for heating only	Thermostat for cooling only	Thermostat for both heating & cooling	No thermostat
Hot	Non-CARE/FERA	10%	1%	83%	6%
	CARE/FERA	18%	2%	62%	16%
	Below 100% FPG	22%	3%	54%	21%
	100 to 200% FPG	18%	2%	67%	13%
	Senior	15%	2%	73%	10%
Moderate	Non-CARE/FERA	44%	1%	48%	8%
	CARE/FERA	48%	2%	30%	20%
Cool	Non-CARE/FERA	78%	0%	7%	15%
	CARE/FERA	67%	1%	7%	26%

Thermostat Type (Table 4.5-60)

- Low-income customers were more likely to report having a standard thermostat in their home compared to non-CARE/FERA customers.
- Non-CARE/FERA customers were most likely to have a programmable or smart thermostat in their home.

Table 4.5-60: Thermostat Type in Home

Climate Region	Segment	A standard thermostat	A programmable thermostat	A smart thermostat
Hot	Non-CARE/FERA	35%	60%	5%
	CARE/FERA	58%	39%	3%
	Below 100% FPG	64%	35%	2%
	100 to 200% FPG	58%	40%	2%
	Senior	48%	49%	3%
Moderate	Non-CARE/FERA	39%	55%	7%
	CARE/FERA	69%	30%	2%
Cool	Non-CARE/FERA	53%	42%	5%
	CARE/FERA	77%	23%	1%

Thermostat Temperature Settings (Table 4.5-61)

- Cool and moderate climate region customers were more likely to report turning their thermostat to “off” in the late afternoon and evenings during the summer compared to customers in the hot region.
- Low-income customers were more likely to report setting their thermostat to “off” or setting it to a lower temperature compared to non-CARE/FERA customers.
- There was very little variation between customers’ reported thermostat settings on weekdays versus weekends.

Table 4.5-61: Thermostat Settings in Late Afternoons and Evenings on Weekdays and Weekends During Summer Months

		Hot					Moderate		Cool	
Weekday / Weekend	Temperature	Non-CARE/FERA	CARE/FERA	Below 100% FPG	100 to 200% FPG	Senior	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA
Weekday	Off	8%	12%	12%	12%	10%	20%	37%	50%	63%
	Below 68 F	2%	5%	7%	6%	4%	5%	11%	13%	19%
	69 F to 71 F	7%	12%	15%	11%	9%	11%	16%	15%	11%
	72 F to 74 F	13%	18%	18%	17%	14%	21%	15%	12%	7%
	75 F to 77 F	21%	19%	20%	19%	18%	20%	13%	9%	2%
	78 F to 80 F	37%	29%	25%	31%	35%	18%	9%	5%	3%
	81 F or higher	12%	6%	6%	6%	10%	6%	3%	2%	1%
Weekend	Off	7%	12%	14%	12%	11%	19%	38%	50%	62%
	Below 68 F	2%	5%	7%	5%	4%	4%	11%	14%	19%
	69 F to 71 F	7%	12%	14%	10%	9%	12%	16%	16%	12%
	72 F to 74 F	14%	18%	17%	18%	13%	22%	13%	10%	8%
	75 F to 77 F	23%	21%	22%	20%	19%	20%	13%	11%	3%
	78 F to 80 F	36%	27%	24%	30%	35%	18%	9%	5%	2%
	81 F or higher	11%	6%	6%	5%	9%	6%	3%	2%	1%

Smart Thermostats

In the web version of the survey, customers who reported having a smart thermostat installed in their home were asked about their overall satisfaction and their level of agreement with four statements regarding their smart thermostat. Due to small sample sizes, in this section only findings for non-CARE/FERA PG&E customers in the hot climate region for the Control and Rate 1 groups are presented.[75]

Few surveyed customers reported having a smart thermostat installed in their home (5% for both the Control and Rate 1 treatment group – See Table 4.5-61). Customers in the Control and Rate 1 groups who reported having a smart thermostat provided high satisfaction ratings with their smart thermostat (providing an average rating of 7.9 and 8.6 on an 11-point scale, with 0 meaning "not satisfied at all" and 10 meaning "extremely satisfied," respectively; not shown in table). Customers rated their level of agreement with four statements regarding aspects of their smart thermostat using an 11-point scale, with 0 meaning "do not agree at all" and 10 meaning "completely agree." On average, customers provided highest agreement ratings to the statement "[my thermostat] is easy to use" and the lowest agreement ratings to the statements "[my thermostat] helps me lower my electricity bill" and "my thermostat has helped me manage my electricity use during this study" (Table 4.5-62). Agreement ratings did not differ significantly between the Control and Rate 1 groups.

Table 4.5-62: Respondents' Average Level of Agreement with Aspects of Their Smart Thermostat [1,2]

Statement	Control (n=44)	Rate 1 (n=42)
Easy to use	7.5	8.2
Helps keep home at a comfortable temperature	6.0	7.8
Helps lower electricity bill	6.0	6.2
Helped manage electricity use during study	5.6	6.8

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.

[2] Asked to web survey respondents in the Control and Rate 1 groups who reported having a smart thermostat; Rate 2 and 3 groups not asked.

[75] For this analysis, any segments or Rate treatment groups where sample sizes were too small to draw inferences (40 or fewer respondents) were excluded.

Newsletters and Websites

Nearly all web survey respondents (between 85% and 95%) reported receiving the TOU study welcome packet (Table 4.5-63). Slightly fewer respondents reported receiving the summer newsletter (between 78% and 88%) and between one-half and two-thirds (51% to 66%) reported receiving the fall newsletter. Overall, fewer respondents in the CARE/FERA segments reported receiving TOU study information compared to those in the non-CARE/FERA segments.

Table 4.5-63: Percentage of Respondents Who Received TOU Study Information[1]

Climate		Welcome packet			Summer newsletter			Fall newsletter		
Region	Segment	R1	R2	R3	R1	R2	R3	R1	R2	R3
Hot	Non-CARE/FERA	93%	94%	95%	86%	88%	87%	58%	66%	61%
	CARE/FERA	89%	91%	87%	84%	84%	83%	58%	63%	54%
	Below 100% FPG	87%	90%	85%	84%	83%	79%	61%	62%	57%
	100% to 200% FPG	89%	91%	91%	84%	84%	86%	55%	63%	54%
	Senior	91%	94%	92%	85%	88%	86%	57%	64%	59%
Moderate	Non-CARE/FERA	94%	95%	94%	85%	84%	80%	51%	58%	57%
	CARE/FERA	86%	85%	87%	79%	80%	81%	51%	53%	59%
Cool	Non-CARE/FERA	94%	94%	94%	80%	83%	85%	54%	55%	59%
	CARE/FERA	86%	85%	87%	78%	80%	79%	53%	58%	56%

[1] Asked to web survey respondents in the Rate groups; Control group not asked.

Respondents who reported receiving the TOU study welcome packet or the summer/fall newsletters found the informational materials to be moderately useful (using a 11-point scale with 0 meaning "not useful at all" and 10 meaning "extremely useful";" Table 4.5-64). Respondents in the non-CARE/FARE segments found informational materials slightly less useful compared to those in the CARE/FERA segments. Usefulness ratings did not vary substantially between Rate treatment groups.

Table 4.5-64: Average Usefulness Rating for TOU Study Information[1,2]

Climate		Welcome packet			Summer newsletter			Fall newsletter		
Region	Segment	R1	R2	R3	R1	R2	R3	R1	R2	R3
Hot	Non-CARE/FERA	6.7	6.9	7.1	6.1	6.3	6.5	6.1	6.5	6.6
	CARE/FERA	7.2	7.0	7.4	7.0	6.9	7.2	6.9	7.1	7.3
	Below 100% FPG	7.3	7.1	7.1	7.1	6.8	7.3	6.8	6.8	7.3
	100% to 200% FPG	7.1	7.1	7.5	6.8	6.9	7.2	7.1	7.2	7.3
	Senior	6.9	7.0	7.3	6.5	6.5	6.8	6.5	6.8	7.1
Moderate	Non-CARE/FERA	7.1	7.0	7.2	6.4	6.5	6.7	6.4	6.5	6.6
	CARE/FERA	7.3	7.6	7.7	7.3	7.6	7.3	7.2	7.8	7.3
Cool	Non-CARE/FERA	6.6	6.8	7.1	6.0	6.1	6.4	5.9	7.0	6.7
	CARE/FERA	7.3	7.1	7.3	6.9	6.7	7.0	7.0	6.8	7.0

[1] Usefulness ratings are based on an 11-point scale where 0 means 'not at all useful' and 10 means 'extremely useful'.

[2] Asked to web survey respondents in the Rate groups who reported receiving each item; Control group not asked.

Between 35% and 54% of web survey respondents reported visiting the PG&E My Account website since summer of 2016 (Table 4.5-65). Substantially fewer PG&E respondents reported visiting the rate plan study website since summer 2016 (between 12% and 23%). Overall, responses did not differ substantially between respondent segment or Rate treatment group.

Table 4.5-65: Percentage of Respondents Who Visited IOU and TOU Study Websites[1]

Climate Region	Segment	PG&E My Account website R1	R2	R3	Rate plan study website R1	R2	R3
Hot	Non-CARE/FERA	42%	45%	42%	13%	14%	15%
	CARE/FERA	46%	54%	50%	14%	19%	18%
	Below 100% FPG	49%	49%	50%	16%	16%	17%
	100% to 200% FPG	43%	53%	47%	14%	17%	18%
	Senior	35%	37%	35%	12%	13%	12%
Moderate	Non-CARE/FERA	49%	47%	43%	16%	13%	14%
	CARE/FERA	48%	43%	52%	14%	18%	18%
Cool	Non-CARE/FERA	43%	42%	46%	12%	15%	13%
	CARE/FERA	45%	47%	41%	16%	17%	23%

[1] Asked to web survey respondents in the Rate groups; Control group not asked.

Respondents who reported visiting the PG&E My Account website or the TOU rate plan study website found the websites to be moderately useful (using an 11-point scale with 0 meaning “not useful at all” and 10 meaning “extremely useful”;” Table 4.5-66). Respondents in the non-CARE/FARE segments found the websites slightly less useful compared to those in the CARE/FERA segments. Usefulness ratings did not vary substantially between website type or rate groups.

Table 4.5-66: Average Usefulness Rating for IOU and TOU Study Websites[1,2]

Climate Region	Segment	PG&E My Account website R1	R2	R3	Rate plan study website R1	R2	R3
Hot	Non-CARE/FERA	7.0	6.9	7.3	6.4	6.4	6.3
	CARE/FERA	7.2	7.1	7.4	7.1	7.2	7.3
	Below 100% FPG	6.9	6.9	7.5	6.4	8.0	7.4
	100% to 200% FPG	7.6	7.1	7.5	7.8	6.7	7.6
	Senior	7.1	7.2	7.5	6.6	6.8	6.7
Moderate	Non-CARE/FERA	7.2	7.0	7.1	6.9	7.1	7.0
	CARE/FERA	7.7	7.8	7.4	7.2	8.0	7.7
Cool	Non-CARE/FERA	6.7	6.6	6.6	6.3	6.1	6.9
	CARE/FERA	7.3	7.2	7.4	7.0	7.1	6.5

[1] Usefulness ratings are based on an 11-point scale where 0 means ‘not at all useful and 10 means ‘extremely useful’.

[2] Asked to web survey respondents in the Rate groups who reported visiting the website(s); Control group not asked.

Web survey respondents who received TOU study information in both English and in their native language were asked about the importance of receiving information in both languages (using a 11-point scale with 0 meaning "not important at all" and 10 meaning "extremely important"). On average, these respondents found having materials available in their native language to be of high importance (Table 4.5-67). Responses were consistent across segments and Rate groups, except for the moderate climate region non-CARE/FERA segment. Due to small sample sizes, however, results should be interpreted carefully.

Table 4.5-67: Average Importance Rating for Receiving Information in Respondents' Native Language [1,2,3]

Climate Region	Segment	Rate 1		Rate 2		Rate 3	
		n	Average	n	Average	n	Average
Hot	Non-CARE/FERA	9	9.3	--	--	--	--
	CARE/FERA	94	8.9	38	9.0	40	9.4
	Below 100% FPG	59	8.9	24	9.3	23	9.6
	100% to 200% FPG	37	9.0	12	8.4	15	9.1
	Senior	29	8.5	8	9.1	--	--
Moderate	Non-CARE/FERA	9	6.8	8	7.4	14	7.7
	CARE/FERA	54	9.0	53	9.3	56	9.2
Cool	Non-CARE/FERA	8	9.8	11	7.0	8	8.3
	CARE/FERA	67	9.4	75	9.5	60	8.6

[1] Importance ratings are based on an 11-point scale where 0 means 'not at all important and 10 means 'extremely important'.

[2] Blank cells in figure indicate sample size for that segment/Rate treatment group was fewer than five.

[3] Asked only to web survey respondents who are non-English speakers in the Rate groups and who reported receiving information from PG&E.

Overall, PG&E web survey respondents provided moderate to high satisfaction ratings with TOU study outreach (using a 11-point scale with 0 meaning "not satisfied at all" and 10 meaning "extremely satisfied;" Table 4.5-68). Respondents in the non-CARE/FARE segments reported being slightly less satisfied with TOU study outreach compared to those in the CARE/FERA segments.

Table 4.5-68: Average Satisfaction Rating for All TOU Study Outreach[1,2]

Climate Region	Segment	Rate 1	Rate 2	Rate 3
Hot	Non-CARE/FERA	7.7	7.7	7.6
	CARE/FERA	8.1	8.1	7.9
	Below 100% FPG	8.1	8.2	7.9
	100% to 200% FPG	8.1	7.9	7.9
	Senior	7.9	8.0	7.8
Moderate	Non-CARE/FERA	7.9	7.6	7.7
	CARE/FERA	8.3	8.3	8.3
Cool	Non-CARE/FERA	7.5	7.5	7.7
	CARE/FERA	8.1	8.1	8.1

[1] Satisfaction ratings are based on an 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] Asked to web survey respondents in the Rate groups who reported receiving any outreach item; Control group not asked.

Smartphone App

Web survey respondents were asked if they were aware of PG&E's smartphone app for the TOU study and, of those aware, if they downloaded the app. Due to small sample sizes in some of the segments, customers were combined across the Rate groups; Control group customers were not asked the smartphone app questions. Between 28% and 41% of surveyed customers reported awareness of the app, and of those, between 12% and 21% successfully downloaded it (Table 4.5-69). Five percent to 10% tried to but could not download the app. Fewer low-income and senior customers reported awareness of and downloaded the app compared to non-CARE/FERA customers.

Table 4.5-69: Percentage of Respondents Who are Aware of and Downloaded PG&E's TOU Study Smartphone App[1]

		Aware of PG&E's App		Received App Invitation		Downloaded PG&E's App[2]		
Climate Region	Segment	Total N	% Aware	Total N	% Received Invitation	N Aware of App	% Downloaded	% Tried to download but couldn't
Hot	Non-CARE/FERA	1104	41%	955	35%	451	21%	8%
	CARE/FERA	790	35%	668	31%	273	12%	10%
	Below 100% FPG	332	33%	279	29%	108	14%	7%
	100 to 200% FPG	469	34%	396	29%	157	13%	10%
	Seniors	982	36%	800	28%	354	14%	5%
Moderate	Non-CARE/FERA	720	38%	638	35%	275	21%	10%
	CARE/FERA	463	29%	377	31%	133	17%	8%
Cool	Non-CARE/FERA	800	40%	701	38%	323	18%	9%
	CARE/FERA	471	28%	397	28%	130	15%	10%

[1] Asked to web survey respondents in the Rate groups; Control group not asked.

[2] Asked only to those who reported awareness of the app.

Respondents who downloaded the smartphone app reported their level of agreement with five aspects about PG&E's TOU study smartphone app, using a scale of 0 to 11 where 0 means 'do not agree at all' and 10 means 'completely agree' (Table 4.5-70). Respondents reported the highest to lowest average agreement with the following aspects: the app is easy to use (6.2-7.6), information in the app is useful (5.5-7.6), recommend app to friends/family (4.4-6.9), app's feedback on electricity use helps customer reduce use during peak periods (4.4-6.7), and the app does not provide enough information about the customer's usage to take action (3.9-5.9).

Table 4.5-70: Average Level of Agreement with Aspects About PG&E's TOU Study Smartphone App[1,2]

Climate Region	Segment	The app is easy to use N	The app is easy to use Average	The information provided in the app is useful N	The information provided in the app is useful Average	The feedback on my use has helped me reduce my use during peak periods N	The feedback on my use has helped me reduce my use during peak periods Average	The app does not provide enough information about my household's usage for me to take action N	The app does not provide enough information about my household's usage for me to take action Average	You would recommend this app to friends and family N	You would recommend this app to friends and family Average
Hot	Non-CARE/FERA	91	7.26	88	7.04	89	5.19	91	4.68	91	6.14
	CARE/FERA	34	7.17	32	7.13	32	6.74	33	4.57	32	6.70
	Below 100% FPG	15	6.55	14	5.91	14	6.55	15	5.00	15	6.18
	100 to 200% FPG	20	7.64	19	7.57	20	6.14	20	3.86	19	6.86
	Seniors	48	7.19	46	7.02	46	5.48	47	4.38	46	6.24
Moderate	Non-CARE/FERA	57	6.22	56	5.89	57	4.45	56	5.47	56	4.78
	CARE/FERA	19	7.27	19	6.60	20	6.07	20	5.87	20	5.93
Cool	Non-CARE/FERA	58	6.25	57	5.45	58	4.43	58	5.57	57	4.36
	CARE/FERA	18	7.40	18	7.10	18	6.70	19	4.90	18	6.70

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.

[2] Asked to web survey respondents in the Rate groups who reported downloading the app; Control group not asked.

Surveyed customers who downloaded PG&E's TOU study smartphone app also reported whether they used four of the app's features and, if so, the extent to which the feature was helpful, using a scale of 0 to 10 where 0 means 'not at all helpful' and 10 means 'extremely helpful' (Table 4.5-71). Between 25% and 55% of surveyed customers reported using the four features. On average, more non-CARE/FERA customers (compared to CARE/FERA customers), and more customers in the hot and cool regions (compared to moderate region customers) reported using the smartphone app features. Customers who used the features rated each feature as somewhat to mostly helpful (4.5-10.0). Results should be interpreted carefully, however, due to small sample sizes in some segments.

Table 4.5-71: Percentage of Respondents Who Used PG&E's TOU Study Smartphone App Features, and the Average Helpfulness Ratings for the Features[1,2,3]

Climate Region	Segment	Information about the current pricing period				Access to your monthly projected bill amount				Access to more detailed information about your household usage patterns				Information about your electricity use by "always on" and "cooling" usage			
		Used Feature		Helpfulness of Feature Rating		Used Feature		Helpfulness of Feature Rating		Used Feature		Helpfulness of Feature Rating		Used Feature		Helpfulness of Feature Rating	
		N	%	N	Average	N	%	N	Average	N	%	N	Average	N	%	N	Average
Hot	Non-CARE/FERA	95	53%	47	7.34	96	53%	47	7.21	95	51%	44	6.68	96	38%	33	5.82
	CARE/FERA	34	53%	16	6.06	34	47%	15	6.53	34	41%	14	6.36	34	24%	6	6.00
	Below 100% FPG	15	53%	8	6.50	15	53%	8	5.63	15	53%	8	6.50	15	55%	6	7.00
	100 to 200% FPG	20	50%	9	6.89	20	40%	8	6.00	20	55%	10	6.50	20	19%	0	-
	Seniors	52	48%	20	6.25	52	44%	19	5.37	52	46%	19	5.53	52	33%	14	4.79
Moderate	Non-CARE/FERA	59	46%	24	5.12	59	47%	25	5.64	59	41%	22	4.59	59	29%	15	4.47
	CARE/FERA	22	36%	8	5.75	22	32%	7	4.86	22	27%	6	6.33	22	27%	6	5.83
Cool	Non-CARE/FERA	59	54%	31	6.10	59	58%	33	5.70	59	47%	27	5.93	59	27%	15	4.60
	CARE/FERA	19	46%	5	8.00	19	46%	5	8.00	19	31%	0	-	17	11%	0	-

[1] Helpfulness ratings are based on an 11-point scale where 0 means 'not at all helpful' and 10 means 'extremely helpful'.

[2] Asked to web survey respondents in the Rate groups who reported downloading the app; Control group not asked.

[3] Excludes helpfulness ratings with a count of less than five respondents.

4.6 Synthesis for PG&E Pilot

This section compares input from the load impact analysis, the bill impact analysis and the survey analysis. The objective of these comparisons, at least in part, is to determine if the information and conclusions observed for individual metrics are supported by findings from other metrics or, alternatively, findings for one metric contradict those for another metric. We also look for clues from the survey findings that might help explain why load or bill impacts for one rate differ from those for other rates. For example, if we find that the load impacts are significantly different across rates or across segments on a specific rate, we could turn to the survey questions concerning the level of understanding of rate features to see if there are significantly differences in customer understanding of key rate features that might explain the observed differences across rates and/or customer segments.

Before drawing any conclusions from the analysis, it is very important to keep in mind the following:

- Except for the impact of the enrollment credit, bill impacts for the period covered by this analysis, and observed differences in the economic index values between treatment and control customers, are almost certainly at the highest levels that will be found over the course of the pilots. Even if this analysis was done next summer, we would expect lower bill impacts than have been seen to date because a full summer analysis would include June for SCE and PG&E, which is typically cooler than July through September, and May and June for SDG&E, which are typically cooler than July through October. The same analysis done at almost any other three or four month period in the year would likely produce very different results and conclusions and the same analysis done across an entire year would also likely come to very different conclusions.
- As mentioned numerous times in the survey discussion, the statistical analysis of survey questions is "over powered." That is, with such large sample sizes, even very small differences in values across segments can be statistically significant. While any decision regarding whether a statistically significant difference is meaningful from a policy perspective is inherently subjective, it nevertheless is critical. For example, reporting that there is a statistically significant difference in the satisfaction rating of one rate compared to another and concluding or recommending that the rate with the lower satisfaction rating is inferior from a customer engagement perspective would be very misleading if the satisfaction rating for one was 6.2 and the other 6.7 on an 11 point scale.

These cautions must be kept in mind at all times as the reader processes the extensive, but very early, findings from these pilots.

4.6.1 Synthesis

Tables 4.6-1 through 4.6-3 summarize some relevant findings from the load impact, bill impact and survey analysis. Before summarizing the results, we provide the following guide to the information in Table 4.6-1 as well as a map to prior tables and figures from which the information was taken for Rate 1. This way, readers can easily refer back to those more complete tables and figures.

In each cell in the tables, in addition to the reported values, there is either a colored triangle facing up or down, a (-), N/A, I/S or nothing at all. Cells containing N/A indicate that the specific segment was not included in the analysis, and cells containing I/S indicate the segment was analyzed but didn't have sufficient sample size to warrant reporting the results. If there is a colored triangle in the cell, it means the value in the cell is statistically significantly different relative to the control group. Green triangles symbolize a desirable outcome (e.g., peak period load reductions are good) and red arrows an undesirable outcome (e.g., peak period load increases are not good). If (-) appears, the value is not statistically significant and if there is no symbol at all (as in the column labeled “Understanding TOU Pricing (None Correct)”, it means a comparison to the control group is not relevant (in this example, the control group was not on a TOU rate so couldn’t respond to questions about rate periods, etc.). N/A indicates that a statistical significance test was not appropriate. The content of each column and the places in the text from which the values were taken is explained below:

- **Peak Period Load Reduction**: The percent reduction in peak period electricity use on average weekdays for the months of July through September. Positive values mean customers reduced use and negative values mean customers increased use during the peak period relative to the control group (e.g., reference load). Reductions are desirable, and therefore indicated by a green triangle, and increases are undesirable, and represented by a red triangle. These values for Rate 1 can be found in Tables 4.3-4 through 4.3-6 in Section 4.3.1.[76]
- **Net Decrease in Daily Usage**: The percent reduction in daily electricity use on average weekdays for July through September. Positive values mean customers reduced use and negative values mean customers increased use. These values are also found in Tables 4.3-4 through 4.3-6.
- **Summer Monthly Average Structural Bill Impact**: The difference in the bill calculated based on post-treatment usage for the control group (the reference load) using the TOU and OAT rates (after subtracting out any pretreatment differences in bills between the control and treatment groups). This represents the bill impact customers would experience if they were on the TOU rate and did not change their usage behavior. The values are calculated based on data at the bottom of Figure 4.4-14 for Rate 1. For example, the value of $30.12 for Hot climate region non-CARE/FERA customers in Table 4.6-1 equals the difference between the value for that segment in Figure 4.4-14 in the row labeled “No Change in Behavior, Change in Tariff” ($214.55) and the value in the row labeled “No Change in Behavior or Tariff” ($184.43).
- **Average Behavioral Bill Impact**: This variable represents the change in the average bill for treatment customers due to changes in behavior. For Rate 1, these values can be found at the bottom of Figure 4.4-8. They can also be calculated from the values at the bottom of Figure 4.4-14.
- **Total Bill Impact**: This is the change in the average customer’s bill on Rate 1 due to the impact of both the structural change in the tariff, holding usage constant, and the change in the bill due to changes in usage. The values in the table are calculated from the values at the bottom of Figure 4.4-14 and are equal to the difference between the numbers in the rows labeled “No Change in Behavior or Tariff” and “With Change in Behavior and Tariff.”
- **Respondents Reporting Being Uncomfortably Hot:** The values in this column represent the percent of treatment customers that report being uncomfortably hot “most to all of the time” since June 2016 due to trying to save on electricity bills. The values are taken from Table 4.5-32. These values do not represent the difference in the percentage of customers reporting being uncomfortably hot between the control and treatment groups. They represent the treatment group values. However, cells with a red triangle in them indicate that the treatment group percentage is greater than the control group percentage and that this difference is statistically significant.

[76] Values for Rates 2 and 3 can be found in similar tables in Sections 4.3.2 and 4.3.3, respectively.

- **Health Index:** The values in this column represent the percent of households that require cooling for a disability and have air conditioning reporting that they required medical attention at least once due to excessive heat. The values are taken from Table 4.5-5 and represent the percent of treatment customers reporting one or more medical events, not the difference in this value between treatment and control customers. Cells with a red triangle represent ones where treatment customers had a higher percent reporting a medical event compared with control customers and the difference is statistically significant.
- **Bill Higher Than Expected:** The values in this column are taken from Table 4.5-30 and equal the percent of customers reporting that their bills since June 1 had been higher than they expected. The values do not represent the difference in the percentage between treatment and control customers. Many control customers also reported that bills were higher than expected, reflecting the usual seasonal variation in bills that occurs due to seasonal changes in rates, higher air conditioning use in the summer and the tiered structure of the rates. Cells with red triangles represent values that are higher than the percentage reported by control group customers and where that the difference is statistically significant.
- **Difficulty Paying Bills:** The values in this column are taken from Table 4.5-13 and represent the percent of customers reporting having difficulty paying bills since June 2016. Cells with red or green triangles represent values that are higher or lower than control group values, respectively, and where the differences are statistically significant.
- **Economic Index:** The values in this column represent the mean values of the economic index for each customer segment on Rate 1. They are taken from Table 4.5-4. Cells with red triangles indicate that the index mean value for the segment is higher than the mean value for the control group and the difference is statistically significant.
- **Understanding TOU Pricing:** This variable is based on a survey question asking respondents to identify the hours of the day when prices are the highest. The values in the table come from Table 4.5-34 and indicate the percent of customers that failed to correctly identify any peak period hours associated with the TOU rate. The higher this percentage, the less likely that a group of customers would make significant reductions during the peak period.
- **Satisfaction with Rate:** These values represent the average satisfaction rating for the rate plan on an 11 point scale, from 0 to 10, with higher values indicating higher satisfaction. These values are taken from Table 4.5-20. Values with red triangles represent cells where the average rating for the treatment group on the TOU rate is lower than for the control group on the OAT, and the difference is statistically significant.
- **Satisfaction with Utility:** The same 11-point scale as above was used to assess satisfaction with PG&E. The values in the column are also taken from Table 4.5-20. As above, red triangles represent statistically significant differences between average values for the control and treatment groups.

Looking across the various metrics for each customer segment and rate, we did not observe any internal inconsistencies. In fact, quite the opposite—overall, the load impact, bill impact and survey findings typically align quite well. Below is a summary by customer segment.

Non-CARE/FERA Customers

Non-CARE/FERA customers in the hot climate region have the highest percent reduction in peak period energy use among all segments, the second highest percent reduction in daily usage, the highest bill reduction due to behavior change, a statistically significant difference from the control group in the percent of respondents reporting being uncomfortably hot because of trying to save on electricity bills, the highest percent (roughly 45%) of respondents indicating that their bills were higher than expected and this percent was statistically significantly higher than the percent for control customers reporting higher than expected bills, understood the rates better than nearly any other segment (as indicated by the very low percent that failed to identify at least one peak period hour), and had the lowest satisfaction ratings for the rate plan and for PG&E compared with any other segment. All of these metrics paint an internally consistent picture of a customer segment that understood the timing of the peak period well, worked hard to reduce usage and bills, became uncomfortable in the hot climate region due to their efforts to reduce bills, were surprised when their bills were as high as they were, and as a result of all of the above, were less satisfied than any other group.

CARE/FERA Customers

Across all rates and climate regions, CARE/FERA customers had lower reductions in peak period and daily electricity use than non-CARE/FERA customers, although as reported in Sections 4.3.1 through 4.3.3, not all of the differences between CARE/FERA and non-CARE/FERA customers were statistically significant. Consistent with this finding, CARE/FERA customers on average also had very low bill reductions due to behavior change compared with non-CARE/FERA customers. Also consistent with above, there was no statistically significant increase in the percent of CARE/FERA customers reporting that they were uncomfortably hot due to trying to reduce bills, nor any increase in the health index due to the rate. All of these metrics depict a customer segment that is much less responsive to TOU rates than non-CARE/FERA customers, although they are still delivering statistically significant peak period demand reductions of roughly 3% in the hot and moderate climate regions. One potentially important driver of the limited engagement by CARE/FERA customers compared with non-CARE/FERA customers is that between roughly 18% and 34% of CARE/FERA customers were unable to identify a single hour when prices were at their peak for the day. Taking a simple average across the climate regions, only about 10% of non-CARE/FERA customers failed to identify any peak period hours for Rate 1, for example, whereas more than twice as many (24%) CARE/FERA customers fell into this category. These metrics are substantially larger for Rate 2 customers.

Table 4.6-1: Load Impacts, Bill Impacts, and Selected Survey Findings for PG&E Rate 1

		Load Impacts		Bill Impacts			Survey							
Climate	Segment	Peak Period Load Reduction	Net Decrease in Daily Usage	Summer Monthly Average Structural Bill Impact	Average Behavioral Bill Impact	Total Bill Impact	Respondents Reporting Being Uncomfortably Hot	Health Index	Bill Higher than Expected	Difficulty Paying Bills	Economic Index (Range 0-10)	Understanding TOU Pricing (None-Correct)	Satisfaction w/ Rate (11 pt. Scale)	Satisfaction w/ Utility (11 pt. Scale)
Hot	Non-CARE/FERA	8.7% ▼	3.0% ▼	$30.12	-$5.87 ▼	$24.25 ▲	20% ▲	14% -	45% ▲	30% -	2.5 -	8%	5.7 -	6.6 -
	CARE/FERA	3.2% ▼	0.9% ▼	$17.29	-$0.79 -	$16.51 ▲	29% -	24% -	40% -	74% -	4.4 -	22%	6.8 -	7.4 -
	Senior	7.0% ▼	2.3% ▼	$24.27	-$3.56 ▼	$20.71 ▲	17% ▲	16% -	37% ▲	39% -	2.8 -	18%	6.6 -	7.3 ▼
	HH < 100% FPG	-0.4% -	-1.9% ▲	$18.46	$5.32 ▲	$23.78 ▲	28% -	31% -	42% -	74% -	4.4 -	25%	6.9 -	7.5 -
	100% FPG < HH < 200% FPG	N/A	N/A	$20.62	-$4.10 ▼	$16.51 ▲	25% -	16% -	41% -	66% -	4.2 -	18%	6.7 -	7.5 -
Moderate	Non-CARE/FERA	4.7% ▼	0.5% -	$17.21	-$0.55 -	$16.65 ▲	6% ▼	I/S	36% ▲	19% -	2.0 -	7%	6.4 -	6.8 -
	CARE/FERA	3.9% ▼	3.5% ▼	$10.43	-$2.16 ▼	$8.28 ▲	24% -	I/S	31% ▲	64% -	4.0 -	25%	7.1 -	7.7 -
Cool	Non-CARE/FERA	4.6% ▼	0.6% -	$12.81	-$0.54 -	$12.27 ▲	1% -	I/S	38% ▲	17% -	1.8 -	7%	6.0 ▼	6.6 -
	CARE/FERA	1.4% ▼	-0.8% ▲	$8.74	$0.30 -	$9.04 ▲	13% -	I/S	31% ▲	60% -	3.7 -	20%	7.2 -	7.5 -

Table 4.6-2: Load Impacts, Bill Impacts, and Selected Survey Findings for PG&E Rate 2

		Load Impacts		Bill Impacts			Survey							
Climate	Segment	Peak Period Load Reduction	Net Decrease in Daily Usage	Summer Monthly Average Structural Bill Impact	Average Behavioral Bill Impact	Total Bill Impact	Respondents Reporting Being Uncomfortably Hot	Health Index	Bill Higher than Expected	Difficulty Paying Bills	Economic Index (Range 0-10)	Understanding TOU Pricing (None-Correct)	Satisfaction w/ Rate (11 pt. Scale)	Satisfaction w/ Utility (11 pt. Scale)
Hot	Non-CARE/FERA	9.0% ▼	2.2% ▼	$33.56	-$6.64 ▼	$26.92 ▲	16% -	16% -	50% ▲	33% -	2.6 -	15%	5.5 ▼	6.4 ▼
	CARE/FERA	2.8% ▼	-0.7% -	$17.69	$0.94 -	$18.63 ▲	23% -	17% -	40% -	73% -	4.4 -	30%	6.6 ▼	7.4 -
Moderate	Non-CARE/FERA	6.8% ▼	-0.8% -	$17.93	-$0.16 -	$17.77 ▲	8% -	I/S	42% ▲	16% -	2.0 -	13%	5.9 ▼	6.8 -
	CARE/FERA	2.8% ▼	0.5% -	$10.42	-$0.22 -	$10.20 ▲	21% -	I/S	24% -	63% -	4.0 -	34%	7.1 -	7.6 -
Cool	Non-CARE/FERA	4.7% ▼	-0.1% -	$12.71	-$0.31 -	$12.40 ▲	3% -	I/S	40% ▲	19% -	1.9 -	14%	6.0 ▼	6.6 -
	CARE/FERA	0.3% -	-1.1% ▲	$8.73	$0.25 -	$8.97 ▲	8% ▼	I/S	34% ▲	61% -	3.7 -	25%	7.1 -	7.6 -

Table 4.6-3: Load Impacts, Bill Impacts, and Selected Survey Findings for PG&E Rate 3

		Load Impacts		Bill Impacts			Survey							
Climate	Segment	Peak Period Load Reduction	Net Decrease in Daily Usage	Summer Monthly Average Structural Bill Impact	Average Behavioral Bill Impact	Total Bill Impact	Respondents Reporting Being Uncomfortably Hot	Health Index	Bill Higher than Expected	Difficulty Paying Bills	Economic Index (Range 0-10)	Understanding TOU Pricing (None-Correct)	Satisfaction w/ Rate (11 pt. Scale)	Satisfaction w/ Utility (11 pt. Scale)
Hot	Non-CARE/FERA	9.5% ▼	4.5% ▼	$38.57	-$10.41 ▼	$28.16 ▲	16% -	24% -	50% ▲	29% -	2.4 -	10%	5.6 ▼	6.5 ▼
	CARE/FERA	1.9% ▼	-0.8% ▲	$19.94	$0.78 -	$20.72 ▲	22% -	19% -	44% ▲	78% -	4.5 -	22%	6.5 ▼	7.3 -
Moderate	Non-CARE/FERA	4.1% ▼	-0.3% -	$20.27	-$0.56 -	$19.71 ▲	7% -	I/S	37% ▲	18% -	2.0 -	9%	6.1 ▼	6.9 -
	CARE/FERA	3.2% ▼	1.8% ▼	$10.56	-$1.08 -	$9.47 ▲	20% -	I/S	29% ▲	61% -	3.9 -	18%	7.1 -	7.7 -
Cool	Non-CARE/FERA	3.1% ▼	1.7% ▼	$13.25	-$1.55 -	$11.70 ▲	3% -	I/S	38% ▲	21% -	1.9 -	10%	6.2 -	6.6 -
	CARE/FERA	2.3% ▼	0.3% -	$8.58	-$0.48 -	$8.10 ▲	12% -	I/S	27% -	59% -	3.7 -	18%	7.1 -	7.4 -

Turning to other metrics of interest, while the average total bill increase for CARE/FERA customers was less than the increase for non-CARE/FERA customers for all rates and climate regions due to the lower average prices paid by CARE/FERA customers, between 60% and 78% of CARE/FERA customers reported having difficulty paying bills, which was three times higher on average than for non-CARE/FERA customers. The economic index for CARE/FERA customers was roughly twice as high as for non-CARE/FERA customers in all climate regions and for all rate options, including the control group. In short, CARE/FERA customers had higher economic index scores compared with non-CARE/FERA customers but the increase in the economic index scores moving from the OAT to TOU rates is not statistically significant for any of the rates.

Importantly, in spite of the above, CARE/FERA customers had higher satisfaction ratings for the TOU rates than non-CARE/FERA customers for all rates and climate regions. In the moderate and cool regions, none of the satisfaction ratings for CARE/FERA customers were statistically significantly different from control group ratings. In the hot climate region, CARE/FERA customers on Rates 2 and 3 were less satisfied than control customers but not on Rate 1, but none of these differences is large (See Table 4.5-20). The largest difference between control and treatment customers occurs for Rate 3, where CARE/FERA control customers on the OAT had an average satisfaction rating of 7.0 and CARE/FERA customers on Rate 3 had an average rating of 6.5. CARE/FERA customers also had higher ratings for satisfaction with PG&E than non-CARE/FERA customers in all climate regions for all rates. In a slight departure from satisfaction ratings for the rate plan, CARE/FERA customers in the hot climate region for Rates 2 and 3 had statistically significantly lower satisfaction ratings than control customers although, again, the differences in the average values were small.

Senior Households

Senior households in the hot climate region had load reductions in the peak period and for the average weekday that were comparable to average reductions for the overall population in the hot region, as reported for Rate 1 in Section 4.3.1. It is also noteworthy that the difference in load impacts for senior households in the hot climate region on CARE/FERA rates and those that are not on CARE/FERA was very similar to the difference in CARE/FERA and non-CARE/FERA households in general in the hot climate region.

Total bill impacts and reductions in bill impacts due to behavior change were also very similar for senior households and the hot general population. 17% of senior households on Rate 1 reported being uncomfortably hot due to behavior changes made to reduce costs. This percentage is higher than for the control group (14% as shown in Table 4.5-32) and the difference is statistically significant.

On Rate 1, seniors, along with more than half of the other customer segments, indicated that their bills were higher than expected. However, there was no statistically significant difference in the percent of seniors reporting difficulty in paying bills, or in the economic index, compared with the control group.

Senior households appear to have a higher percentage of participants that could not identify any peak period hours compared with the population as a whole in the hot region. Weighted average values for CARE/FERA and non-CARE/FERA customers for this variable for Rate 1 is 14% compared to 18% for seniors. In addition, about 55% of combined CARE/FERA and non-CARE/FERA customers selected over half of the correct peak hours compared to 42% of seniors (see Table 4.5-34).

Finally, satisfaction ratings by seniors for the rate plan (6.6) and for PG&E (7.3) were somewhat higher than the ratings for the hot climate zone population as a whole (as calculated by a weighted average for CARE/FERA and non-CARE/FERA households in the table, the ratings were 6.1 and 6.9 respectively). Seniors on TOU rates did not have statistically different average satisfaction ratings for the rate plan compared with the control group, but did have statistically significantly lower ratings for satisfaction with PG&E, although these differences are substantively small.

Households with Incomes Below 100% of FPG

Households with incomes below 100% of FPG on Rate 1 in the hot climate region did not have statistically significant peak period load reductions. This group actually had a statistically significant increase in daily electricity use equal to almost 2% in the hot climate region. Consistent with these changes, bill impacts due to behavior change actually led to higher bills over and above the structural bill impact for Rate 1. The average monthly bill increases for this segment was almost $24.

Customers with incomes below 100% of FPG had the second highest percent reporting that they were uncomfortably hot due to trying to save on their electricity bills compared with all other segments for Rate 1, but the percentage was not statistically different from that of the control group. This segment had the highest percentage on the health index metric compared to other segments on Rate 1.[77] However, the percentage was not statistically different for the treatment group compared to the control group on this metric.

74% of customers with incomes below 100% of FPG reported that they had difficulty paying bills and this segment was tied for the highest economic index score (4.4) of any segment. However, the difference in the economic index for TOU customers compared with the control group was not statistically significant for customers on Rate 1. The percentage of customers reporting difficulty paying bills was also not statistically different from the percent of control customers reporting difficulty.

Customers in this segment were tied for the highest percent of participants who could not identify any peak period hours among all segments on Rate 1. For Rate 1, this segment did not have statistically different levels of satisfaction with the rate or with PG&E. Satisfaction was not measured for this segment on Rates 2 or 3.

4.6.2 Key Findings

Key findings pertaining to load impacts from the PG&E pilots include:

1. Customers can and will respond to TOU rates with peak periods that extend well into the evening hours – peak period load reductions averaged roughly 6% for all three pilot rates across the service territory as a whole.
2. For Rate 2, which has the same prices in effect on weekends as on weekdays, the pattern of load impacts across rate periods was very similar on weekends and weekdays – that is, customers can and will reduce loads on weekends.
3. There was a small but statistically significant reduction in daily electricity use for all three rates – for Rates 1 and 3, the average reduction was 1.5% while for Rate 2, it was less than 0.5%.

[77] This metric is not reported for Rates 2 or 3.

4. Load impacts, in both absolute and percentage terms, were largest in the hot climate region, second largest in the moderate region, and lowest in the cool region (although in percentage terms, the differences were not always significant in between moderate and cool climate regions).
5. CARE/FERA customers had significantly lower peak period load reductions compared with non-CARE/FERA customers.
6. Senior households on Rate 1 in the hot climate region had load impacts very similar to the hot climate region population as a whole – this similarity was true for seniors on CARE/FERA rates as well as for non-CARE/FERA senior households.
7. Households with incomes below 100% of FPG on Rate 1 in the hot climate region had no statistically significant reduction in peak period or daily electricity use.

Key findings pertaining to bill impacts include:

1. Average monthly bills were higher under TOU rates than under the OAT for all customer segments and all climate regions – the average monthly bill increase ranged from a low of $8.10 for CARE/FERA customers in the cool climate zone on Rate 3 to a high of $28.16 for non-CARE/FERA customers on Rate 3 in the hot climate region. This is driven in part by the fact that the TOU rates are seasonally differentiated (prices are higher in the summer than in the winter), whereas PG&E's standard rate is not.
2. These bill impacts represent the three summer months from July through September and, ignoring the enrollment credit, are the worst that is expected to occur over the course of the pilot.
3. Average bill increases due to the change in the tariff were reduced modestly by changes in usage behavior but no segment was able to come close to offsetting the summer structural bill impact by changing usage behavior.
4. Over the course of a year, many customers would expect to see a very modest increase or decrease in bills – in the moderate and cool regions, between 50% and 80% of customers would see a structural change in their average monthly bill between ±3% -- in the hot region, between 40% and 50% of customers would expect to see a bill change of ±3%.

Key findings from the survey research include the following:

1. **Hardship:** No customer segment in any climate region had significantly higher average economic index scores when compared to the control group. Similarly, there were no differences in the proportion of health events requiring care between the rate groups and the control groups for customers in any climate region.
2. **Satisfaction:** Across most groups, particularly CARE/FERA groups, satisfaction with their rate and PG&E was lower for TOU customers when compared to control group customers. These differences are substantively small. For example, hot region CARE/FERA Rate 3 customers' average rating with their rate plan was 6.5, while control group customers' average rating was 7.0, a difference of 0.5 (Table 4.5.20).
3. **ME&O, understanding of rates and actions taken**:
   - Fewer rate treatment customers used the tips provided in the welcome packet compared to control customers.
   - Though agreement ratings for "items were easy to understand" were high (generally between 7.4 to 7.8), customer's understanding of their rates indicate a disconnect between customer's rating of understandability and actual understanding (with 6% to 31% of customers unable to identify peak hours). This is especially true for CARE/FERA customers where the percent of

customers who could not identify peak hours was much higher than for non-CARE/FERA customers.

- When asked if customers agreed that peak and off peak times were easy to remember, Rate 1 customers provided higher agreement ratings than rate 2 and 3 customers. Partially corroborating this finding, Rate 2 customers were the least likely to provide “over half correct”[78] answers to the rate understanding questions, but Rate 1 and 3 customers showed little difference in rate understanding.
- Customers on TOU rates were more likely to take time-specific actions than customers in the control condition. For example, while a similar proportion of customers from control and rate groups indicated that they turned off their lights to conserve energy, a larger proportion of treatment customers indicated they shifted doing laundry, running the dishwasher, increased their thermostat setting during peak hours, and were more likely to pre-cool their homes. These findings suggest that while fewer treatment customers understood the nuances of their rates, they did know and act on actions that helped them shift use. This trend is particularly striking for non-CARE/FERA customers in the hot region, but less prominent for CARE/FERA and less than 100% FPG customers in the hot region.

Overall findings and conclusions include:

- A variety of evidence suggests that the education and outreach to low income customers (CARE/FERA and households with incomes below 100% of FPG) did not generate the same level of understanding of TOU rates as it did for non-low income customers. This could partly result from the fact that more CARE/FERA customers have English as a second language but there may be other reasons. Nexant recommends that this issue be carefully addressed and studied further in the upcoming default pilots where there is a much greater emphasis on and opportunity to test ME&O alternatives for all segments.
- A variety of evidence suggests that the more complex, three-period TOU rate (Rate 2) was harder for all customers to fully understand and this was especially true for low income customers. While peak period reductions are roughly the same for all three rates, the reduction in daily electricity use for Rate 2 was significantly less than for Rates 1 and 3. There is no evidence that Rate 2 has other advantages to offset the disadvantages summarized above although it may be possible with better education and outreach to overcome some of these shortcomings.
- There is no evidence indicating that senior households as a group in PG&E’s service territory fare better or worse than the general population as a whole. Generally speaking, metrics such as load and bill impacts, and the scores on nearly all survey questions—including those related to hardship—were in between the scores for CARE/FERA and non-CARE/FERA customers in the same climate region, and is reflective of the composition of CARE/FERA and non-CARE/FERA customers within the Senior Segment.

For households with incomes below 100% of FPG, there was no statistically significant increase in economic index scores on Rate 1 (the only rate where measurements are reported for this segment).

[78] These survey items were coded much like a test with partial credit; customers would get 50% right if they could identify half of the peak hours for their test rate.

5 SCE Evaluation

This report section summarizes the design and evaluation of the SCE pilot. It begins with a summary of the rate and other treatments that were tested in the pilot. This is followed by a brief overview of the pilot implementation process, which includes a discussion of enrollment rates and customer attrition. Section 5.3 presents the load impact estimates for each rate and complementary treatment and Section 5.4 summarizes the bill impacts. Section 5.5 presents the survey results, including key findings regarding hardship for selected customer segments. The final section contains a high level summary and synthesis of the survey and impact findings.

5.1 Pilot Treatments

SCE filed its Time-of-Use (TOU) Pilot Plan advice letter on December 24, 2015, later to be approved with modifications on March 30, 2016.[79] SCE's pilot plan involves testing three tariffs, which vary with respect to the number and timing of rate periods and prices in each period, as summarized in Table 5.1-1 and Figures 5.1-1 through 5.1-3.

Emphasis on Evening Peak Periods

All three of SCE's pilot tariffs have three rate periods during the week and share a common set of peak hours between 4 and 8 PM. Shoulder periods cover much of the morning, afternoon and late evening hours.

Table 5.1-1: Summary of SCE's TOU Rates

Rate Description		Rate 1	Rate 2	Rate 3
Rate Periods	Summer	3	3	4
	Winter	3	3	3
	Spring	N/A	N/A	4
Highest Price Differential (¢/kWh)	Summer	11.5	35.9	20.6
	Winter	4.58	10.5	10.6
	Spring	N/A	N/A	14.9
Peak Period[80]		2-8 PM	5-8 PM	4-9 PM
Duration of Peak		6 Hours	3 Hours	5 Hours
Super Off-Peak?		Yes	Yes	Yes
Super On-Peak?		No	No	Yes

[79] Adoption of residential time-of-use pricing pilots pursuant to Decision 15-07-001, Resolution E-4769 (Public Utilities Commission of the State of California March 17, 2016).

Adoption of time-of-use (TOU) pricing pilots pursuant to Decision (D.) 15-07-001, Resolution E-4761 (Public Utilities Commission of the State of California February 25, 2016).

[80] The figures use a nomenclature that SCE used in its education and outreach material. However, in this table, "peak period" refers to the highest priced period on a particular day type regardless of whether it is called on-peak, super-on-peak, or mid-peak.

Figure 5.1-1: SCE Pilot Rate 1[81]

Rate 1	Season	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00
Weekday	Summer	Super Off-Peak (23.0¢)								Off-Peak (27.61¢)						On-Peak (34.51¢)									
	Winter	Super Off-Peak (22.91¢)								Off-Peak (22.91¢)						On-Peak (27.49¢)									
Weekend	Summer	Super Off-Peak (23.0¢)								Off-Peak (27.61¢)															
	Winter	Super Off-Peak (22.91¢)								Off-Peak (22.91¢)															

Figure 5.1-2: SCE Pilot Rate 2

Rate 2	Season	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00
Weekday	Summer	Super Off-Peak (17.33¢)								Off-Peak (29.32¢)									On-Peak (53.26¢)						
	Winter	Super Off-Peak (17.41¢)								Off-Peak (26.03¢)									On-Peak (27.91¢)						
Weekend	Summer	Super Off-Peak (17.33¢)								Off-Peak (29.32¢)															
	Winter	Super Off-Peak (17.41¢)								Off-Peak (26.03¢)															

Figure 5.1-3: SCE Pilot Rate 3

Rate 3	Season	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00
Weekday	Summer	Off-Peak (16.39¢)											On-Peak (22.64¢)					Super On-Peak (37.03¢)							
	Winter	Off-Peak (18.24¢)																Mid-Peak (20.96¢)							
	Spring	Off-Peak (18.24¢)											Super Off-Peak (9.94¢)					On-Peak (24.86¢)							
Weekend	Summer	Off-Peak (16.39¢)																Mid-Peak (18.77¢)							
	Winter	Off-Peak (18.24¢)											Super Off-Peak (10.39¢)					Mid-Peak (20.96¢)							
	Spring	Off-Peak (18.24¢)											Super Off-Peak (9.94¢)					Mid-Peak (20.96¢)							

The prices shown in the above figures for Rates 1 and 2 do not reflect the credit of 9.87¢/kWh for usage below the baseline quantity in each climate zone. This credit significantly reduces average prices, especially for lower usage customers. Rate 3 does not include a baseline credit. Given this difference in baseline credits between Rates 1 and 2 and Rate 3, it is not possible to directly compare prices in each rate period from the above figures.

Rate 1 has three rate periods on summer weekdays and two on winter weekdays. The peak period on Rate 1 is the same all year long and runs from 2 to 8 PM. The peak to super-off-peak price ratio (ignoring the baseline credit) is 1.5 to 1 in summer. Customers on SCE's Rate 1 will pay off-peak prices on weekends in the winter. In summer, off-peak prices are in effect on weekends from 8 AM to 10 PM, which is the time period covered by the combination of peak and off-peak prices on weekdays.

SCE's Rate 2 has three rate periods on weekdays all year long. Compared with Rate 1, it has a much shorter peak period on weekdays and has significantly, higher, tier 2 peak period prices in summer. The peak period runs from 5 to 8 PM. Rate 2 also features a super off-peak price of roughly 17¢/kWh between 10 PM and 8 AM on weekdays all year long. The ratio of peak to super-off-peak prices in the summer is roughly 3 to 1. In winter, the peak-to-super off-peak price ratio is roughly 1.6 to 1. On weekends, customers pay the off-peak price between 8 AM and 10 PM and the super off-peak price during the same overnight hours as on weekdays, from 10 PM to 8 AM.

Rate 3 has a peak-period length of five hours, which is in between the peak-period length for Rates 1 and 2. In addition, the peak period starts later in the day compared with Rate 1, and extends further into

[81] The values shown in these figures were taken from the filings. Prices will change over the course of the pilot in conjunction with normal changes in the control group tariff.

the evening (until 9 PM) than either of the other pilot rates. The weekday peak-to-super-off-peak price ratio in the summer on Rate 3 is roughly 2.3 to 1. Another difference between Rate 3 and the other rates is the presence of super off-peak pricing between 11 AM and 4 PM in spring, when excess supply conditions may exist in California. On weekends, Rate 3 has two rate periods in summer and three in spring and winter. The peak period on weekends shown in Figure 5.1-3 has a different color compared with weekday peak periods because the prices on weekends don't match any of the prices during peak, partial, off-peak, or super-off-peak periods on weekdays. Finally, as mentioned above, a very important difference is the lack of a baseline credit in Rate 3.

In addition to assessing the rate treatments summarized above based on customers recruited from the general, eligible residential population, SCE also recruited customers who were known to have purchased and installed a smart thermostat. The objective of this treatment group was to estimate load impacts for smart thermostat owners on TOU rates. The pilot plan called for SCE to partner with a smart thermostat vendor (in this case, Nest) to recruit smart thermostat owners into the study using the same "pay-to-play" recruitment strategy as was used for the general population. However, because Nest does not know the names or addresses of Nest thermostat owners, recruitment was done via email only (the same communication channel that Nest uses to send out monthly reports to each online Nest owner summarizing equipment run time and other behavioral information) rather than through the direct mail solicitation that was employed for the rate treatment groups. Target enrollment for the technology treatment was 3,750 customers and participants were to be randomly assigned to Rates 1 and 3 or to the control condition. In reality, enrollment fell well short of this target and those who enrolled were randomly assigned only to Rate 1 and to the control group.

SCE also varied the education and outreach provided to participants who were on the three TOU rates. The majority of customers (75%) on each of the three TOU rates received what SCE describes as enhanced education and outreach while the remainder received fewer contacts during the post enrollment phase.

5.2 Implementation Summary

As discussed in the TOU Pilot Design Report and in the IOU Advice Letters, enrollment on each treatment for selected customer segments was designed to address multiple objectives and to provide statistically valid estimates of impacts associated with several different metrics, including load impacts and bill impacts, assessment of hardship and other survey based information such as reported changes in usage behavior. The enrollment plan called for oversampling low income and senior households in SCE's hot climate zone for assignment to Rate 2 and oversampling CARE/FERA customers in all climate regions. The enrollment targets were based on an assumed attrition rate (driven mainly by customer churn) of 25% over the course of the pilot and desired levels of accuracy and precision for the various metrics of interest.[82] Table 5.2-1 shows the target level of enrollment for targeted segments and treatments in SCE's hot climate region and Table 5.2-2 shows the target for all rate treatments across the three climate regions.

[82] For further discussion of sample sizes and target precision for each metric, see Section 3.3 of The Pilot Design Report and Appendices E, F and G of Appendix Volume I.

Table 5.2-1: Target Enrollment for Rate 2 in SCE's Hot Climate Region

Climate Zone	Customer Segment	Sample Size	Non-CARE/FERA	CARE / FERA	Senior	SR < 100% of FPG	CARE / FERA < 100% FPG	<100% FPG	101 to 200% FPG	200 to 250% FPG	> 250% of FPG	Control Group
Hot	SR < 100% FPG	313	152	161	313	313	161	313	0	0	0	313
	Non-SR CARE < 100% FPG	156	0	156	0	0	156	156	0	0	0	156
	SR > 100% FPG	313	232	81	313	0	0	0	65	46	201	313
	Non-SR CARE > 100% FPG	231	0	231	0	0	0	0	89	43	100	231
	General	1,875	1,150	725	502	89	219	374	410	228	862	1,875
	All	2,888	1,533	1,354	1,127	402	536	843	564	317	1,164	2,888
	% In Sample	100%	53%	47%	39%	14%	19%	29%	20%	11%	40%	n/a
	% In Population	100%	61%	39%	27%	5%	12%	20%	22%	12%	46%	n/a

Table 5.2-2: Target Enrollment by Rate Type, Climate Region, and Customer Segment

Climate Zone	Segment	Rate 1	Rate 2	Rate 3	Control	Total
Hot	CARE / FERA	625	1,354	625	1,354	3,958
	Non-CARE / FERA	625	1,533	625	1,533	4,317
	Total	1,250	2,888	1,250	2,888	8,275
Moderate	CARE / FERA	625	625	625	625	2,500
	Non-CARE / FERA	625	625	625	625	2,500
	Total	1,250	1,250	1,250	1,250	5,000
Cool	CARE / FERA	625	625	625	625	2,500
	Non-CARE / FERA	625	625	625	625	2,500
	Total	1,250	1,250	1,250	1,250	5,000
All	CARE / FERA	1,875	2,604	1,875	2,604	8,958
	Non-CARE / FERA	1,875	2,783	1,875	2,783	9,317
	Total	3,750	5,388	3,750	5,388	18,275

Prior to pulling the recruitment sample, selected customers were screened out from participating in the pilot. A detailed accounting of all exclusion criteria is contained in Section 2.1 of Appendix Volume I. Importantly, SCE excluded customers with less than 12 months of usage history, since these customers will not be defaulted to TOU rates in the future.[83] After applying all exclusion criteria to SCE's population of roughly 4.3 million residential customers, the eligible population was approximately 3.3 million.

5.2.1 Customer Recruitment

In order to avoid significant over or under recruitment and to better manage recruitment costs, SCE conducted a small pretest in January, 2016 to determine how response rates vary across selected customer segments, delivery channels, incentive payments and with and without the offer of bill protection. Based on these pretest results and those of PG&E and SDG&E, SCE decided to offer a "pay-to-play" incentive of $200 to each participant to be paid in three installments—$100 at the time of enrollment and $50 upon completion of each of two surveys that were to be conducted over the course of the pilot. Even though the pretest results did not show a significant uptake in customer acceptance tied to the offer of bill protection, bill protection was included in the offer based on input from the TOU WG.

With input on acceptance rates from the pretest, SCE decided to make offers[84] to a sample of roughly 197,000 customers distributed across rates and customer segments as shown in the first row of Table 5.2-3. SCE sent out direct mail offers in the first week of March 2016. Customers for whom SCE had email addresses (approximately 33% of the sample) also received an email solicitation that contained a link to the enrollment website.[85] The solicitation emphasized the importance of the study, the financial

[83] PG&E and SDG&E elected not to exclude customers from pilot eligibility based on having fewer than 12 months of usage date.

[84] Copies of the solicitation letter and all educational and outreach materials are contained in Section 2 of Appendix Volume 1.

[85] Customers with a valid email received an email invitation as a second touch. Emails were available for approximate 33% of the targeted customers.

incentive participants would receive, what was expected from participants and what they could expect to occur over the course of the pilot, and the fact that participation was risk free in terms of bill impacts due to bill protection. TOU rates were described in very general terms but the specific rates included in the pilot were not described in detail as customers were to be randomly assigned to the rate options after agreeing to be in the study. Participants could enroll online, through a business reply card, or by calling a toll free number. Upon enrollment, customers were asked to complete a brief survey that gathered important data about income, age of household members, email addresses and a few other variables.

Table 5.2-3: SCE Offers and Acceptances by Partition and Strata

Category	Hot Climate Region						
	General	CARE[86]	Non-CARE	Non-Senior CARE		Senior	
				Below 100% of FPL	Above 100% of FPL	Below 100% of FPL	Above 100% of FPL
Offers	37,500	11,458	11,458	5,200	7,700	14,433	10,433
Acceptances	4,769	1,690	1,371	713	1,045	1,458	1,764
Acceptance Rate	13%	15%	12%	14%	14%	10%	17%

Category	Moderate Climate Region		Cool Climate Region		Pre-Test	Total for TOU Rates	Technology
	CARE	Non-CARE	CARE	Non-CARE			
Offers	23,958	23,958	23,958	23,958	3,200	197,214	51,381
Acceptances	3,381	2,609	3,929	3,264	498	27,429	938
Acceptance Rate	14%	11%	16%	14%	16%	14%	2%

As seen in Table 5.2-3, the overall acceptance rate for the non-smart thermostat treatment groups was 14%. Acceptance rates for the tariff treatments varied from a low of 10% for seniors below 100% of the FPG to a high of 17% for seniors above 100% of FPG. In each climate region, CARE customers enrolled at a somewhat higher rate than non-CARE customers but the difference was not large.

The final column in Table 5.2-3 shows the offer and acceptance rates for customers that already had Nest smart thermostats. As mentioned previously, since Nest does not have names or addresses of households that own Nest thermostats, these solicitations were necessarily done via email. Nest regularly communicates with customers via email when it sends out monthly reports to each online Nest owner summarizing equipment run time and other behavioral information. Nest sent recruitment emails to a little over 51,000 Nest owners. The initial email contained significantly less information than the solicitation letter sent to the general population but recipients could click on a “Learn More” button in the email to connect to a microsite where more information could be found and through which customers could enroll online.

[86] In this table and throughout this report, unless explicitly state otherwise, the CARE designation is meant to include participants in both the CARE and FERA programs.

As seen in Table 5.2-3, the acceptance rate was much lower among Nest owners, at about 2% of total offers made. 938 accepted the offer to enroll but fewer were actually enrolled for reasons discussed in Section 5.2.2. There are several possible explanations for the much lower acceptance rate for smart thermostat owners. First, Nest reports that the email open rate for the solicitation was only about 31%. As such, of the roughly 51,000 who were sent an email, only about 16,000 actually read the solicitation. Given this, one could argue that the acceptance rate is actually closer to 6% (938/15,928). Of those who opened the email, 2,548 (or 16%) clicked through to the microsite to learn more and to consider more carefully whether or not to enroll in the pilot. Of those who clicked through, more than a third actually completed the enrollment process.

Another possible reason why the overall acceptance rate was lower for this customer segment is that they had already been solicited twice to participate in SCE's Save Power Days demand response program and had declined to do so. As such, this group may be less interested in TOU rates than the general population by virtue of the fact that they had twice declined to participate in a dynamic rate program.

5.2.2 Rate Assignment and Enrollment

Not all customers who agreed to participate in the pilot were actually placed on a TOU tariff or assigned to the control group. There were several reasons why not all customers were enrolled. First, their eligibility might have changed between the time they were selected into the recruitment sample and when they accepted the offer, or between the time they were assigned to a treatment condition and when enrollment was scheduled to occur, which was on the first billing cycle date to occur after June 1.[87] For example, a customer might have closed their account, become a NEM customer, or enrolled into the medical baseline program during this period, all of which would lead to being declared ineligible for the study after acceptance occurred.

Another reason why some customers who accepted the offer were not enrolled was because of over recruitment. As indicated previously in Table 5.2-2, SCE targeted to enroll 18,275 customers (not counting the Nest treatment group) but more than 27,000 customers accepted the pilot offer. In most cells, SCE accepted more than the targeted level of enrollees. Prior to enrollment, SCE set a maximum recruitment level for each test cell of 20% over and above the minimum goal (including attrition), for Rates 1 and 2. Due to the fact that Rate 3 had to be billed manually, no such over-recruitment for Rate 3 was allowed. Roughly 4,800 customers were declined participation due to over-enrollment. For each oversubscribed cell, customers who were declined were chosen at random in order to avoid any bias from only accepting early enrollees. Customers deemed ineligible, or who were declined, received a letter that thanked them for their interest in the TOU study.

Table 5.2-3 shows the progression of customers from acceptance to enrollment. Once ineligible customers were eliminated and those who were declined due to over recruitment were purged from the population, the remaining customers were randomly assigned to treatment or control conditions. Another change that occurred during this process was that some customers were reassigned to different segments based on data gathered through the enrollment survey. The original sample for targeted

[87] All Rate 3 and FERA customers were transitioned to their pilot rate starting on June 23. As a result, it was July 23 before all Rate 3 customers were on the TOU tariff.

segments such as seniors above and below the poverty level was based on information on income and age of the head of household contained in a third party database (purchased from Acxiom). However, data on these key variables was collected from the vast majority of customers at the time of enrollment. If data from the enrollment survey differed from data in the Acxiom database, the enrollment survey data was used to reclassify customers. In addition, customers were reclassified using an alternative definition of senior households from the one used to draw the original sample. The original sample was based on a definition of seniors tied to the age of the customer of record on the account. Subsequently, the Commission directed the IOUs to define senior households as any household where one or more people were aged 65 or older. This change increased the number of senior households in the sample by about 10 percent.

As seen in Table 5.2-4, 1,113 customers, or about 4 percent, were determined to be ineligible after accepting the pilot offer. Roughly 18 percent of those accepting the offer were turned down due to over subscription. No one dropped out after accepting the offer but prior to receiving a Welcome Kit and learning what rate they were assigned to. Of the 938 Nest customers who agreed to participate, 250 were deemed ineligible primarily because they were participants in SCE’s Save Power Days program (a peak time rebate program) and the smart thermostats were used to adjust settings on event days. SCE assigned 20,846[88] customers to one of the three treatments or the control group. The number assigned to Rate 2 was significantly larger than the other rate assignments because Rate 2 was the one chosen to be oversampled in order to assess whether TOU rates cause hardship for targeted customer segments in hot climate zones.

Following rate assignment, study participants began receiving Welcome Kits in June, 2016. The control group received a welcome letter informing them that they were to remain on their current tiered rate along with a timeline of the study that included dates for incentive payments and surveys/bill credits. Treated participants received a similar letter, which included information concerning bill protection. They also received a TOU rate plan information sheet, TOU time period reference cling film, cling for individual appliances, conservation reminder stickers, door hangers with recommended seasonal thermostat settings, as well as a pen and notepad. Examples of Welcome Kit information can be found in Section 2.4 of Appendix Volume I.

[88] This count does not include the Smart Thermostat customers as they are considered a separate experiment.

Table 5.2-4: Distribution of SCE Customers from Acceptance to Enrollment

Category	Hot Climate Zones, General	Hot Climate Zones, CARE Customers	Hot Climate Zones, Non-CARE Customers	Hot Climate Zones, Non-Senior CARE Customers below FPL	Hot Climate Zones, Non-Senior CARE Customers above FPL	Hot Climate Zones, Seniors below FPL	Hot Climate Zones, Seniors above FPL	Moderate Climate Zones, CARE Customers	Moderate Climate Zones, Non-CARE Customers	Cool Climate Zones, CARE Customers	Cool Climate Zones, Non-CARE Customers	Technology	Pre-Test	Total
Offers	37,500	11,458	11,458	5,200	7,700	14,433	10,433	23,958	23,958	23,958	23,958	0	3,200	197,214
Acceptances	4,769	1,690	1,371	713	1,045	1,458	1,764	3,381	2,609	3,929	3,264	938	498	27,429
Acceptance Rate	13%	15%	12%	14%	14%	10%	17%	14%	11%	16%	14%	#DIV/0!	16%	14%
Ineligible Prior to Rate Assignment	154	65	53	29	45	70	73	63	68	111	90	250	42	1,113
Moved	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	0	1	0	2	1	0	0	2	2	4	2	0	0	14
NEM	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Participation in Rate Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	154	64	53	27	44	70	73	61	66	107	88	250	42	1,099
Opt-Out Prior to Rate Assignment	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Random Over Enrollment Declines	448	268	46	339	415	454	800	557	67	961	429	0	7	4,791
Assignments	4,166	1,358	1,272	347	586	932	891	2,763	2,476	2,861	2,747	688	447	21,534
Customers Assigned to a Pilot Rate	**4,491**	**1,371**	**1,321**	**338**	**493**	**767**	**809**	**2,874**	**2,637**	**2,871**	**2,874**	**688**		**21,534**
Rate 1	0	750	696	0	0	0	0	749	671	749	750	344		4,709
Rate 2	2,245	0	0	170	238	382	412	750	671	748	749	0		6,365
Rate 3	0	621	625	0	0	0	0	625	625	625	625	0		3,746
Control	2,246	0	0	168	255	385	397	750	670	749	750	344		6,714
Target Enrollment	3,750	1,250	1,250	312	462	626	626	2,500	2,500	2,500	2,500			18,276
% of Target Achieved	120%	110%	106%	108%	107%	123%	129%	115%	105%	115%	115%			13
Customers Transitioned to a Pilot Rate	**4,410**	**1,315**	**1,263**	**325**	**477**	**755**	**792**	**2,797**	**2,576**	**2,800**	**2,812**	**673**		**20,995**
Difference from Target Enrollment	**660**	**65**	**13**	**13**	**15**	**129**	**166**	**297**	**76**	**300**	**312**	**673**		**2,719**

** Other reasons for ineligibility (as described in dataset from SCE) include: welcome kit delivery failure, SCE employee, Green Rate, Level Pay Plan, PTR with DLC, as well as "Verification Failures"

5.2.3 Customer Attrition

Opt-Out Rates Were Quite Low

Only about 2.3% of customers dropped off the pilot rates over the roughly six month period from enrollment in June through the end of December. Opt-out rates were higher in the hot climate region compared with the moderate and cool regions. Opt-out rates were highest for Rate 3 and lowest for Rate 1. In the hot climate region, more than 10% of CARE/FERA customers on Rate 3 dropped off the pilot tariff.

Table 5.2-5 shows customer attrition from the pilot between when customers were assigned to a rate and when the most recent data update was received by Nexant in December, 2016. Attrition over that period was the result of changes in eligibility, customers closing their account due to moving, and customers dropping out of the pilot. Attrition is divided into three periods: the time between rate assignment and when customers were notified of their rate assignment through the Welcome Letter and Information Sheets summarized above; the time between notification and being transferred onto the new rate according to each customer's next billing cycle; and the time between transfer onto the rate and December 31.

Over this period, 2,787 customers left the pilot due either to ineligibility, moving or proactively dropping out. Of this total, roughly half left because they moved location. Given that this period of time covered roughly seven months, this equates to approximately 186 customers moving each month, or an annual churn rate of 2,237, or about 11%. The underlying churn rate suggests that there should be sufficiently large samples in the second summer to meet the design requirements upon which the initial sample sizes were determined.

Nearly 1,000 customers actively dropped out of the pilot over this period. As would be expected, the vast majority of these (95%) dropped out after being provided with their rate assignment and the specific information about the peak periods, price ratios and other rate characteristics associated with the rate to which they were assigned. Most of these dropped out after being transferred onto the rate. It is not known at this time how many of those who dropped off after the rate change left after receiving their first bill under the new rates. Dropout rates may be higher in the future once customers have received several summer bills.

Table 5.2-5: Customer Attrition

Attrition Reason	Hot Climate Zones, General	Hot Climate Zones, CARE Customers	Hot Climate Zones, Non-CARE Customers	Hot Climate Zones, Non-Senior CARE Customers below FPL	Hot Climate Zones, Non-Senior CARE Customers above FPL	Hot Climate Zones, Seniors below FPL	Hot Climate Zones, Seniors above FPL	Moderate Climate Zones, CARE Customers	Moderate Climate Zones, Non-CARE Customers	Cool Climate Zones, CARE Customers	Cool Climate Zones, Non-CARE Customers	Technology	Total
Customers assigned to rate treatment or control	4,491	1,371	1,321	338	493	767	809	2,874	2,637	2,871	2,874	688	21,534
Customers enrolled as of 12-31-2016	3,862	1,125	1,094	273	419	691	711	2,440	2,346	2,568	2,611	607	18,747
Customers transitioned to pilot rate (or control customers)	4,409	1,315	1,263	325	477	755	792	2,796	2,575	2,800	2,812	672	20,991
Ineligible Post-Rate Assignment	**227**	**78**	**87**	**17**	**29**	**29**	**36**	**165**	**120**	**93**	**77**	**40**	**998**
Ineligibles, Pre-Notification	4	2	5	0	3	2	4	6	6	7	0	6	45
Ineligibles, Pre-Rate Change	15	12	24	1	2	2	3	18	29	12	27	6	151
Ineligibles, Post-Rate Change	208	64	58	16	24	25	29	141	85	74	50	28	802
Moved Post-Rate assignment	**300**	**99**	**73**	**40**	**36**	**32**	**27**	**204**	**121**	**183**	**156**	**34**	**1,305**
Moves, Pre-Notification	39	8	7	7	5	6	3	22	12	21	13	1	144
Moves, Pre-Rate Change	12	23	16	4	3	1	2	25	10	18	13	1	128
Moves, Post-Rate Change	249	68	50	29	28	25	22	157	99	144	130	32	1,033
Opt-Out Post-Rate Assignment	**102**	**69**	**67**	**8**	**9**	**15**	**35**	**65**	**50**	**27**	**30**	**7**	**484**
Opt-Outs, Pre-Notification	3	0	2	0	3	0	2	1	2	0	2	1	16
Opt-Outs, Pre-Rate Change	9	5	4	1	0	1	3	2	3	5	6	1	40
Opt-Outs, Post-Rate Change	90	64	61	7	6	14	30	62	45	22	22	5	428
Total	**629**	**246**	**227**	**65**	**74**	**76**	**98**	**434**	**291**	**303**	**263**	**81**	**2,787**
Attrition rate	12%	14%	13%	15%	12%	8%	10%	13%	9%	8%	7%	9%	11%

Figures 5.2-1 through 5.2-3 show the cumulative opt-out rates over time for each test cell and climate region. The cumulative number of opt-outs is highest in the hot region, second highest in the moderate region and lowest in the cool region. The number of control customers dropping out is very low in all climate regions. The cumulative opt-out rate in the moderate and regions is below 4% and the cumulative opt-out rate in the cool regions is below 2%. The opt-out rates in the hot climate zones increase between July and August for Rates 1 and 2, and a bit later for Rate 3. This is likely due to the fact that enrollment in Rate 3 occurred later than it did for the other two rates. CARE/FERA customers in the hot climate region on Rate 1 had the greatest opt-out rate, reaching over 10% by the end of 2016. The opt-out rates generally level off after the summer season.

Figure 5.2-1: SCE Opt Outs by Month – Hot Climate Region

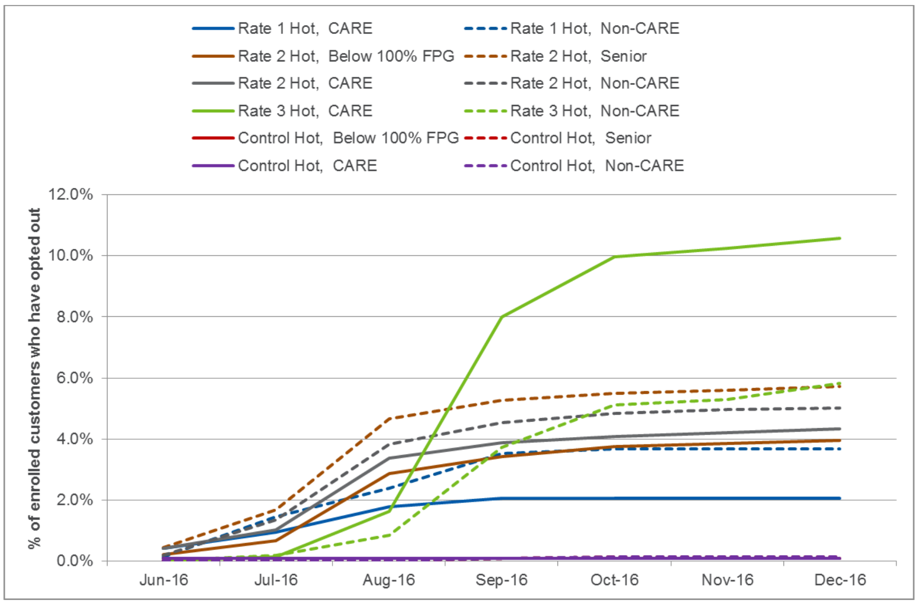


Figure 5.2-2: SCE Opt Outs by Month – Moderate Climate Region

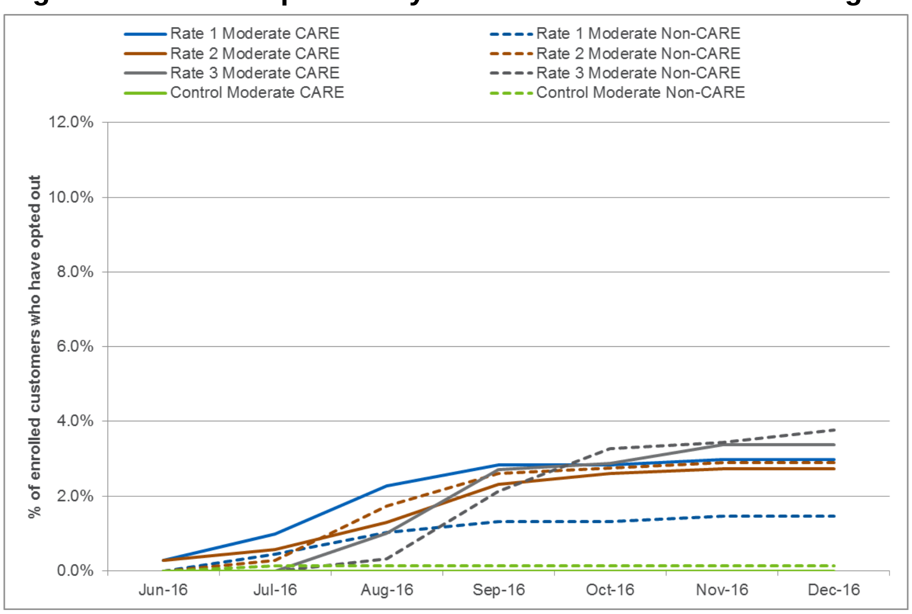


Figure 5.2-3: SCE Opt Outs by Month – Cool Climate Region

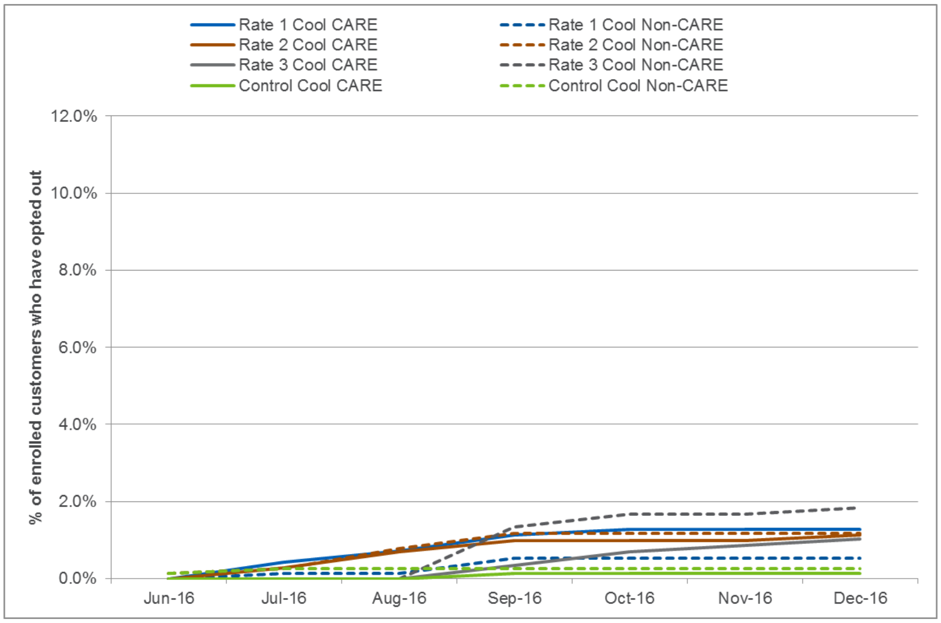
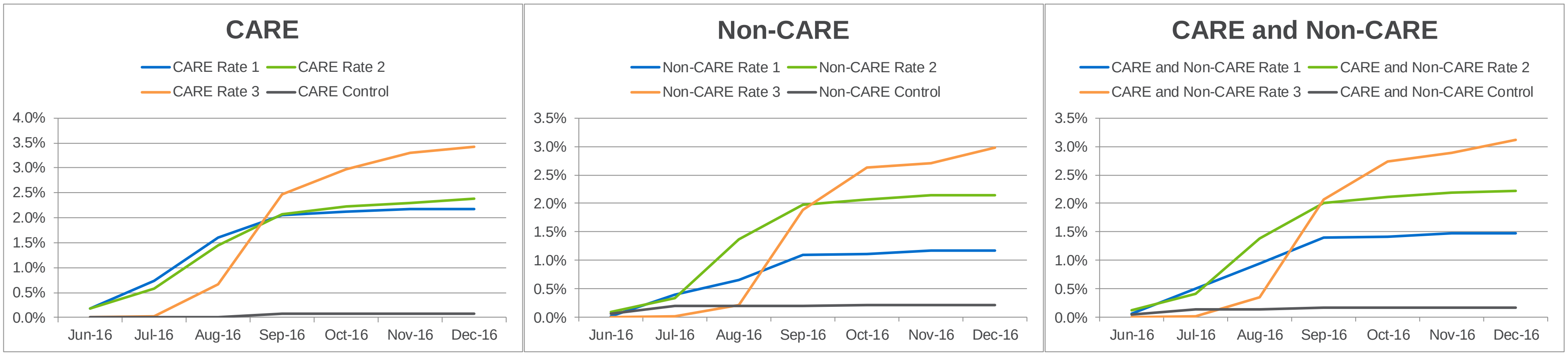


Figure 5.2-4 shows the cumulative percent of customers that opted out of each tariff for the CARE/FERA, non-CARE/FERA segments and for the total population across SCE's service territory as a whole. As seen, the cumulative percent of customers opting out was quite low for all rates and segments. The lowest cumulative percent opt out was for non-CARE/FARE customers on Rate 1 and the highest was for CARE/FERA customers on Rate 3. The opt out percentage was highest for Rate 3 for both CARE/FERA and non-CARE/FERA customers and for the population as a whole. Recall that this is the rate with no baseline credit. The cumulative opt-out rate also showed a very rapid increase once bills began to be issued. Nevertheless, even for this rate, the cumulative opt out percentage over the entire period was only roughly 3%.

Figure 5.2-4: Opt Outs by Rate and Customer Segment for the SCE Service Territory



Figures 5.2-5 thorugh 5.2-7 show the overall attrition rate over time for each climate region, customer segment, and TOU rate. As seen in the figures, the cumulative attrition is quite constant over time in the moderate and cool climate regions, but not in the hot climate region. Much of the attrition among CARE/FERA Rate 3 customers in the hot climate region is attributable to opt-outs, and overall attrition rates for this group reach nearly 18% by the end of 2016. This is concerning, as this segment and rate had fewer than 600 participants at the start of the pilot period. Enrollment forecasting of Rate 3 customers indicates that CARE/FERA and non-CARE/FERA customers in the hot climate region may drop below the originally designed optimal enrollment levels for the billing impact analysis. However, more recent power analysis has shown that slightly lower numbers may still be acceptable. Therefore, it is likely there won't be issues in estimating statistically significant billing impacts for those segments.

Overall attrition rates are below 14% for the moderate climate region and 10% for the cool climate region. As seen in Table 5.2-5, most attrition in these segments is attributable to account closures rather than opt-outs and ineligibilty.

Figure 5.2-5: SCE Attrition by Month – Hot Climate Region

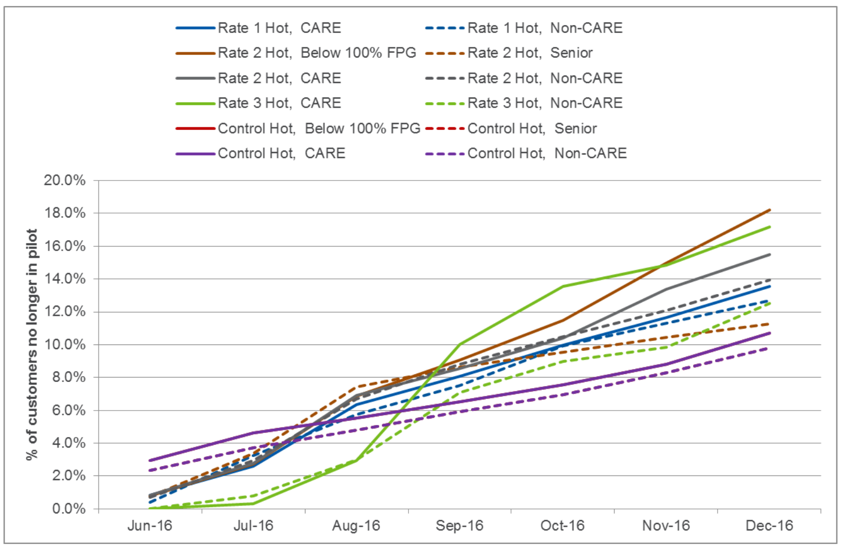


Figure 5.2-6: SCE Attrition by Month – Moderate Climate Region

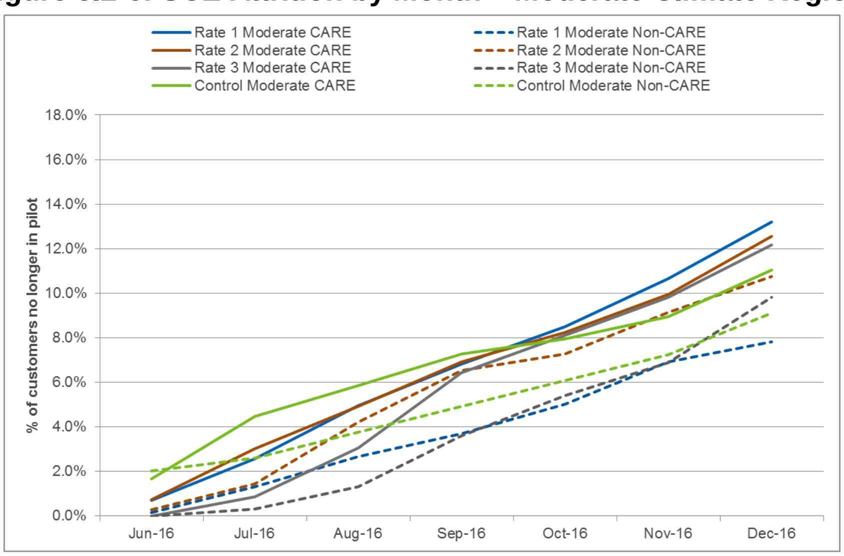
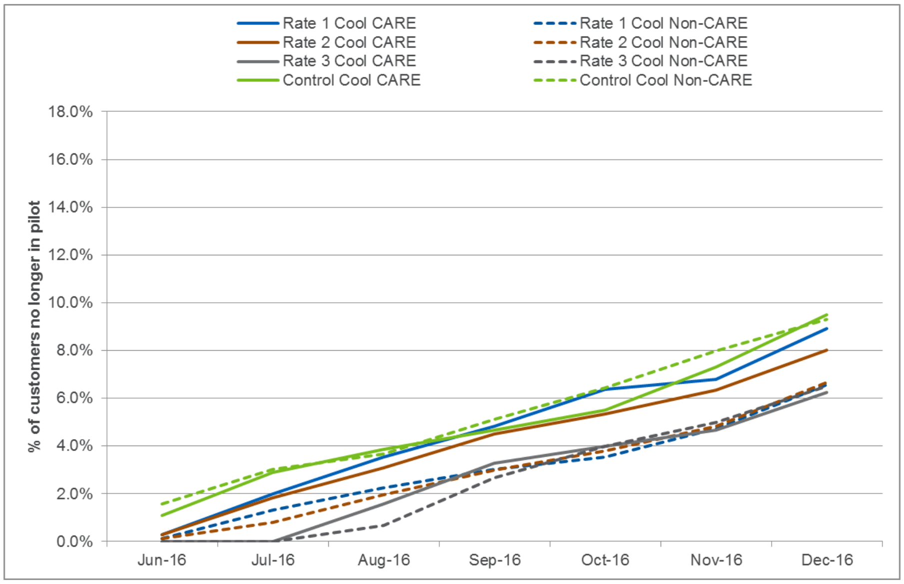


Figure 5.2-7: SCE Attrition by Month – Cool Climate Region



5.2.4 Pilot Outreach and Education

In late July, 2016, all TOU rate customers received a Seasonal Newsletter[89] tailored to their individual TOU rate plan, as well as to their household psychographic designation. "Green elites" and "connected" customers[90] received a postcard with a link to the online version of the Newsletter. The newsletters included a welcome message, timeline for the TOU Pilot, On-Peak, Off-Peak, and Super-Off-Peak definitions, as well as tips for reducing electricity usage and bills. All newsletters included customer profiles, stories and frequently asked questions that were tailored to the household's persona. Customers assigned to Rate 1 and 2 were provided with additional information on the baseline credit while Rate 3 customers were provided with more information on how to manage a three season TOU rate.

In addition, the 75% of customers chosen at random to receive the enhanced education treatment for each rate received a postcard at the end of August containing tips and reminders about their rate. Starting in Late September, the roughly 19% of participants in the enhanced education group who indicated at the time of enrollment that they were willing to receive information via text messages were sent additional reminders and tips via text message. So far, through early January, this group has been sent eight text messages but nearly all of these messages were sent too late to influence behavior during the summer evaluation period.

---

[89] A second seasonal newsletter was sent in October indicating that winter rates were going into effect and providing additional tips for managing usage in the fall and winter periods. A third letter will be sent in March. The October newsletter was not sent in time to influence behavior in the summer period.

[90] SCE segmented pilot participants using Acxiom's Energy Customer Dynamics (ECD) segmentation, as well as household demographic, usage, payment, and program behavior data. The ECD assigns households to one of 13 segments based on critical household energy buyer capacities, attitudes, and behaviors. SCE used 5 possible segments to categorize residential customers into three combined personas: Green Elites/Connected, Pragmatists/Disengaged, and Constrained. More details about these segments is contained in Appendix Volume I, Section 2.6.

Finally, in October, a social media event was conducted through Facebook encouraging customers to interact regarding their experiences on the rate and tips for managing usage. This social media event was rate specific and lasted for one week for each rate. Approximately 10% of customers in the enhanced education group were contacted about this event.

5.2.5 Operational Challenges and Lessons Learned

SCE was asked to share insights regarding operational lessons learned from implementing the pilot. These insights are summarized below.

Learning 1: Sufficient Time to Fully Build and Automate New Rates within SCE's Billing Systems Is Key for Optimal Customer Outcome

SCE implemented three rates for the opt-in TOU pilot. Rates 1 and 2 had similar tariff structures to existing SCE TOU rates (2 seasons and 3 peak periods) which enabled the Company to implement those pilot rates in the billing system in a timely manner.

However, Rate 3 includes three seasons (spring, summer, and winter) and five peak periods. This meant that SCE did not already have a tariff structure in place to facilitate implementation of Rate 3 into the billing system. As such, due to the limited timeframe available between developing Rate 3 and its implementation, SCE did not have sufficient time to build Rate 3 into the billing system and, instead, had to implement a manual process for billing customers. Due to insufficient time to completely test out the process, during the implementation of Rate 3 billing for customers, SCE experienced factor errors when merging current systems and the manual processes. The new billing process for Rate 3 also required hiring temporary staff to manually calculate, print, and mail Rate 3 bills. The significant learning curve for staff training and using SCE's billing system for the new staff resulted in additional delays and billing errors. All these operational challenges for Rate 3 had significant impacts on SCE's call center resulting in an increase in long and escalated calls.

Learning 2: Pretesting Helped Streamline and Reduce Costs in the Pilot

As part of recruitment pretesting, SCE tested response rates to two enrollment incentive amounts, $200 vs $300. Acceptance rates were also tested for recruitment letters sent via FedEx and standard U.S. post. The pretesting showed that the higher incentive and FedEx delivery did not generate sufficiently higher acceptance rates to justify the incremental cost. Hence, for the full rollout, SCE decided that the lower incentive and regular mail were sufficient. Ultimately, pretesting helped reduce costs significantly in the pilot and simplified the mailing process.

Learning 3: Payment History Is a Clue to Future Customer Behavior

Customers with a prior history of payment/credit issues required significantly more processing and handling times for SCE. When payments are past due, pilot participants are given a 60-day extension in order to bring their account current and remain on the pilot. These customers are contacted directly by billing representatives to provide this information. As part of the pilot, SCE has determined that customers with a prior history of payment issues have consistently required multiple issuances of 60-day extensions and therefore multiple direct handlings by billing representatives.

Learning 4: Improve Initial Customer Experience by Staggering Surveys for Future Rollouts

The opt-in TOU survey has had very high response rates, typically not seen in surveys conducted by utilities. However, due to this extremely high volume of customer participation on the survey, the survey site experienced significant bandwidth issues when initially launched. With 400-500 survey completes per hour being received in the launch week, this meant that some customers were unable to access and/or complete their surveys when the survey was initially launched. The bandwidth issues were resolved within days. However, SCE experienced significant impact to its customer call center with customers frustrated at not being able to complete the surveys right away. Hence, the initial survey experience was a challenging "customer experience". Given these findings, it will be optimal for the second survey roll out to be staggered so that not all customers in the survey log-in at once.

Learning 5: We Need to Communicate effectively and Not Overwhelm Customers with Survey Communications

When customers filled out the survey online, information on survey completes was transmitted quickly to the company implementing the survey. However, there was some lag in the time between customers completing the survey online, and the time the paper surveys were mailed out. This was because there was additional time required for paper surveys to be printed and put into mailers for customers.

This meant that between the time that it took for the paper surveys to be prepared, mailed and received by customers, some customers had already filled out the survey online. While most customers were not affected by this lag, some customers who completed the online survey also received notification that a paper survey was forthcoming. Despite notification in the paper survey informing recipients that the paper survey was not required if the online survey had already been completed, this additional mail-out generated confusion for customers. As a result, SCE experienced impact to its call center.

For future roll outs and survey communication, SCE will be able to use customer preference data to tailor the survey communication to the mode preferred by customers.

Learning 6: ME&O Materials in Spanish Language had the Greatest Need Among Other In-Languages

Many of the ME&O materials were made available to customers in Spanish, Mandarin, Korean, and Vietnamese languages. The demand for Spanish-language materials was 11% while those for Mandarin, Korean and Vietnamese languages all combined was less than 6%. SCE learned that the in-language materials in Spanish were much more relevant to the Company's customer base than the other language materials.

Learning 7: Engaging Customers through Social Media Was Not Effective

The three Facebook events held for the advanced treatment group did not generate significant customer engagement either with SCE or with other pilot participants. Rather, customers used this method primarily to vent their frustrations with the pilot. Thus far, it appears that social media is not a productive medium to engage customers in a meaningful dialogue with SCE.

Learning 8: More ME&O on Bill Protection is Necessary for Customers

SCE received feedback through its call centers that some customers don't fully understand the details of bill protection program. In future roll outs, SCE plans to take this into consideration and provide additional information regarding this topic so that customers are fully aware of what bill protection entails.

5.3 Load Impacts

This section summarizes the load impact estimates for the three rate treatments tested by SCE. The CPUC resolution approving SCE's pilot requires that load impacts be estimated for the peak and off-peak periods and for daily energy use for the following rates, customer segments, and climate regions:

- Seniors, CARE/FERA customers, non-CARE/FERA customers and households with incomes below 100% of FPG in SCE's hot climate region for Rate 2;
- For all three rates for all customers in SCE's service territory as a whole and for all customers in SCE's hot and moderate climate regions; and
- For CARE/FERA and non-CARE/FERA customers on each rate across SCE's service territory as a whole.

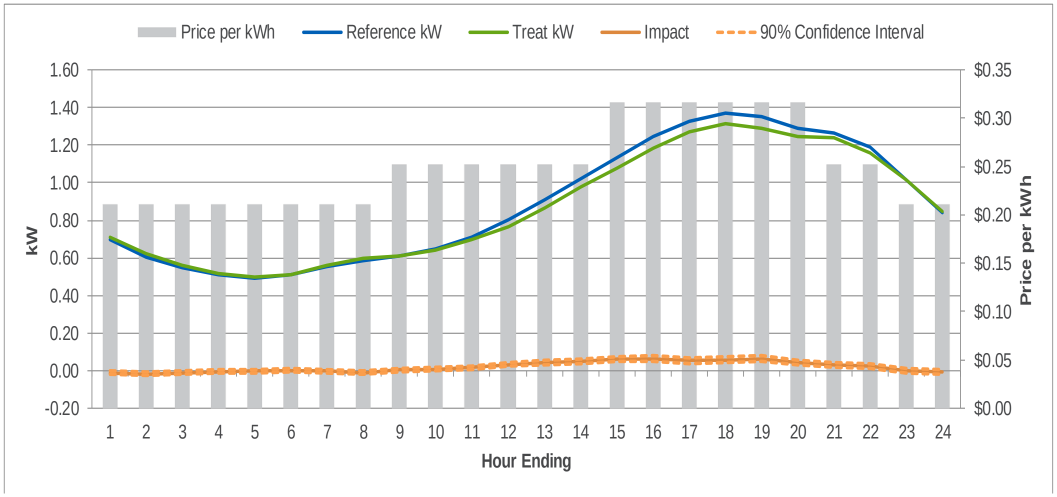
In addition to these required segments, Nexant estimated load impacts for CARE/FERA and non-CARE/FERA customers for each rate for each climate region. Load impacts are reported here for each rate period for the average weekday, average weekend and for the average monthly peak day for the summer months of July, August and September[91] for Rate 1 and Rate 2 and for August and September for Rate 3 (because of late enrollment for Rate 3), climate zone and customer segment summarized above. Underlying the values presented in the report are electronic tables that contain estimates for each hour of the day for each day type, segment and climate zone and for each month separately. These values are contained in Excel spreadsheets that are available upon request through the CPUC. Figure 5.3-1 shows an example of the content of these tables for SCE Rate 1 for all eligible customers in the service territory. Pull down menus in the upper left hand cover allow users to select different customer segments, climate regions, day types (e.g., weekdays, weekends, monthly peak day) and time period (individual months or the average of July, August and September).

[91] Estimates were not produced for the month of June for all three rates because enrollment changed dramatically from the beginning to the end of the month and the estimates would not be comparable to those for other months. July was excluded for Rate 3 for the same reason.

Figure 5.3-1: Example of Content of Electronic Tables Underlying Load Impacts Summarized in this Report (SCE Rate 1, Average Summer Weekday, All Customers)

Segment	All
Rate	Rate 1
Month	Summer 2016
Day Type	Average Weekday
Treated Customers	4,204

Period	Reference kW	Treat kW	Impact	Percent Impact	90% Confidence Interval	
Super On Peak	N/A	N/A	N/A	N/A	N/A	N/A
Peak	1.29	1.23	0.06	4.4%	0.05	0.06
Mid Peak	N/A	N/A	N/A	N/A	N/A	N/A
Off Peak	0.90	0.87	0.02	2.8%	0.02	0.03
Super Off Peak	0.64	0.64	-0.01	-1.2%	-0.01	0.00
Daily kWh	21.24	20.78	0.46	2.2%	0.40	0.52



Hour Ending	Reference kW	Treat kW	Impact	Percent Impact	90% Confidence Interval		Price	Period
1	0.70	0.71	-0.01	-1.7%	-0.02	0.00	$0.21	Super Off Peak
2	0.60	0.62	-0.02	-2.9%	-0.03	-0.01	$0.21	Super Off Peak
3	0.55	0.56	-0.01	-2.0%	-0.02	0.00	$0.21	Super Off Peak
4	0.51	0.52	-0.01	-1.1%	-0.01	0.00	$0.21	Super Off Peak
5	0.49	0.50	0.00	-0.9%	-0.01	0.00	$0.21	Super Off Peak
6	0.51	0.51	0.00	0.3%	-0.01	0.01	$0.21	Super Off Peak
7	0.55	0.56	0.00	-0.8%	-0.01	0.00	$0.21	Super Off Peak
8	0.58	0.60	-0.01	-2.2%	-0.02	0.00	$0.21	Super Off Peak
9	0.61	0.61	0.00	0.5%	-0.01	0.01	$0.25	Off Peak
10	0.65	0.64	0.01	1.0%	0.00	0.02	$0.25	Off Peak
11	0.71	0.70	0.02	2.2%	0.01	0.03	$0.25	Off Peak
12	0.80	0.77	0.03	4.0%	0.02	0.04	$0.25	Off Peak
13	0.91	0.87	0.04	4.5%	0.03	0.05	$0.25	Off Peak
14	1.02	0.98	0.05	4.7%	0.03	0.06	$0.25	Off Peak
15	1.14	1.08	0.06	5.4%	0.05	0.08	$0.32	Peak
16	1.25	1.19	0.06	5.0%	0.05	0.08	$0.32	Peak
17	1.32	1.27	0.05	4.0%	0.04	0.07	$0.32	Peak
18	1.37	1.31	0.06	4.1%	0.04	0.07	$0.32	Peak
19	1.35	1.29	0.06	4.6%	0.05	0.08	$0.32	Peak
20	1.29	1.25	0.04	3.2%	0.03	0.06	$0.32	Peak
21	1.27	1.24	0.03	2.3%	0.01	0.04	$0.25	Off Peak
22	1.19	1.16	0.03	2.1%	0.01	0.04	$0.25	Off Peak
23	1.02	1.02	0.00	-0.1%	-0.01	0.01	$0.21	Super Off Peak
24	0.84	0.85	-0.01	-1.0%	-0.02	0.00	$0.21	Super Off Peak
Daily kWh	21.24	20.78	0.46	2.2%	0.40	0.52	N/A	N/A

Because of the targeting and oversampling that was done for selected subpopulations in the hot climate region for Rate 2 and for CARE/FERA customers in all climate regions for all rates, as described in Tables 5.2-1 and 5.2-2 above, when aggregating to higher segment levels, it is necessary to weight the data. For example, when presenting load impact estimates for each climate zone, it is necessary to apply weights to the enrolled population of CARE/FERA and non-CARE/FERA customers because CARE/FERA customers were oversampled in each climate region. Similarly, when reporting estimates at the service territory level, it is necessary to apply weights to the climate region level estimates because roughly equal sized samples were drawn in each climate region. And in the hot climate region for Rate 2 in SCE's service territory, customers with incomes below 100% of FPG, with incomes between 100 and 200% of FPG and senior households were all oversampled. As such, when reporting load impacts for CARE/FERA and non-CARE/FERA households in the hot region for Rate 2, it is necessary to apply weights to the subpopulations so that, for example, households with incomes below 100% of FPG are not over represented in the CARE/FERA segment.

Table 5.3-1 shows the weights used when aggregating CARE/FERA and non-CARE/FERA customers within each climate region and when aggregating across climate regions to produce estimates at the service territory as a whole. The weights are based on the eligible population contained in each customer segment and climate region.

Table 5.3-1: Weights Used for Aggregating up to Climate Region and Service Territory for SCE

Segment		Eligible for Pilot Participation	Population Weight	Climate Region Weight
Hot	CARE	149,365	4%	39%
	Non-CARE	238,306	7%	61%
Moderate	CARE	449,100	13%	33%
	Non-CARE	899,164	27%	67%
Cool	CARE	430,815	13%	27%
	Non-CARE	1,191,502	35%	73%
Total		3,358,252	100%	n/a

Table 5.3-2 shows the weights that were used to aggregate up from the customer subpopulations to the CARE/FERA populations in the hot climate region for each group of customers assigned to rate and control conditions. These weights are based on the number of customers that were enrolled into the study from the general population recruitment category in the hot climate region. Since customers in the sub-segments (e.g., below 100% of FPG, 100 to 200% of FPG, seniors) contained in this general population group were not over or under sampled, the shares of each sub-segment in this group are conceptually analogous to the shares in the CARE/FERA and non-CARE/FERA segments contained in other climate regions.

The remainder of this section is organized by rate treatment—load impacts are presented for each relevant customer segment and climate region for each of the three rates. Following the summary for each rate, load impacts are compared across rates. This comparison is made only for the hours within each peak period that are common across all three rates (5 to 8 PM). Because the rates differ with respect to the length and timing of peak and off-peak periods, differences in load impacts across rates for any particular rate period may be due not only to differences in prices within the rate period but also due to differences in the length or timing of the rate periods.

As discussed at the outset of Section 5, in addition to the three rate treatments, SCE also recruited customers who were known to have purchased and installed a smart thermostat. The objective of this treatment group was to estimate load impacts for smart thermostat owners on TOU rates. Those who enrolled were randomly assigned only to Rate 1 and to the control group. Load impacts for these customers are presented in Section 5.3.1.

Table 5.3-2: Weights Used to Aggregate Sub-segments into CARE/FERA and Non-CARE/FERA Segments in SCE's Hot Climate Region

Assignment	FPG	Senior	CARE	Sample Proportion (SP)	Proportion in "General Population" (GP)	Weight (GP/SP)	Assignment	FPG	Senior	CARE	Sample Proportion (SP)	Proportion in "General Population" (GP)	Weight (GP/SP)
C	<100%	N	N	3.9%	5.7%	1.45	R2	<100%	N	N	3.9%	5.7%	1.46
			Y	15.2%	16.8%	1.10				Y	15.9%	16.8%	1.05
		Y	N	4.6%	2.5%	0.55			Y	N	4.6%	2.5%	0.55
			Y	12.0%	5.7%	0.48				Y	11.9%	5.7%	0.48
	100-200%	N	N	4.3%	5.8%	1.36		100-200%	N	N	3.9%	5.8%	1.48
			Y	11.6%	9.9%	0.85				Y	11.7%	9.9%	0.85
		Y	N	4.8%	4.9%	1.01			Y	N	5.1%	4.9%	0.96
			Y	9.0%	7.3%	0.81				Y	8.9%	7.3%	0.82
	200-250%	N	N	12.9%	19.8%	1.53		200-250%	N	N	13.4%	19.8%	1.48
			Y	3.2%	2.6%	0.82				Y	3.0%	2.6%	0.89
		Y	N	16.4%	16.8%	1.03			Y	N	15.0%	16.8%	1.12
			Y	2.0%	2.1%	1.05				Y	2.6%	2.1%	0.79
	>250%	N	N	12.9%	19.8%	1.53		>250%	N	N	13.4%	19.8%	1.48
			Y	3.2%	2.6%	0.82				Y	3.0%	2.6%	0.89
		Y	N	16.4%	16.8%	1.03			Y	N	15.0%	16.8%	1.12
			Y	2.0%	2.1%	1.05				Y	2.6%	2.1%	0.79
R1	<100%	N	N	4.2%	5.7%	1.37	R3	<100%	N	N	4.5%	5.7%	1.27
			Y	17.9%	16.8%	0.94				Y	19.0%	16.8%	0.88
		Y	N	2.4%	2.5%	1.04			Y	N	3.0%	2.5%	0.83
			Y	8.0%	5.7%	0.71				Y	8.0%	5.7%	0.72
	100-200%	N	N	6.3%	5.8%	0.92		100-200%	N	N	5.5%	5.8%	1.07
			Y	10.5%	9.9%	0.95				Y	9.7%	9.9%	1.02
		Y	N	3.7%	4.9%	1.31			Y	N	3.5%	4.9%	1.41
			Y	8.0%	7.3%	0.92				Y	7.4%	7.3%	0.99
	200-250%	N	N	16.6%	19.8%	1.19		200-250%	N	N	19.0%	19.8%	1.04
			Y	4.0%	2.6%	0.66				Y	2.9%	2.6%	0.92
		Y	N	16.1%	16.8%	1.05			Y	N	14.6%	16.8%	1.15
			Y	2.4%	2.1%	0.88				Y	3.0%	2.1%	0.69
	>250%	N	N	16.6%	19.8%	1.19		>250%	N	N	19.0%	19.8%	1.04
			Y	4.0%	2.6%	0.66				Y	2.9%	2.6%	0.92
		Y	N	16.1%	16.8%	1.05			Y	N	14.6%	16.8%	1.15
			Y	2.4%	2.1%	0.88				Y	3.0%	2.1%	0.69

5.3.1 Rate 1

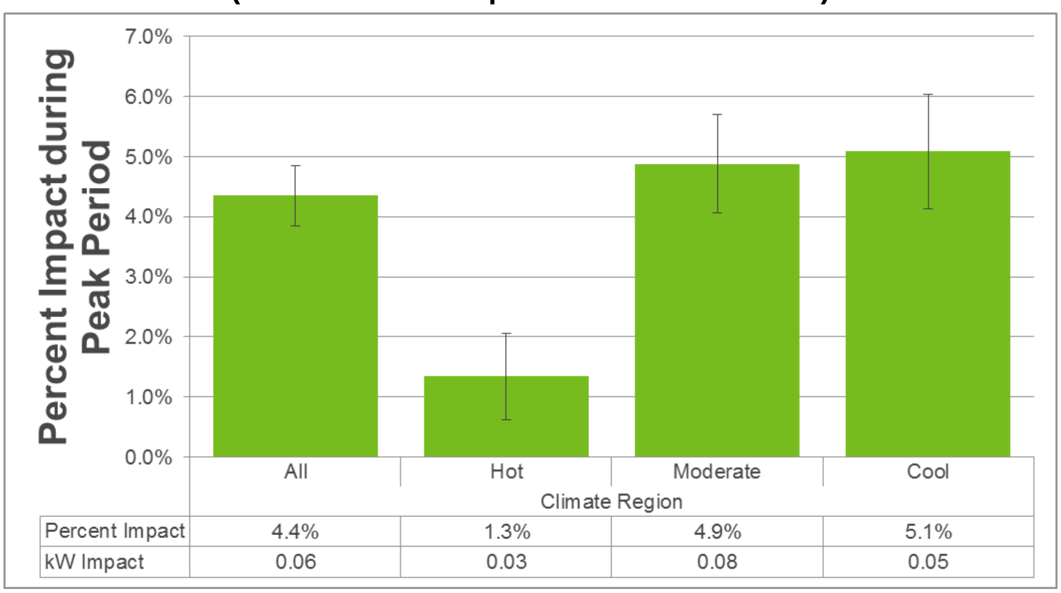
Key Findings for SCE Rate 1

On average, customers on Rate 1 reduced peak period usage by 4.4%. The average percent load reduction was lowest in the hot climate region and comparable in the modest and cool regions. The absolute load reduction was significantly higher in the moderate region compared with both the hot and cool regions. For the service territory as a whole, CARE/FERA customers had lower average load reductions than non-CARE/FERA customers.

SCE's Rate 1 is a three-period rate with a peak-period from 2 to 8 PM on weekdays. In summer, for electricity usage above the baseline quantity, prices equal roughly 34.5 ¢/kWh in the peak period, 27.6 ¢/kWh in the off-peak period and 23.0 ¢/kWh in the super off-peak period. Usage on the weekends is priced at the off-peak price from 8 AM to 10 PM and the super off-peak price from 10 PM to 8 AM. For usage below the baseline quantify, a credit of 9.9 ¢/kWh is applied.

Figure 5.3-2 shows the average peak period load reduction in percentage terms for Rate 1 for SCE's service territory as a whole and for each climate region. Figure 5.3.-3 shows the absolute load impacts for each region. The lines bisecting the top of each bar in the figures show the 90% confidence band for each estimate. If the confidence band includes 0, it means that the estimated load impacts are not statistically different from 0 at the 90% level of confidence. If they do overlap, it does not necessarily mean that the difference is not statistically significant.[92] In these cases, t-tests were calculated to determine whether the difference is statistically significant.[93]

Figure 5.3-2: Average Percent Load Impacts for Peak Period for SCE Rate 1[94] (Positive values represent load reductions)

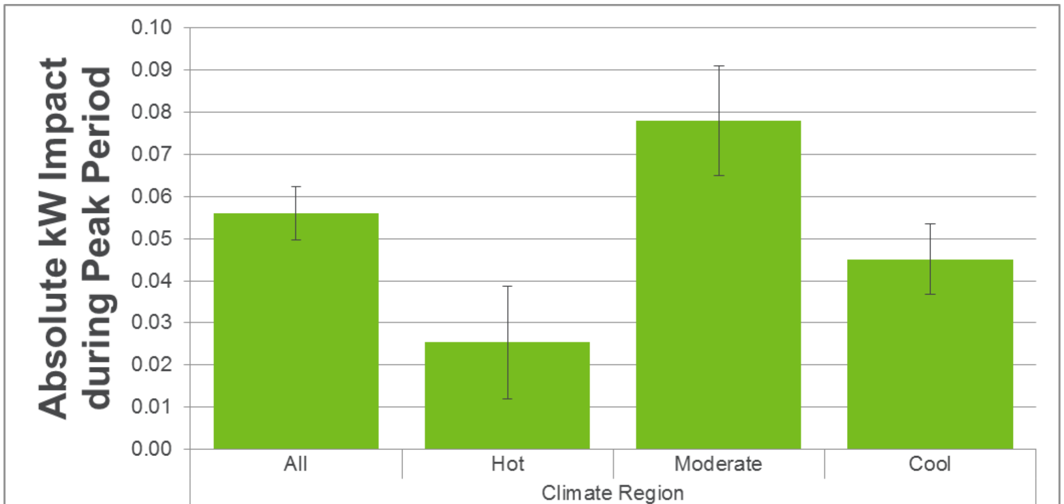


[92] For further discussion of this topic, see https://www.cscu.cornell.edu/news/statnews/stnews73.pdf.

[93] The test was applied at the 90% confidence level which means that a t-value exceeding 1.65 indicates statistical significance.

[94] SCE Rate 1 summer impacts represent July through September 2016

Figure 5.3-3: Average Absolute Load Impacts for Peak Period for SCE Rate 1 (Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	4.4%	1.3%	4.9%	5.1%
kW Impact	0.06	0.03	0.08	0.05

As seen in the figures, all of the average peak-period load impacts for the service territory as a whole and for each climate region are statistically significant at the 90% level of confidence. On average, pilot participants across SCE's service territory on Rate 1 reduced peak-period electricity usage by 4.4%, or 0.06 kW, across the six-hour peak period from 2 to 8 PM. The average peak-period load reductions range from a high of 4.9% and 0.08 kW in the moderate climate region to a low of 1.3% and 0.03 kW in the hot climate region. In the cool climate region, load reductions equal 5.1% or 0.05 kW. The variation in absolute impacts across climate regions is much greater than the variation in percent impacts due in part to variation in electricity usage (e.g., the reference load) across regions.

There is a very significant difference in the pattern of load reductions across climate regions in SCE's service territory compared with PG&E's service territory. As discussed in Section 4.1, both the percentage and absolute impacts are significantly greater for customers in PG&E's hot climate region than in the moderate and cool regions. Indeed, the absolute load impacts during the peak period on weekdays in PG&E's hot region for Rate 1, for example, are nearly three times larger than in the moderate region. In contrast, SCE's peak period load reductions in the hot region are roughly one third as large as in the moderate region. The difference in absolute impacts between the moderate and cool regions is also large and statistically significant but the percentage impacts across the moderate and cool regions are the same. The difference between the absolute impacts in the hot and cool regions is also statistically significant and the impact in the hot regions is less than in the cool region.

A possible explanation for this strong contrast between the PG&E and SCE results may be the fact that SCE's Rate 1 is a three-period rate with the peak and shoulder periods spanning the hours from 8 AM until 10 PM, whereas PG&E's Rate 1 has the lowest prices in effect for 9 of those 14 hours. It is also the case that SCE's hot region is significantly hotter than PG&E's hot region. A population-weighted, three-year (2012, 2013 and 2014) average of the number of days with maximum temperatures above 98 degrees shows that SCE averaged 38.4 days a year with temperatures above this threshold while PG&E

averaged 28.6 days, a 34% difference. Additional evidence comes from a comparison of reference loads for the two regions. SCE households in the hot climate region in the three months from July through September had an average load from 8 AM to 10 PM equal to 1.54 kW and an average from 2 to 8 PM (the peak period in SCE's Rate 1) equal to 1.84 kW. The reference values for PG&E's hot region for the same hours are 1.19 kW and 1.52 kW, respectively. SCE's reference loads are roughly 25% higher in the hot region compared with PG&E's reference loads. The higher loads combined with many more hot days suggest greater use of air conditioning in SCE's hot region compared with PG&E's hot region. The need for greater air conditioning use combined with the fact that higher prices are in effect from 8 AM until 10 PM might mean that SCE's Rate 1 customers weren't willing to adjust their thermostats to a higher level over such a long time period as PG&E's customers were willing to do for the much shorter, high-priced period.

Table 5.3-3 shows the average percent and absolute load impacts for each rate period for weekdays and weekends and for the average monthly system peak day for the SCE service territory as a whole and for the participant population in each climate region. The percent reduction equals the load impact in absolute terms (kW) divided by the reference load. Shaded cells in the table contain load impact estimates that are not statistically significant at the 90% confidence level. The percentage and absolute values in the first row of Table 5.3-3, which represent the load impacts in the peak period on the average weekday, equal the values shown in Figures 5.3-2 and 5.3-3, discussed above.

The reference loads shown in Table 5.3-3 represent estimates of what customers on the TOU rate would have used if they had not responded to the price signals contained in the TOU tariff. As seen in the table, average hourly usage during the peak period is roughly 1.29 kW for the service territory as a whole, and around 0.88 kW over the 24 hour average weekday. In the hot climate region, average usage in the peak period is nearly 50% larger at 1.89 kW. Average usage in the moderate climate region is 1.60 kW and in the cool region it is 0.89 kW.

As discussed in Section 4.7.1, when examining the change in usage across rate periods, it is important to keep in mind that a change in any period could be the result of an overall decrease or increase in end-use consumption or due to shifting usage from one rate period to another (or both). As seen in the Table 5.3-3, on the average weekday, there were small but statistically significant load increases in the super off-peak period in the service territory as a whole and in the hot and moderate climate regions. In the cool climate region, there was no statistically significant change in average electricity use in the super off-peak period. All three climate regions and the territory as a whole saw statistically significant demand reductions in the off-peak period during all three day types.

A reduction in daily electricity use (depicted by positive values in the row labeled Day in the table) means that the combination of changes in use across all rate periods resulted in less electricity use for the day as a whole. As seen in Table 5.3-3, for the service territory as a whole, there was a 2.2% reduction in daily electricity use on the average weekday. In the moderate and cool climate regions, the estimated conservation effect equals 2.6%. In the hot climate region, increase in use in the super off-peak period offsets the reduction in electricity use in the peak and off-peak periods, so that the estimated daily reduction in electricity use is essentially zero and is not statistically significant.

While the daily reduction in electricity use for Rate 1 is small in percentage and absolute terms, this average is spread over 24 hours each day, so the average reduction in electricity use on weekdays equals roughly 0.46 kWh. Over three months, this adds up to about 28 kWh per customer. This is significantly greater than the PG&E estimate of roughly 16 kWh per household for the summer season. If this average conservation effect was provided under default conditions and, say, 90% of the eligible population of roughly 3.3 million customers in SCE's service territory remained on the rate, the total reduction in electricity use over the three month period would equal more than 95 GWh.

The reduction in electricity use in the off-peak period[95] was roughly half what it was during the peak period in percentage terms and approximately two-thirds less than the peak period reduction in absolute terms. This change was statistically significant for the service territory as a whole and in each climate region. The reductions in average usage between 8 AM and 10 PM on weekends, which is priced at the same rate as the weekday off-peak period, are similar to the weekday off-peak reductions.

The monthly system peak day estimates represent the average across the three weekdays, one each in July, August, and September, when SCE's system peaked in 2016. Reference loads are higher on these days than on the average weekday. For the service territory as a whole, the percent reduction in peak period loads, 4.5%, is similar to that on the average weekday (4.4%) and the absolute load reduction, 0.08, kW is greater than on the average weekday (0.06 kW).

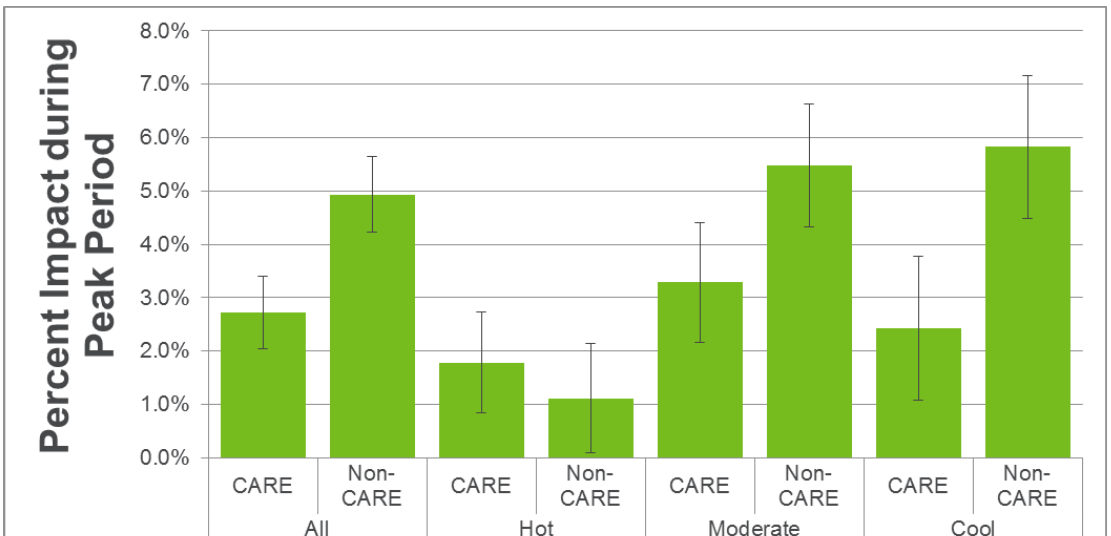
[95] Note that what SCE calls the off-peak period is the partial period in PG&E's three period rate and what SCE calls the super off-peak period is equivalent to PG&E's off-peak period.

Table 5.3-3: Rate 1 Load Impacts by Rate Period and Day Type
(Positive values represent load reductions, negative values represent load increases)

Rate 1														
Day Type	Period	Hours	All			Hot			Moderate			Cool		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	2 PM to 8 PM	1.29	0.06	4.4%	1.89	0.03	1.3%	1.60	0.08	4.9%	0.89	0.05	5.1%
	Off Peak	8 AM to 2 PM, 8 PM to 10 PM	0.90	0.02	2.8%	1.29	0.01	0.9%	1.02	0.04	3.7%	0.70	0.02	2.6%
	Super Off Peak	10 PM to 8 AM	0.64	-0.01	-1.2%	0.86	-0.03	-3.2%	0.71	-0.01	-1.5%	0.52	0.00	0.0%
	Day	All Hours	0.88	0.02	2.2%	1.26	0.00	-0.1%	1.04	0.03	2.6%	0.67	0.02	2.6%
Average Weekend	Off Peak	8 AM to 10 PM	1.09	0.03	2.5%	1.62	0.01	0.9%	1.29	0.05	4.0%	0.80	0.01	1.2%
	Super Off Peak	10 PM to 8 AM	0.62	0.00	-0.6%	0.88	-0.02	-1.8%	0.70	0.00	0.0%	0.50	0.00	-0.6%
	Day	All Hours	0.90	0.01	1.6%	1.31	0.00	0.1%	1.04	0.03	2.9%	0.67	0.00	0.6%
Monthly System Peak Day	Peak	2 PM to 8 PM	1.74	0.08	4.5%	2.04	0.09	4.5%	2.24	0.09	4.0%	1.25	0.07	5.3%
	Off Peak	8 AM to 2 PM, 8 PM to 10 PM	1.17	0.04	3.4%	1.41	0.04	3.1%	1.43	0.03	2.3%	0.90	0.04	5.0%
	Super Off Peak	10 PM to 8 AM	0.75	-0.01	-0.7%	0.92	-0.03	-3.1%	0.88	-0.02	-1.9%	0.60	0.01	1.5%
	Day	All Hours	1.14	0.03	2.7%	1.36	0.03	1.9%	1.40	0.03	1.9%	0.86	0.04	4.1%

Figures 5.3-4 and 5.3-5, respectively, show the percentage and absolute peak period load impacts for Rate 1 for CARE/FERA and non-CARE/FERA customers for the service territory as a whole and for each climate region. In the moderate and cool climate regions, and the service territory as a whole, both the percent and absolute load impacts in the peak period are greater for non-CARE/FERA customers than for CARE/FERA customers. For example, in the cool climate region, the average weekday peak period reduction is 5.8% and 0.06 kW for non-CARE/FERA customers whereas for CARE/FERA customers, the average reduction is 2.4% or 0.02 kW, which is only about one third as much as for non-CARE/FERA customers. Load reductions in the hot climate region do not follow the same pattern and are much smaller than those in the cool and moderate climate regions, especially among non-CARE/FERA customers, with load reductions of 1.1% or 0.02 kW. In the hot region, there is no statistically significant difference in peak-period load reductions between CARE/FERA and non-CARE/FERA customers. Once again, this finding is quite different from what was seen in PG&E's service territory, where the contrast in load reductions between CARE/FERA and non-CARE/FERA customers was greatest in the hot climate region.

Figure 5.3-4: Average Percent Load Impacts for Peak Period for SCE Rate 1 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



	CARE (All)	Non-CARE (All)	CARE (Hot)	Non-CARE (Hot)	CARE (Moderate)	Non-CARE (Moderate)	CARE (Cool)	Non-CARE (Cool)
Percent Impact	2.7%	4.9%	1.8%	1.1%	3.3%	5.5%	2.4%	5.8%
Absolute Impact	0.03	0.07	0.03	0.02	0.04	0.10	0.02	0.06

Figure 5.3-5: Average Absolute Load Impacts for Peak Period for SCE Rate 1 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)

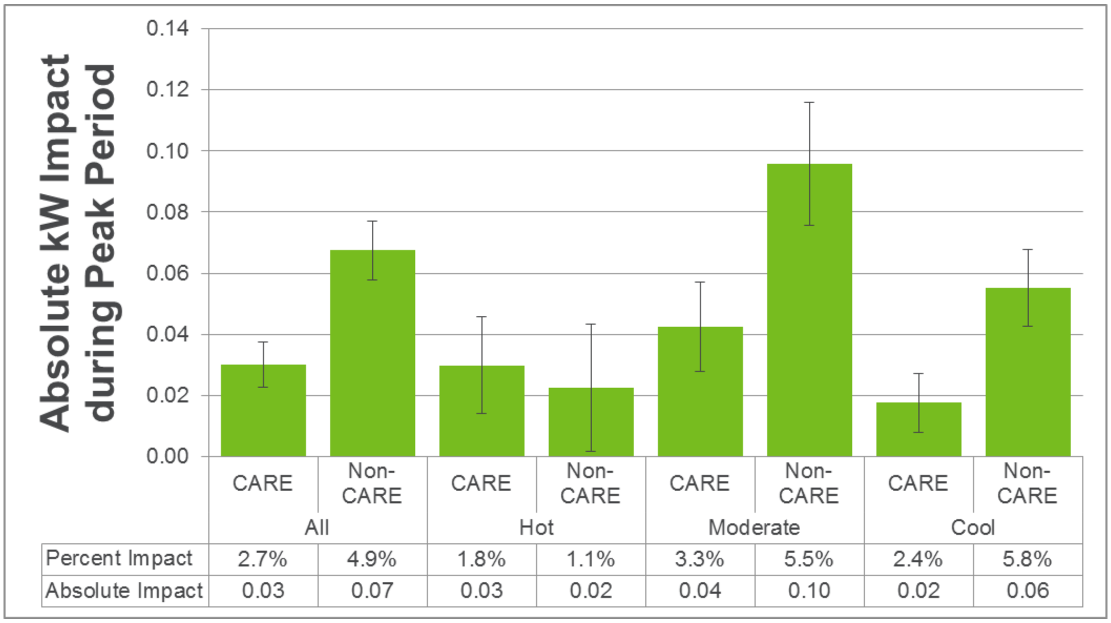


Table 5.3-4 shows the estimated load impacts for each rate period and day type by climate zone and for the service territory as a whole for non-CARE/FERA customers and Table 5.3-5 shows the estimated values for CARE/FERA customers. For the service territory as a whole, non-CARE/FERA customers have average peak period loads that are larger than CARE/FERA customers (1.37 kW for non-CARE/FERA and 1.11 kW for CARE/FERA). This pattern is consistent across all three climate regions and for daily electricity usage on average summer weekdays.

For the service territory as a whole, both customer segments reduced average daily usage on weekdays. Non-CARE/FERA customers reduced their average daily electricity use by 2.7% while CARE/FERA reduced it by 0.6%. On weekends, non-CARE/FERA customers reduced electricity use by 2.1%, but CARE/FERA did not reduce their overall usage at all. Both groups of customers in the cool climate region reduced their average daily usage on average weekdays and the monthly system peak day. In the hot climate region, both non-CARE/FERA and CARE/FERA customers did not make statistically significant reductions in their average weekday energy use.

Table 5.3-4: Rate 1 Load Impacts by Rate Period and Day Type – Non-CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 1															
Day Type	Period	Hours	All, Non-CARE			Hot, Non-CARE			Moderate, Non-CARE			Cool, Non-CARE			
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	
Average Weekday	Peak	2 PM to 8 PM	1.37	0.07	4.9%	2.03	0.02	1.1%	1.75	0.10	5.5%	0.95	0.06	5.8%	
	Off Peak	8 AM to 2 PM, 8 PM to 10 PM	0.95	0.03	3.5%	1.39	0.02	1.5%	1.11	0.05	4.6%	0.75	0.02	3.2%	
	Super Off Peak	10 PM to 8 AM	0.67	-0.01	-0.9%	0.91	-0.04	-4.3%	0.76	0.00	-0.6%	0.54	0.00	-0.2%	
	Day	All Hours	0.94	0.03	2.7%	1.35	0.00	-0.3%	1.13	0.04	3.5%	0.71	0.02	3.0%	
Average Weekend	Off Peak	8 AM to 10 PM	1.17	0.03	2.9%	1.76	0.01	0.8%	1.42	0.07	4.6%	0.86	0.01	1.7%	
	Super Off Peak	10 PM to 8 AM	0.65	0.00	0.0%	0.94	-0.02	-2.3%	0.75	0.01	1.5%	0.52	0.00	-0.8%	
	Day	All Hours	0.95	0.02	2.1%	1.42	0.00	-0.1%	1.14	0.04	3.8%	0.72	0.01	0.9%	
Monthly System Peak Day	Peak	2 PM to 8 PM	1.89	0.09	4.7%	2.19	0.11	5.0%	2.50	0.10	4.2%	1.36	0.07	5.4%	
	Off Peak	8 AM to 2 PM, 8 PM to 10 PM	1.26	0.05	4.3%	1.54	0.05	3.2%	1.58	0.05	3.1%	0.97	0.06	6.0%	
	Super Off Peak	10 PM to 8 AM	0.79	0.00	0.0%	0.98	-0.04	-4.3%	0.95	0.00	-0.5%	0.63	0.01	1.9%	
	Day	All Hours	1.22	0.04	3.3%	1.47	0.03	1.8%	1.55	0.04	2.6%	0.93	0.04	4.6%	

Table 5.3-5: Rate 1 Load Impacts by Rate Period and Day Type – CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 1														
Day Type	Period	Hours	All, CARE			Hot, CARE			Moderate, CARE			Cool, CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	2 PM to 8 PM	1.11	0.03	2.7%	1.67	0.03	1.8%	1.29	0.04	3.3%	0.72	0.02	2.4%
	Off Peak	8 AM to 2 PM, 8 PM to 10 PM	0.77	0.00	0.6%	1.12	0.00	-0.3%	0.84	0.01	1.2%	0.57	0.00	0.4%
	Super Off Peak	10 PM to 8 AM	0.56	-0.01	-1.8%	0.76	-0.01	-1.2%	0.61	-0.02	-3.8%	0.45	0.00	0.5%
	Day	All Hours	0.77	0.00	0.6%	1.11	0.00	0.2%	0.86	0.00	0.5%	0.56	0.01	1.1%
Average Weekend	Off Peak	8 AM to 10 PM	0.92	0.01	1.2%	1.40	0.02	1.2%	1.04	0.02	2.3%	0.63	0.00	-0.8%
	Super Off Peak	10 PM to 8 AM	0.55	-0.01	-2.0%	0.78	-0.01	-0.9%	0.59	-0.02	-4.0%	0.43	0.00	0.0%
	Day	All Hours	0.77	0.00	0.0%	1.14	0.01	0.6%	0.85	0.00	0.5%	0.55	0.00	-0.5%
Monthly System Peak Day	Peak	2 PM to 8 PM	1.40	0.05	3.8%	1.80	0.07	3.7%	1.72	0.06	3.5%	0.94	0.04	4.5%
	Off Peak	8 AM to 2 PM, 8 PM to 10 PM	0.96	0.01	0.9%	1.21	0.04	2.9%	1.14	0.00	0.1%	0.70	0.01	1.2%
	Super Off Peak	10 PM to 8 AM	0.66	-0.02	-2.8%	0.81	-0.01	-0.8%	0.74	-0.04	-5.5%	0.51	0.00	0.2%
	Day	All Hours	0.95	0.01	0.9%	1.19	0.03	2.2%	1.12	0.00	-0.2%	0.68	0.01	2.1%

Table 5.3-6 shows the estimated load impacts for smart thermostat customers who were enrolled on Rate 1. As a reminder, these load reductions represent the total reduction for customers who had previously purchased smart thermostats and are on Rate 1 relative a control group of smart thermostat owners who are on the OAT. The impacts are not the incremental load impact of a smart thermostat for customers on a TOU rate relative to customers on a TOU rate who do not have a smart thermostat. These customers are distributed throughout the service territory and the vast majority are non-CARE/FERA customers. The average peak-period reference load for these households (1.98 kW) is more than 50% higher than the average for households in the service territory as a whole (1.29 kW). In spite of this much higher reference load, the average load reduction for smart thermostat households during the peak period, 3% or 0.06 kW, was very similar to the average for all households in the service territory (4.4% or 0.06 kW). Smart thermostat households reduced average daily use by 1.4%, or 0.02 kW, and had comparable reductions in daily usage on weekends. Load reductions on the monthly system peak day were comparable to weekday reductions but were not statistically significant, primarily because of the much larger standard errors resulting from the small sample size combined with the small number of observations per customer for the monthly peak day. Nest and SCE plan to work together in the upcoming summer season to offer Nest's Time of Savings support service which is designed to help customers on TOU rates to optimize their energy use.

Table 5.3-6: Rate 1 Load Impacts by Rate Period and Day Type – Technology Customers (Positive values represent load reductions, negative values represent load increases)

Rate 1					
Day Type	Period	Hours	Technology		
			Ref. kW	Impact kW	% Impact
Average Weekday	Peak	2 PM to 8 PM	1.98	0.06	3.0%
	Off Peak	8 AM to 2 PM, 8 PM to 10 PM	1.31	0.04	3.1%
	Super Off Peak	10 PM to 8 AM	0.92	-0.02	-2.6%
	Day	All Hours	1.32	0.02	1.4%
Average Weekend	Off Peak	8 AM to 10 PM	1.66	0.04	2.5%
	Super Off Peak	10 PM to 8 AM	0.89	-0.01	-0.7%
	Day	All Hours	1.34	0.02	1.6%
Monthly System Peak Day	Peak	2 PM to 8 PM	2.84	0.04	1.3%
	Off Peak	8 AM to 2 PM, 8 PM to 10 PM	1.75	0.03	2.6%
	Super Off Peak	10 PM to 8 AM	1.10	-0.02	-1.7%
	Day	All Hours	1.75	0.01	0.6%

5.3.2 Rate 2

Key Findings for SCE Rate 2

On average, customers on Rate 2 reduced peak period usage by 4.2%. Percentage and absolute load impacts are more similar across climate regions than for Rate 1. In the hot and cool climate regions, there were no statistically significant difference in load reductions between CARE/FERA and non-CARE/FERA customers but in the moderate region, non-CARE/FERA load reductions were significantly greater than CARE/FERA load reductions. Senior households and households with incomes below 100% of FPG in the hot climate region had load reductions similar to those of the general population in the hot climate region.

SCE's Rate 2 differs from Rate 1 in several important ways. While both rates have three rate periods on summer weekdays, the Rate 2 peak period is only three hours long, from 5 to 8 PM, compared to the six-hour peak period for Rate 1. The Rate 2 peak period price is 53.3 ¢/kWh, which is much greater than the Rate 1 peak price of 34.5 ¢/kWh. The structures of Rate 1 and Rate 2 are identical on weekends, but Rate 2 has a lower super off-peak price at 17.3 ¢/kWh (compared to 23.0 ¢/kWh for Rate 1). The off-peak prices are similar between the two rates, 27.6 ¢/kWh for Rate 1 and 29.3 ¢/kWh for Rate 2. For usage below the baseline quantify, a credit of 9.9 ¢/kWh is applied in both cases.

Figures 5.3-6 and 5.3-7 show the percent and absolute load impacts for the weekday peak period for Rate 2 for SCE's service territory as a whole and for each climate region. Percent and absolute impacts for the service territory as a whole, 4.2% and 0.06 kW, are very similar to those for Rate 1 (4.4% and 0.6 kW) despite the fact that the Rate 2 peak period is half that of Rate 1. The average weekday peak-period load reduction for customers in the hot climate region on Rate 2, 3.1% and 0.06 kW, are over twice that for Rate 1. A possible explanation for this difference is that customers in this hot region are more willing to adjust their air conditioning usage during the shorter, Rate 2 peak period than in the longer Rate 1 peak period. Customers in the moderate and cool climate regions reduced their electricity usage by slightly less than their counterparts on Rate 1.

Looking at the pattern of load impacts across climate regions for customers on Rate 2, the difference in percentage impacts in the hot and moderate regions is statistically significant and the moderate impact percentage is greater than the hot percentage impact. None of the other pairwise comparisons are statistically different. For absolute load impacts, the average impacts in the hot and moderate regions are not statistically different, nor is the difference in impacts between the hot and cool regions. However, the different between the moderate and cool regions is statistically significant.

Table 5.3-7 contains load impact estimates for each rate period and day type for Rate 2. For the service territory as a whole, daily electricity usage was similar on average summer weekdays and weekends, 0.88 kW and 0.90 kW. Reductions in daily electricity use were quite similar on weekdays and weekends. Electricity use and impacts were the largest on monthly system peak days, with load reductions of about 2.4% or 0.03 kW.

When the daily reduction in electricity use for Rate 2 is spread over 24 hours each day, the average reduction in electricity use on weekdays equals roughly 0.24 kWh. Over three months, this adds up to about 14 kWh per customer. This is slightly less than the PG&E estimate of roughly 16 kWh per household for the summer season. If this average conservation effect was provided under default conditions and, say, 90% of the eligible population of roughly 3.3 million customers in SCE's service territory remained on the rate, the total reduction in electricity use over the three month period would equal more than 47 GWh.

Customers in every climate region provided statistically significant peak and off-peak demand reductions for Rate 2 during all three day types. Customers in the hot and moderate climate regions increased their electricity use during the super off-peak period on weekdays and weekends, which could indicate load shifting or increased consumption of selected end uses during the lower priced period.

Figure 5.3-6: Average Percent Load Impacts for Peak Period for SCE Rate 2[96] (Positive values represent load reductions)

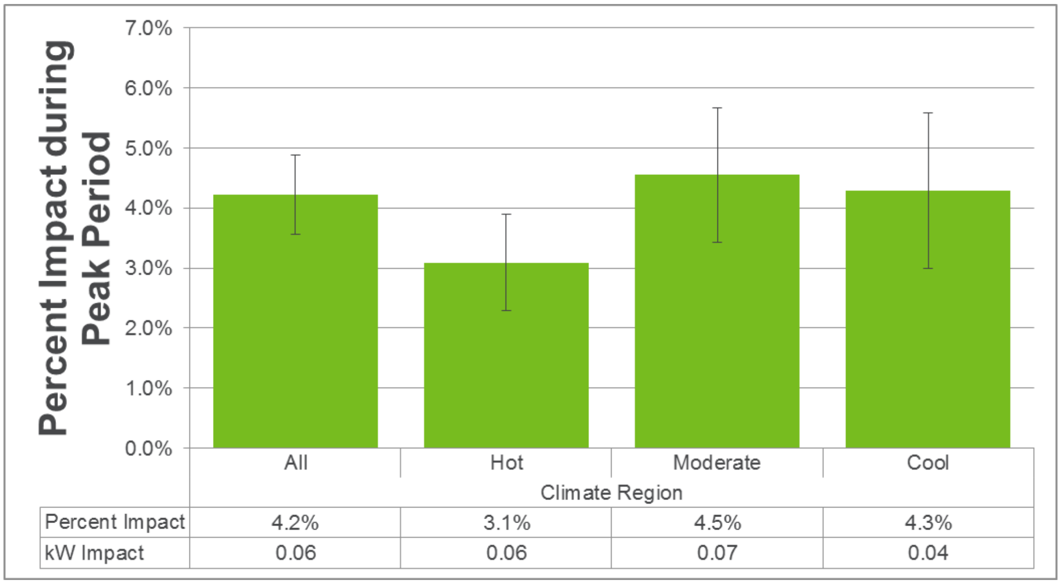
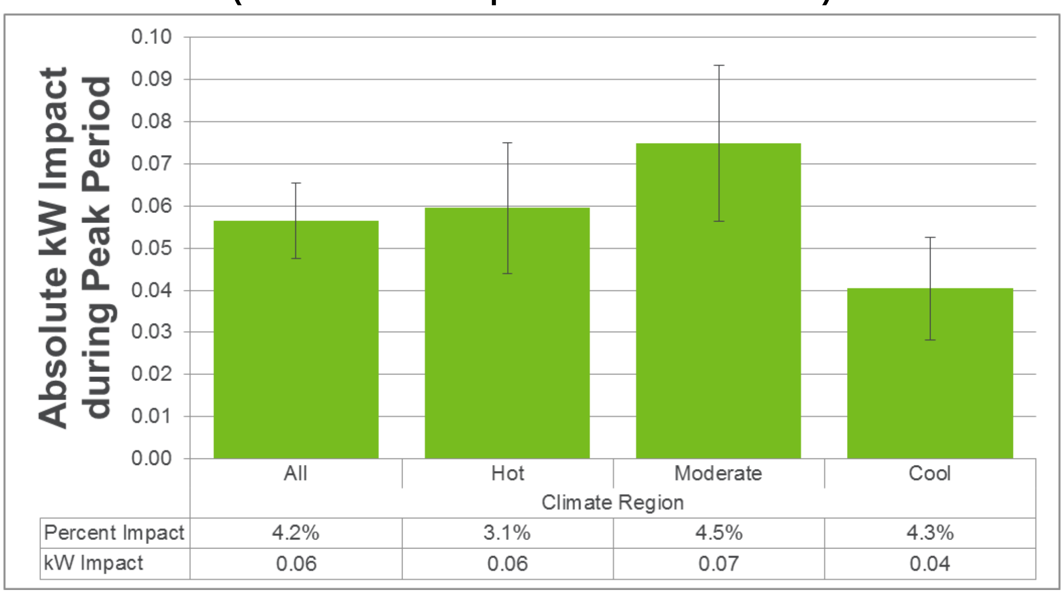


Figure 5.3-7: Average Absolute Load Impacts for Peak Period for SCE Rate 2 (Positive values represent load reductions)



[96] SCE Rate 2 summer impacts represent July through September 2016

Table 5.3-7: Rate 2 Load Impacts by Rate Period and Day Type
(Positive values represent load reductions, negative values represent load increases)

Rate 2															
Day Type	Period	Hours	All			Hot			Moderate			Cool			
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	5 PM to 8 PM	1.34	0.06	4.2%	1.93	0.06	3.1%	1.65	0.07	4.5%	0.94	0.04	4.3%
	Off Peak	8 AM to 5 PM, 8 PM to 10 PM	0.99	0.03	2.6%	1.44	0.03	1.8%	1.16	0.04	3.0%	0.73	0.02	2.3%
	Super Off Peak	10 PM to 8 AM	0.64	-0.01	-1.9%	0.86	-0.01	-1.7%	0.71	-0.03	-3.7%	0.52	0.00	0.0%
	Day	All Hours	0.88	0.01	1.5%	1.26	0.01	1.0%	1.04	0.01	1.4%	0.67	0.01	1.9%
Average Weekend	Off Peak	8 AM to 10 PM	1.09	0.03	2.4%	1.62	0.02	1.2%	1.29	0.03	2.6%	0.80	0.02	2.8%
	Super Off Peak	10 PM to 8 AM	0.62	-0.01	-1.6%	0.88	-0.01	-1.2%	0.70	-0.02	-2.9%	0.50	0.00	-0.3%
	Day	All Hours	0.90	0.01	1.3%	1.31	0.01	0.5%	1.04	0.01	1.1%	0.67	0.01	1.8%
Monthly System Peak Day	Peak	5 PM to 8 PM	1.78	0.09	5.0%	2.08	0.09	4.2%	2.27	0.12	5.2%	1.31	0.07	5.1%
	Off Peak	8 AM to 5 PM, 8 PM to 10 PM	1.31	0.04	3.0%	1.57	0.04	2.4%	1.64	0.05	2.8%	0.98	0.03	3.5%
	Super Off Peak	10 PM to 8 AM	0.75	-0.01	-0.7%	0.92	-0.01	-1.6%	0.88	-0.03	-2.9%	0.60	0.01	2.3%
	Day	All Hours	1.14	0.03	2.4%	1.36	0.02	1.6%	1.40	0.03	1.8%	0.86	0.03	3.4%

Figures 5.3-8 and 5.3-9 show the estimated peak period load impacts for Rate 2 for CARE/FERA and non-CARE/FERA households for the service territory as a whole and for each climate region. Except in the moderate climate region, there were no significant differences in load reductions between CARE/FERA and non-CARE/FERA customers. In the moderate climate region, non-CARE/FERA customers had the greatest reduction in peak-period energy use at 5.6% and 0.10 kW.

Figure 5.3-8: Average Percent Load Impacts for Peak Period for SCE Rate 2 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)

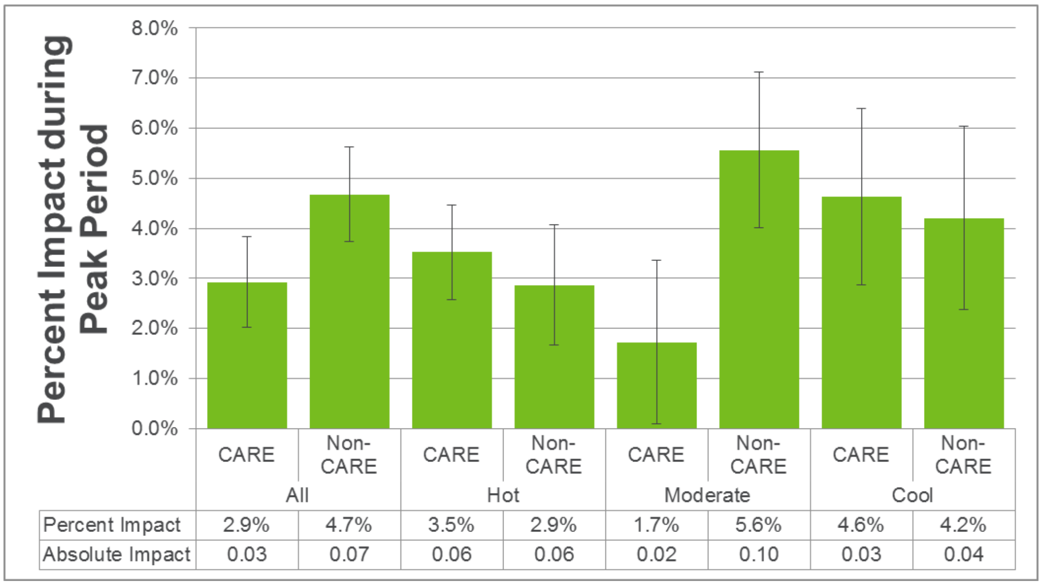
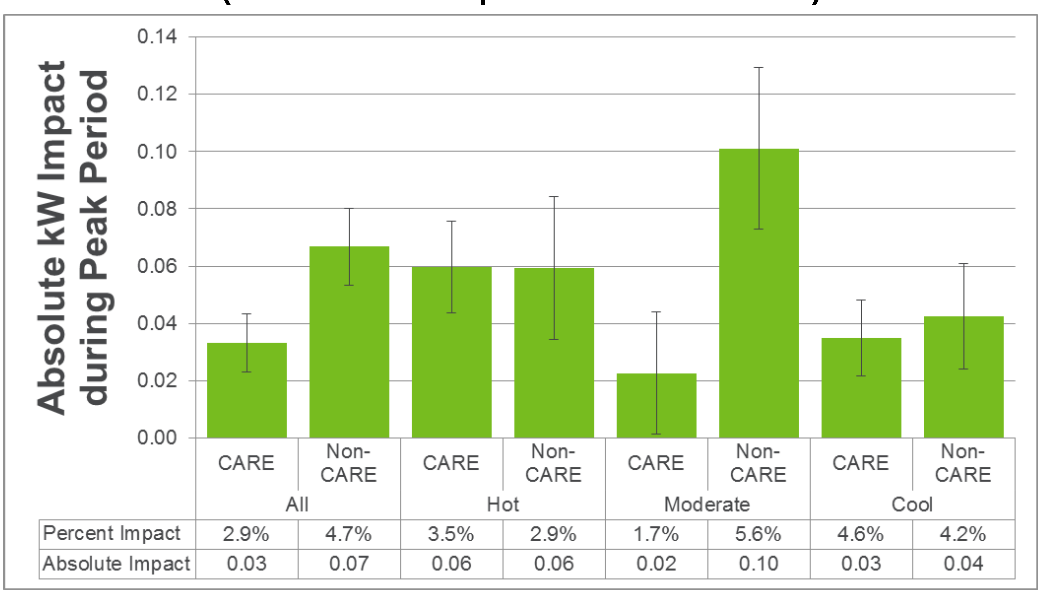


Figure 5.3-9: Average Absolute Load Impacts for Peak Period for SCE Rate 2 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



Tables 5.3-8 and 5.3-9 show the load impacts for non-CARE/FERA and CARE/FERA customers, respectively, for each rate period and day-type. Once again, the values in the first row of each table are the same as those found in Figures 5.3-8 and 5.3-9. For the service territory as a whole, non-CARE/FERA customers have higher peak period usage, 1.43 kW, than CARE/FERA customers, 1.13 kW. Daily consumption is also greater for non-CARE/FERA customers than for CARE/FERA customers on Rate 2. However, both groups were able to reduce their average daily energy use by about 1% or more on weekends and weekdays. Both groups in each climate region were also able to reduce usage during the off-peak (e.g., shoulder) period and both increased usage during the super off-peak period.

Table 5.3-8: Rate 2 Load Impacts by Rate Period and Day Type – Non-CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 2														
Day Type	Period	Hours	All, Non-CARE			Hot, Non-CARE			Moderate, Non-CARE			Cool, Non-CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	5 PM to 8 PM	1.43	0.07	4.7%	2.07	0.06	2.9%	1.82	0.10	5.6%	1.01	0.04	4.2%
	Off Peak	8 AM to 5 PM, 8 PM to 10 PM	1.05	0.03	2.6%	1.55	0.02	1.4%	1.27	0.04	3.3%	0.78	0.02	2.3%
	Super Off Peak	10 PM to 8 AM	0.67	-0.01	-1.8%	0.91	-0.02	-2.5%	0.76	-0.03	-3.5%	0.54	0.00	0.3%
	Day	All Hours	0.94	0.02	1.7%	1.35	0.01	0.6%	1.13	0.02	1.8%	0.71	0.01	2.0%
Average Weekend	Off Peak	8 AM to 10 PM	1.17	0.03	2.6%	1.76	0.01	0.7%	1.42	0.04	2.9%	0.86	0.03	2.9%
	Super Off Peak	10 PM to 8 AM	0.65	-0.01	-1.6%	0.94	-0.02	-1.9%	0.75	-0.02	-2.9%	0.52	0.00	-0.2%
	Day	All Hours	0.95	0.01	1.4%	1.42	0.00	0.0%	1.14	0.01	1.3%	0.72	0.01	2.0%
Monthly System Peak Day	Peak	5 PM to 8 PM	1.95	0.11	5.5%	2.23	0.09	4.2%	2.56	0.16	6.4%	1.43	0.07	4.8%
	Off Peak	8 AM to 5 PM, 8 PM to 10 PM	1.42	0.04	3.0%	1.70	0.04	2.6%	1.81	0.05	2.6%	1.06	0.04	3.6%
	Super Off Peak	10 PM to 8 AM	0.79	0.00	-0.5%	0.98	-0.03	-2.8%	0.95	-0.03	-3.2%	0.63	0.02	3.1%
	Day	All Hours	1.22	0.03	2.5%	1.47	0.02	1.4%	1.55	0.03	1.9%	0.93	0.03	3.7%

Table 5.3-9: Rate 2 Load Impacts by Rate Period and Day Type – CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 2															
Day Type	Period	Hours	All, CARE			Hot, CARE			Moderate, CARE			Cool, CARE			
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	5 PM to 8 PM	1.13	0.03	2.9%	1.70	0.06	3.5%	1.30	0.02	1.7%	0.75	0.03	4.6%
	Off Peak	8 AM to 5 PM, 8 PM to 10 PM	0.85	0.02	2.4%	1.26	0.03	2.4%	0.96	0.02	2.4%	0.60	0.01	2.4%
	Super Off Peak	10 PM to 8 AM	0.56	-0.01	-2.2%	0.76	0.00	0.0%	0.61	-0.02	-4.0%	0.45	0.00	-0.9%
	Day	All Hours	0.77	0.01	1.1%	1.11	0.02	1.9%	0.86	0.00	0.4%	0.56	0.01	1.7%
Average Weekend	Off Peak	8 AM to 10 PM	0.92	0.02	2.0%	1.40	0.03	2.2%	1.04	0.02	1.8%	0.63	0.01	2.2%
	Super Off Peak	10 PM to 8 AM	0.55	-0.01	-1.5%	0.78	0.00	0.3%	0.59	-0.02	-3.0%	0.43	0.00	-0.5%
	Day	All Hours	0.77	0.01	0.9%	1.14	0.02	1.6%	0.85	0.00	0.4%	0.55	0.01	1.3%
Monthly System Peak Day	Peak	5 PM to 8 PM	1.41	0.05	3.4%	1.84	0.07	4.0%	1.69	0.02	1.4%	0.97	0.06	6.6%
	Off Peak	8 AM to 5 PM, 8 PM to 10 PM	1.08	0.03	3.1%	1.36	0.03	2.0%	1.30	0.05	3.5%	0.75	0.02	3.1%
	Super Off Peak	10 PM to 8 AM	0.66	-0.01	-1.2%	0.81	0.01	0.9%	0.74	-0.02	-2.1%	0.51	0.00	-0.8%
	Day	All Hours	0.95	0.02	1.9%	1.19	0.02	2.1%	1.12	0.02	1.5%	0.68	0.02	2.5%

As discussed earlier in this section, certain groups were oversampled and assigned to Rate 2 in SCE's service territory. The Commission's Resolution approving SCE's pilots required that load impacts be estimated for Rate 2 in the hot climate region for senior households and for households with average incomes below 100% of FPG. Figure 5.3-10 shows the load reduction during the peak period on average weekdays for each of these customer segments and Figure 5.3-11 shows the load impacts in absolute terms. Table 5.3-9 shows the estimated values for other rate periods and day types for each segment.

The reduction in peak-period electricity use was similar for these two segments and the observed differences were not statistically significant even though, in absolute terms, seniors reduced load by 0.08 kW and the low income group reduced load by 0.05 kW. Load impacts for customers with incomes below 100% of FPG, 3.1% or 0.05 kW, were similar to those for the hot climate region population as a whole, 3.1% or 0.06 kW, as were the load reductions for senior households. Senior CARE/FERA and non-CARE/FERA had very similar percentage load reductions (3.9% and 4.2% respectively). The absolute load reductions for CARE/FERA and non-CARE/FERA senior households were 0.06 and 0.09, respectively, although this difference was not statistically significant. It is worth noting in Table 5.3-10 that senior households had average peak period usage of 1.91 kW, which is nearly identical to the average usage for the population as a whole in the hot climate region (1.93 kW as seen in Table 5.3-6). Low income household reference loads during the peak period averaged 1.62 kW.

Senior households and households with incomes below 100% of FPG were both able to reduce weekday energy consumption by over 1%. Senior households have average daily demand (1.23 kW) on weekdays compared to customers with incomes below 100% of FPG (1.08 kW). Load reductions were significant in the off-peak periods on average weekdays and monthly system peak days for both groups. On the average weekend, customers with incomes below 100% of FPG did not significantly reduce their daily energy consumption due to their increased demand in the super off-peak period.

Figure 5.3-10: Average Percent Load Impacts in the Peak Period on Weekdays for SCE Rate 2 for Senior Households and Households with Incomes Below 100% of FPG (Positive values represent load reductions)

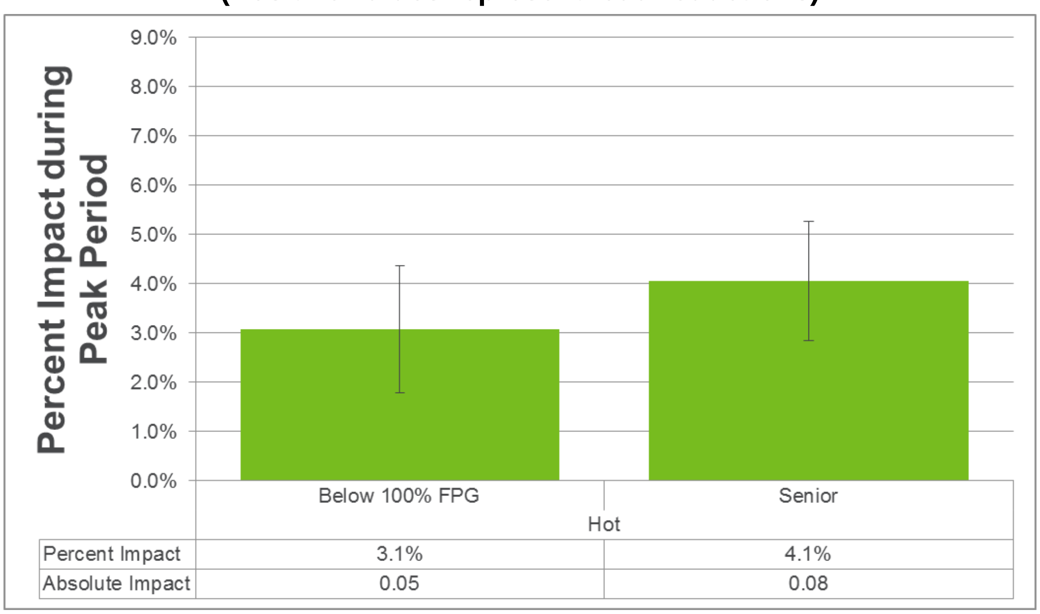


Figure 5.3-11: Average Absolute Load Impacts in the Peak Period on Weekdays for SCE Rate 2 for Senior Households and Households with Incomes Below 100% of FPG (Positive values represent load reductions)

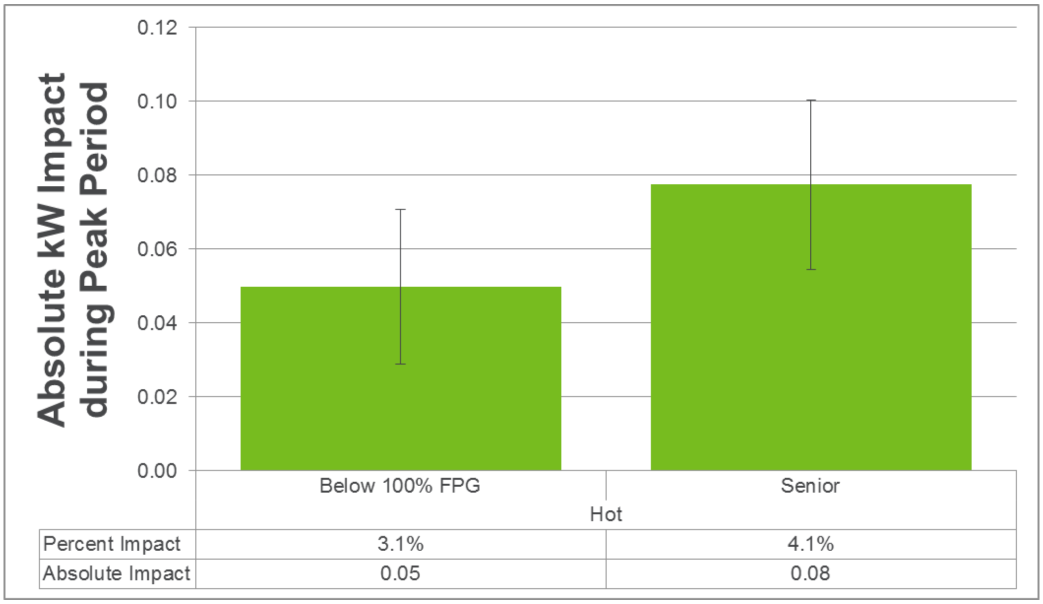


Table 5.3-10: Rate 2 Load Impacts by Rate Period and Day Type for Senior Households and Households with Incomes Below 100% of FPG (Positive values represent load reductions, negative values represent load increases)

Rate 2								
Day Type	Period	Hours	Hot, Below 100% FPG			Hot, Senior		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	5 PM to 8 PM	1.62	0.05	3.1%	1.91	0.08	4.1%
	Off Peak	8 AM to 5 PM, 8 PM to 10 PM	1.22	0.03	2.3%	1.46	0.02	1.4%
	Super Off Peak	10 PM to 8 AM	0.77	-0.01	-1.6%	0.78	-0.01	-0.8%
	Day	All Hours	1.08	0.01	1.3%	1.23	0.02	1.4%
Average Weekend	Off Peak	8 AM to 10 PM	1.35	0.02	1.4%	1.60	0.02	1.4%
	Super Off Peak	10 PM to 8 AM	0.79	-0.01	-1.8%	0.80	0.00	0.0%
	Day	All Hours	1.12	0.00	0.4%	1.27	0.01	1.0%
Monthly System Peak Day	Peak	5 PM to 8 PM	1.74	0.07	4.1%	2.05	0.10	5.1%
	Off Peak	8 AM to 5 PM, 8 PM to 10 PM	1.31	0.04	3.4%	1.60	0.02	1.4%
	Super Off Peak	10 PM to 8 AM	0.82	-0.01	-0.6%	0.85	-0.01	-1.4%
	Day	All Hours	1.16	0.03	2.4%	1.34	0.02	1.4%

Key Findings for SCE Rate 3

SCE's Rate 3 differs from Rates 1 and 2 in that it does not include a baseline credit. Average peak period load reductions, at 2.7%, were lower than for the other two rates. Because Rate 3 customers were enrolled later, average load impacts represent only the months of August and September rather than July through September. Percent load reductions were highest in the cool climate region and lowest in the moderate region. Absolute load reductions were similar in the hot and cool regions. For the service territory as a whole, there was no statistically significant difference in percent load reductions between CARE/FERA and non-CARE/FERA customers but absolute load reductions for CARE/FERA customers were lower than for non-CARE/FERA customers.

5.3.3 Rate 3

SCE's Rate 3 also has three rate periods on summer weekdays, and two rate periods on summer weekends. For this tariff, SCE refers to the highest price period during weekdays as the super peak period, which is five hours long, from 4 to 9 PM, with a price of 37.0 ¢/kWh for non-CARE/FERA customers. While this price is greater than the Tier 2 peak price for Rate 1 and smaller than the Tier 2 price for Rate 2 but these prices are not directly comparable because Rate 3 does not include a baseline credit like Rates 1 and 2. As such, average prices for Rate 3 may be higher for low use customers and lower for high use customers than Rate 1 and 2 average prices. The Rate 3 peak period (or shoulder period in this instance) runs from 11 AM to 4 PM and 9 to 11 PM, which is significantly shorter than the Rate 2 shoulder period and is the same length as the Rate 1 shoulder period but covers different hours.

It should be noted that the load impacts for Rate 3 represent the average for the months of August and September only, not the July through September period underlying the Rate 1 and 2 analyses. This is because Rate 3 customers were enrolled roughly a month later than those assigned to Rates 1 and 2 due to the manual billing process required to produce bills for the more complex Rate 3. The shorter estimation period also means that the confidence bands around the load impact estimates are wider for Rate 3 than for the other rates. As such, it is harder to tell whether the estimate impacts, or the difference in impacts across climate regions and customer segments, are statistically significant.

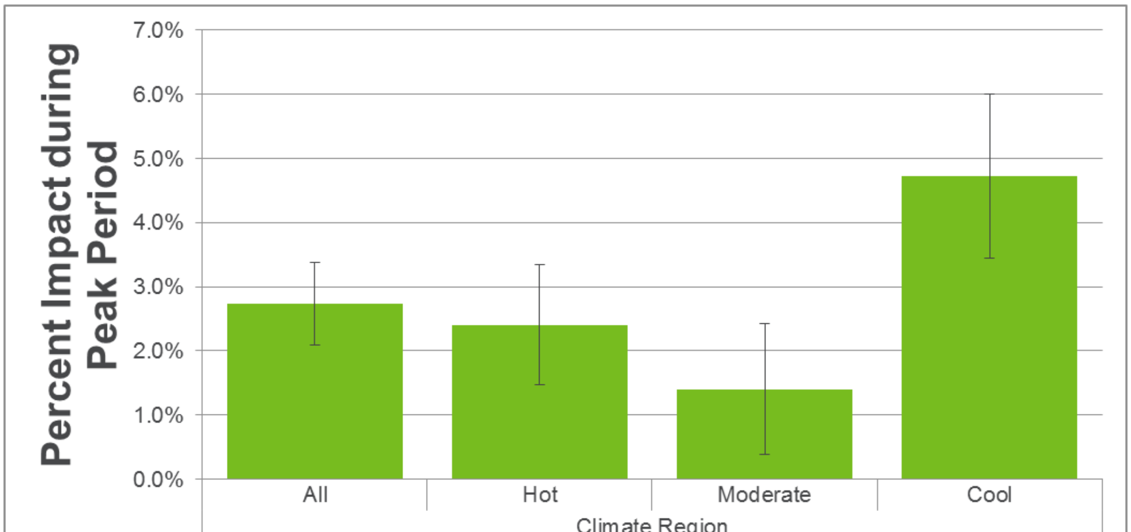
Figures 5.3-12 and 5.3-13 show the super peak period load reductions on average weekdays for Rate 3. The load reductions for the SCE territory as a whole, 2.7% or 0.03 kW, are roughly half what they were for Rate 1 or Rate 2 even though average demand during the peak period was similar across the three rates (around 1.3 kW). Load impacts for customers in the hot and cool climate regions were identical in absolute terms (0.04 kW), but percentage reductions in the cool region were nearly double what they were in the hot region in percentage terms (4.7% versus 2.4%). Load reductions were smallest among customers in the moderate climate region, with impacts of only 1.4% or 0.02 kW. The difference in the absolute load impacts in the super peak period in the moderate and cool regions was statistically significant.

Table 5.3-11 contains estimates of load impacts for all relevant rate periods and day types. Super on peak demand was the smallest among customers in the cool climate region at 0.92 kW, but percent impacts were the greatest. The same was true on the average weekend in the summer period. Generally, customers did not reduce electricity use in the super peak period on the average monthly system peak day except in the cool climate region where the average reduction in daily electricity use equaled 3.4%, or 0.04 kW. As mentioned above, the lack of statistical significance could be due, in part, to the fact that July was excluded from the Rate 3 load impact analysis, limiting the number of observations, combined with the fact that Rate 3 had the smallest overall sample sizes for the test cells.

On weekdays, the average reduction in daily electricity use was statistically significant overall and in all three climate regions, ranging from a low of 0.6% in the moderate climate region to a high of 2.9% in the cool region. Reductions in daily usage were similar on weekends as on weekdays, except that the estimate for the moderate climate region was not statistically significant.

Similarly to Rate 2, when the daily reduction in electricity use for Rate 3 is spread over 24 hours each day, the average reduction in electricity use on weekdays equals roughly 0.24 kWh. Over three months, this adds up to about 14 kWh per customer. If this average conservation effect was provided under default conditions and, say, 90% of the eligible population of roughly 3.3 million customers in SCE's service territory remained on the rate, the total reduction in electricity use over the three month period would equal more than 47 GWh.

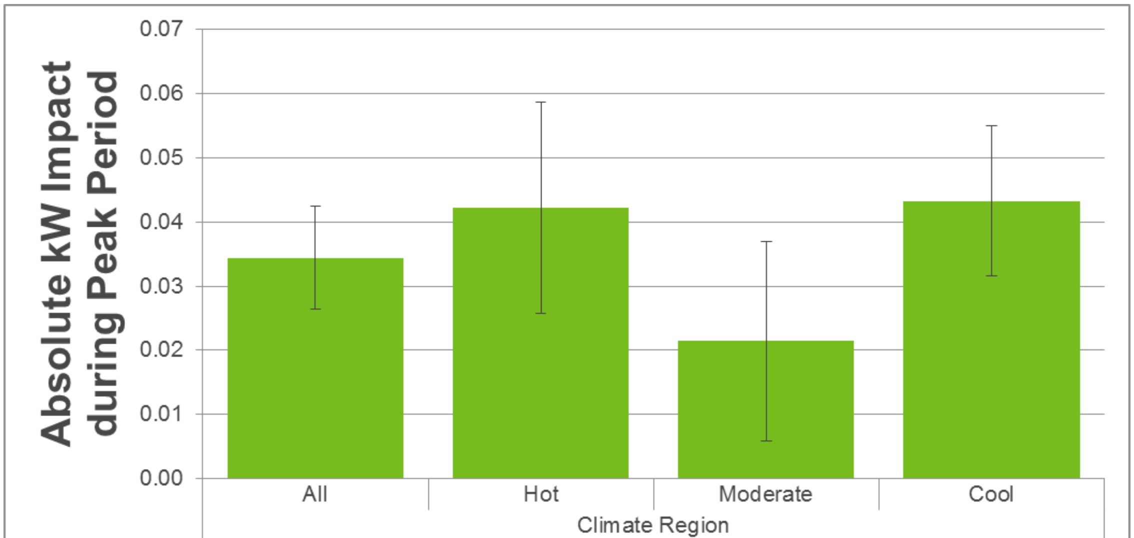
Figure 5.3-12: Average Percent Load Impacts for Super Peak Period for SCE Rate 3[97] (Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	2.7%	2.4%	1.4%	4.7%
kW Impact	0.03	0.04	0.02	0.04

[97] SCE Rate 3 summer impacts represent August through September 2016

Figure 5.3-13: Average Absolute Load Impacts for Super Peak Period for SCE Rate 3 (Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	2.7%	2.4%	1.4%	4.7%
kW Impact	0.03	0.04	0.02	0.04

Table 5.3-11: Rate 3 Load Impacts by Rate Period and Day Type
(Positive values represent load reductions, negative values represent load increases)

Rate 3														
Day Type	Period	Hours	All			Hot			Moderate			Cool		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Super On Peak	4 PM to 9 PM	1.26	0.03	2.7%	1.76	0.04	2.4%	1.53	0.02	1.4%	0.92	0.04	4.7%
	Peak	11 AM to 4 PM, 9 PM to 11 PM	0.99	0.03	2.8%	1.40	0.03	1.9%	1.16	0.03	2.3%	0.74	0.03	3.8%
	Off Peak	11 PM to 11 AM	0.59	0.00	-0.7%	0.79	-0.01	-0.7%	0.64	-0.01	-2.0%	0.50	0.00	0.6%
	Day	All Hours	0.84	0.01	1.5%	1.17	0.01	1.2%	0.98	0.01	0.6%	0.66	0.02	2.9%
Average Weekend	Mid Peak	4 PM to 9 PM	1.25	0.03	2.3%	1.78	0.03	1.7%	1.51	0.03	2.0%	0.90	0.03	3.1%
	Off Peak	9 PM to 4 PM	0.74	0.01	1.0%	1.05	0.01	0.7%	0.83	0.00	-0.4%	0.59	0.02	2.7%
	Day	All Hours	0.84	0.01	1.4%	1.20	0.01	1.0%	0.97	0.00	0.4%	0.65	0.02	2.8%
Monthly System Peak Day	Super On Peak	4 PM to 9 PM	1.71	0.02	1.1%	1.90	0.00	0.2%	2.18	-0.01	-0.4%	1.27	0.04	3.4%
	Peak	11 AM to 4 PM, 9 PM to 11 PM	1.34	0.05	3.5%	1.50	0.02	1.4%	1.66	0.06	3.4%	1.03	0.05	4.4%
	Off Peak	11 PM to 11 AM	0.68	-0.01	-1.4%	0.84	-0.01	-1.1%	0.77	-0.03	-3.4%	0.56	0.00	0.7%
	Day	All Hours	1.09	0.01	1.2%	1.25	0.00	0.2%	1.32	0.00	0.2%	0.85	0.02	2.9%

Figures 5.3-14 and 5.3.3-15 show the super peak period load reductions on weekdays for non-CARE/FERA and CARE/FERA customers, respectively, and Tables 5.3-12 and 5.3-13 show the load impacts for each rate period and day type for the two segments. Load reductions were statistically significant for all customer segments and climate regions except for non-CARE/FERA customers in the moderate climate region. There was no statistically significant difference in percentage impacts between CARE/FERA and non-CARE/FERA customers in any climate region or in the service territory as a whole. The differences in absolute impacts were statistically significant for the service territory as a whole as well as in the hot and cool climate regions in spite of the overlapping confidence bands shown in the figure.

As seen in Tables 5.3-12 and 5.3-13, there are significant average weekday load reductions for both CARE/FERA and non-CARE/FERA customers in the SCE territory as a whole. Load reductions were also significant, and over 1%, for non-CARE/FERA customers on average weekends and monthly system peak days.

Figure 5.3-14: Average Percent Load Impacts for Super Peak Period for SCE Rate 3 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)

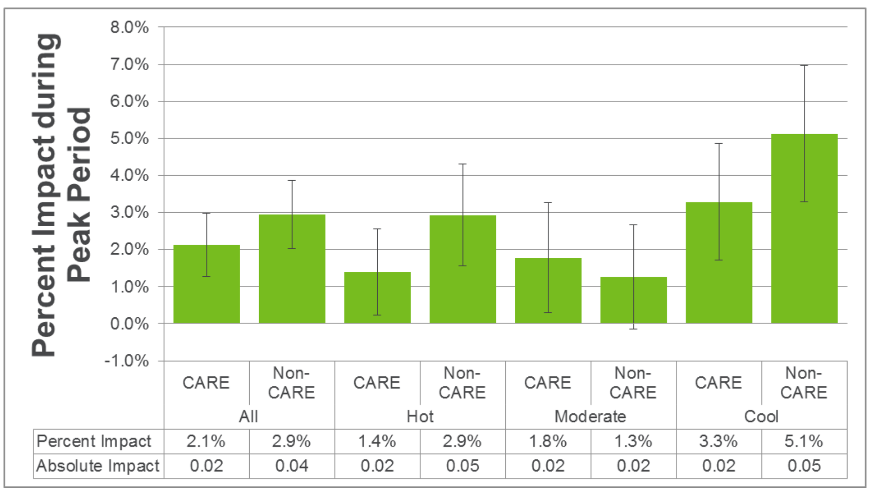


Figure 5.3-15: Average Absolute Load Impacts for Super Peak Period for SCE Rate 3 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)

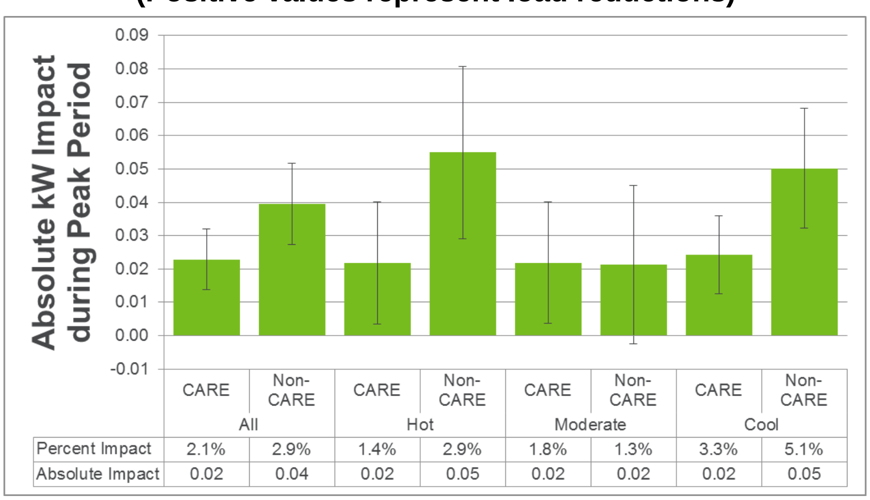


Table 5.3-12: Rate 3 Load Impacts by Rate Period and Day Type – non-CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 3														
Day Type	Period	Hours	All, Non-CARE			Hot, Non-CARE			Moderate, Non-CARE			Cool, Non-CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Super On Peak	4 PM to 9 PM	1.34	0.04	2.9%	1.88	0.05	2.9%	1.68	0.02	1.3%	0.98	0.05	5.1%
	Peak	11 AM to 4 PM, 9 PM to 11 PM	1.04	0.03	2.7%	1.49	0.04	3.0%	1.26	0.02	1.4%	0.79	0.03	4.3%
	Off Peak	11 PM to 11 AM	0.62	0.00	-0.6%	0.85	0.00	-0.6%	0.69	-0.02	-2.4%	0.52	0.01	1.2%
	Day	All Hours	0.89	0.01	1.6%	1.25	0.02	1.8%	1.06	0.00	0.1%	0.70	0.02	3.4%
Average Weekend	Mid Peak	4 PM to 9 PM	1.34	0.03	2.5%	1.92	0.04	2.3%	1.66	0.03	1.6%	0.97	0.04	3.6%
	Off Peak	9 PM to 4 PM	0.78	0.01	1.6%	1.13	0.01	1.0%	0.90	0.00	-0.5%	0.63	0.02	4.0%
	Day	All Hours	0.90	0.02	1.8%	1.30	0.02	1.4%	1.06	0.00	0.2%	0.70	0.03	3.9%
Monthly System Peak Day	Super On Peak	4 PM to 9 PM	1.85	0.01	0.6%	2.00	-0.02	-1.0%	2.43	-0.02	-1.0%	1.38	0.04	3.2%
	Peak	11 AM to 4 PM, 9 PM to 11 PM	1.44	0.05	3.3%	1.59	0.05	3.1%	1.83	0.05	2.6%	1.11	0.05	4.2%
	Off Peak	11 PM to 11 AM	0.72	-0.01	-1.1%	0.90	-0.01	-1.1%	0.83	-0.03	-3.6%	0.60	0.01	1.6%
	Day	All Hours	1.17	0.01	1.1%	1.33	0.00	0.4%	1.46	-0.01	-0.4%	0.91	0.03	3.0%

Table 5.3-13: Rate 3 Load Impacts by Rate Period and Day Type –CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Day Type	Period	Hours	Rate 3											
			All, CARE			Hot, CARE			Moderate, CARE			Cool, CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Super On Peak	4 PM to 9 PM	1.07	0.02	2.1%	1.57	0.02	1.4%	1.23	0.02	1.8%	0.74	0.02	3.3%
	Peak	11 AM to 4 PM, 9 PM to 11 PM	0.86	0.03	2.9%	1.24	0.00	-0.1%	0.97	0.05	4.8%	0.61	0.01	2.0%
	Off Peak	11 PM to 11 AM	0.51	-0.01	-1.0%	0.69	-0.01	-1.0%	0.55	0.00	-0.8%	0.42	-0.01	-1.3%
	Day	All Hours	0.73	0.01	1.3%	1.03	0.00	0.1%	0.81	0.02	1.9%	0.54	0.01	1.1%
Average Weekend	Mid Peak	4 PM to 9 PM	1.04	0.02	2.0%	1.56	0.01	0.4%	1.19	0.04	3.0%	0.70	0.01	1.4%
	Off Peak	9 PM to 4 PM	0.64	0.00	-0.7%	0.92	0.00	-0.1%	0.69	0.00	0.0%	0.48	-0.01	-2.1%
	Day	All Hours	0.72	0.00	0.1%	1.05	0.00	0.0%	0.80	0.01	0.9%	0.53	-0.01	-1.1%
Monthly System Peak Day	Super On Peak	4 PM to 9 PM	1.39	0.03	2.4%	1.74	0.04	2.6%	1.67	0.02	1.3%	0.97	0.04	4.1%
	Peak	11 AM to 4 PM, 9 PM to 11 PM	1.11	0.05	4.3%	1.34	-0.02	-1.8%	1.33	0.08	5.7%	0.79	0.04	5.4%
	Off Peak	11 PM to 11 AM	0.59	-0.01	-2.2%	0.74	-0.01	-1.0%	0.65	-0.02	-2.7%	0.47	-0.01	-2.3%
	Day	All Hours	0.91	0.01	1.6%	1.12	0.00	-0.1%	1.06	0.02	1.7%	0.67	0.02	2.3%

5.3.4 Comparison Across Rates

> **Comparison Across Rates**
>
> Using a common set of hours from 5 to 8 PM, for the SCE service territory as a whole, there are no statistically significant differences in absolute or percentage peak period load reductions across SCE's three pilot tariffs. However, there are some statistically significant differences in the load impacts across the tariffs within some climate regions but not others.

Figures 5.3-16 and 5.3-17 show the absolute and percent load reductions for each of SCE's three pilot rates for the hours from 5 to 8 PM. These are the three hours that are common across all three tariffs. Using a common set of hours reduces differences in impacts across rates that might be due to differences in the number of hours included in the peak period or the timing of those hours. The hours from 5 to 8 PM define the peak period for SCE's Rate 2. Rate 1 has a six hour peak period, from 2 to 8 PM and Rate 3 has a five hour peak period from 4 to 9 PM. All three tariffs have three rate periods in summer. The peak and shoulder periods combined cover the same hours for Rates 1 and 2 (8 AM to 10 PM) while the two periods combined for Rate 3 cover fewer hours, from 11 Am to 11 PM. Recall that Rate 3 also differs from Rates 1 and 2 in that Rate 3 does not provide a baseline credit while Rates 1 and 2 do.

With a shorter peak period and a much higher Tier 2, peak period price (and lower Tier 2 super off-peak price), one might expect the peak period load reductions for Rate 2 to be higher than for Rate 1. As seen in the figures, for the service territory as a whole and for the moderate and cool climate regions, there are no statistically significant differences in the load reductions between Rates 1 and 2 in either percentage or absolute terms. However, in the hot climate region, the load reduction between 5 and 8 PM is significantly greater for Rate 2 compared with Rate 1. In percentage terms, the load reduction for Rate 2 is more than three times greater than for Rate 1. The difference between Rate 3 impacts and the other two rates is statistically significant in the moderate climate region but not in the other regions or in the service territory as a whole.

Figure 5.3-16: Average Percent Impacts from 5 to 8 PM Across Rates

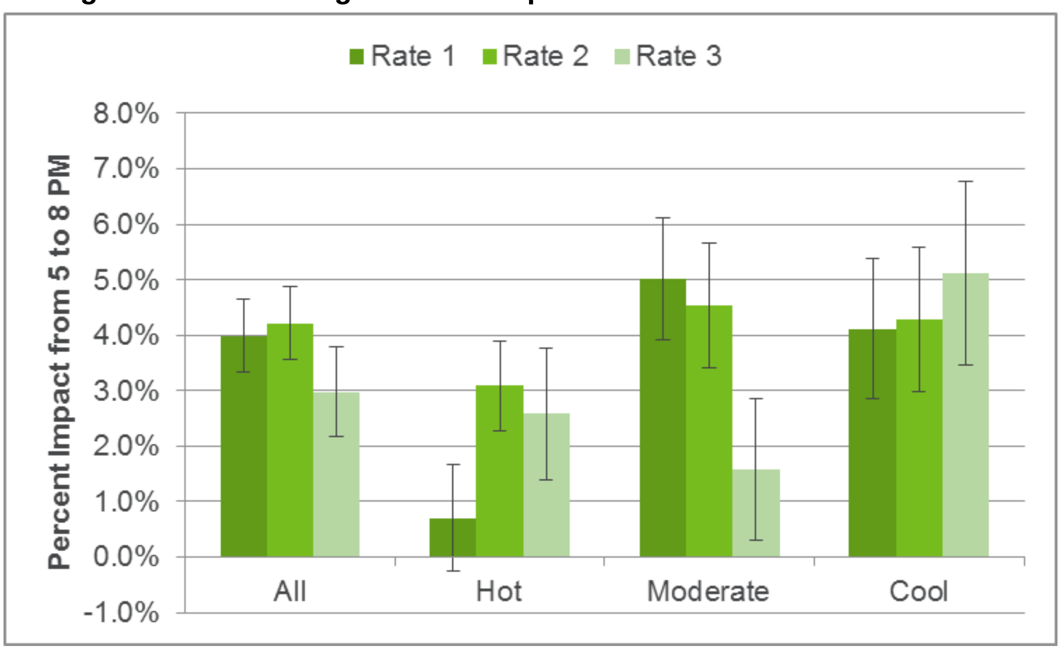
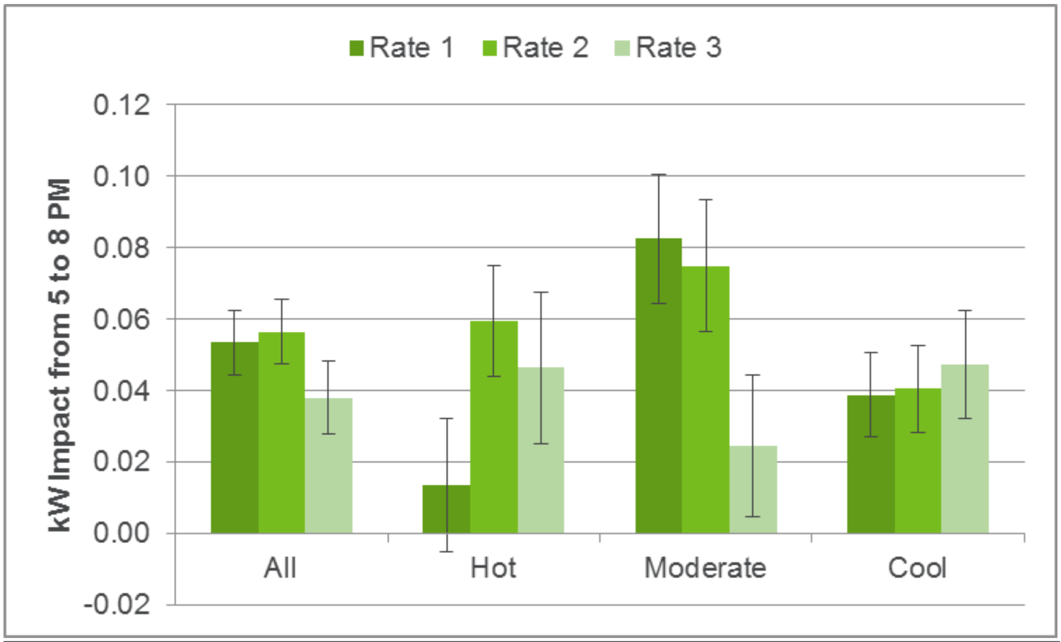


Figure 5.3-17: Average Absolute Impacts from 5 to 8 PM Across Rates



Figures 5.3-18 and 5.3-19 show the reductions in daily electricity use for the three rates for the service territory as a whole and for each climate region. Except for Rate 1 in the hot climate region, all load reductions are statistically significant. The reduction in daily electricity use is greater for Rate 1 than for the other two rates for the service territory as a whole and in the moderate climate region and these differences are statistically significant. However, in the hot region, there is no statistically significant reduction in electricity use for Rate 1, while there is for both Rates 2 and 3. None of the observed differences in daily electricity use between Rates 2 and 3 are statistically significant.

Figure 5.3-18: Average Percent Daily kWh Impacts Across Rates

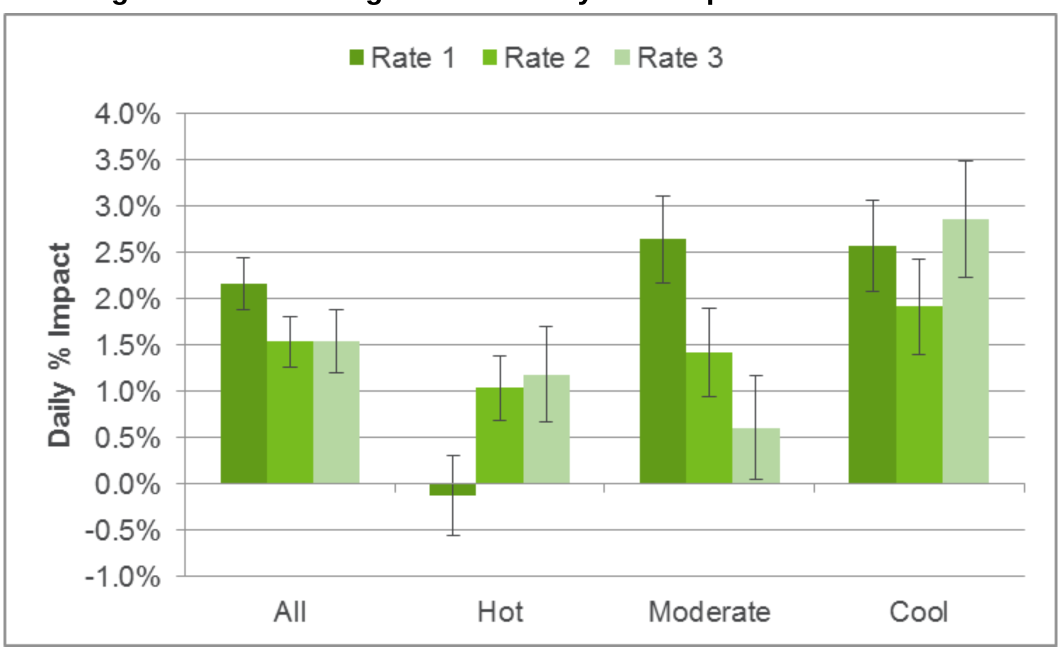
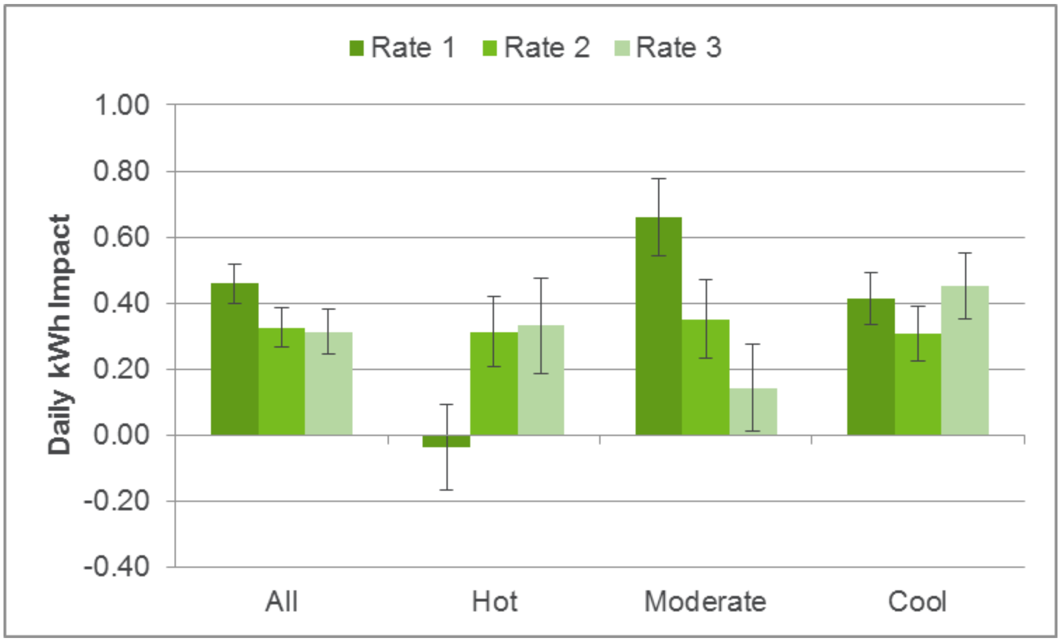


Figure 5.3-19: Average Absolute Daily kWh Impacts Across Rates



5.4 Bill Impacts

This section summarizes the bill impact estimates for the three rate treatments tested by SCE. The CPUC resolution approving SCE's pilot requires that bill impacts be estimated for the following rates, customer segments, and climate regions:

- Seniors, CARE/FERA customers, non-CARE/FERA customers, households with incomes below 100% of FPG, and households with incomes between 100% and 200% of FPG in SCE's hot climate region for Rate 2; and
- For CARE/FERA and non-CARE/FERA customers on each rate across SCE's service territory as a whole and for each climate region.

Summer Bills Increased for Almost all Participants

Annually, the majority of customers on SCE's Rate 1 and 2 would experience modest structural bill impacts for all three rates. However, for Rate 3, the vast majority of customers would see structural bill increases even on an annual basis. For the summer period, nearly all customers experienced structural bill increases and the average customer was only able to mitigate these bill increases by a small amount through changes in usage.

In addition to these required segments, Nexant estimated bill impacts for **seniors, households with incomes below 100% of FPG, and households with incomes between 100% and 200% of FPG in SCE's hot climate region for Rate 1 and Rate 3.** Bill impacts are reported as the average monthly impact for the summer months of July, August, and September[98] for each rate (however, July was not included for Rate 3 due to delayed enrollment), climate zone, and customer segment summarized above. As described in Section 4.8, the following four analyses were conducted:

[98] Estimates were not produced for the month of June because enrollment changed dramatically from the beginning to the end of the month and the estimates would not be comparable to those for other months.

- **Structural benefiter/non-benefiter analysis based on pretreatment usage-** Displaying the proportions of structural benefiters and non-benefiters for each rate and relevant customer segment based on pretreatment data on an annual and summer season basis;
- **Estimation of the average bill impact due to changes in usage-** Displaying the average bill impact resulting from changes in behavior in response to the new price signals for each rate and relevant customer segment (after controlling for exogenous factors);
- **Estimation of the total bill impact due to both the difference in the tariffs (holding usage constant) and behavior change-** Displaying the bill impact for each rate and relevant customer segment due to structural differences in the rate mitigated by changes in behavior; and
- **Change in the distribution of bill impacts due to behavior change-** Displaying the distribution curves of bill impacts (percentage of customers with bill impacts within $10 incremental bins) with and without behavior change in the same graph to illustrate if the distribution for participants shifted to the left or changed shape compared with the distribution for control customers without behavior change.

A more detailed explanation of each type of analysis and how the analysis was conducted is contained in Section 3.7. The remainder of this section is organized according to the four analysis types summarized above—that is, bill impacts are presented for each rate, relevant customer segment, and climate region for each of the four analyses.

5.4.1 Structural Benefiter/Non-Benefiter Analysis Based on Pretreatment Usage

As with PG&E, the structural benefiter analysis was conducted for the summer and annual time periods using pretreatment data from the treatment group for each rate and relevant customer segment. Annual impacts were based on hourly load data from May 2015 through April 2016. Summer impacts were based on June 2015 through September 2015. Monthly bills were estimated for each treatment group customer on the OAT and TOU rate using the hourly load data. The difference in bills based on the TOU rate and the OAT determines if a customer is a structural benefiter, a structural non-benefiter, or falls in a neutral range defined as having a structural bill impact between ±$3.[99]

Final results from the structural benefiter / non-benefiter analysis are presented in column graphs and shown as percentages for the summer season and on an annual basis. For each rate and relevant segment, the percentage of customers who are non-benefiter, neutral (+/- $3), or benefiters based on their average monthly bills for the time period of interest are shown as individual columns. The three columns within each rate and segment combination total to 100%, thus showing the distribution of structural benefiters and non-benefiters for each rate and segment of interest.

Figure 5.4-1 presents the outcome of the structural benefiter analysis for Rate 1 at the aggregate level across climate regions for all customers as well as for CARE/FERA and non-CARE/FERA. The graph on the left presents the analysis on an annual basis, and the graph on the right presents the findings for the summer period. Nearly all customers are structural non-benefiters in the summer season, which was expected. A higher proportion of CARE/FERA customers are structural non-benefiters than non-CARE/FERA customers.

[99] See section 3.2.1 for additional details on the methodology.

Figure 5.4-1: Rate 1 Structural Benefiter / Non-Benefiter Analysis
All | CARE/FERA | Non-CARE/FERA

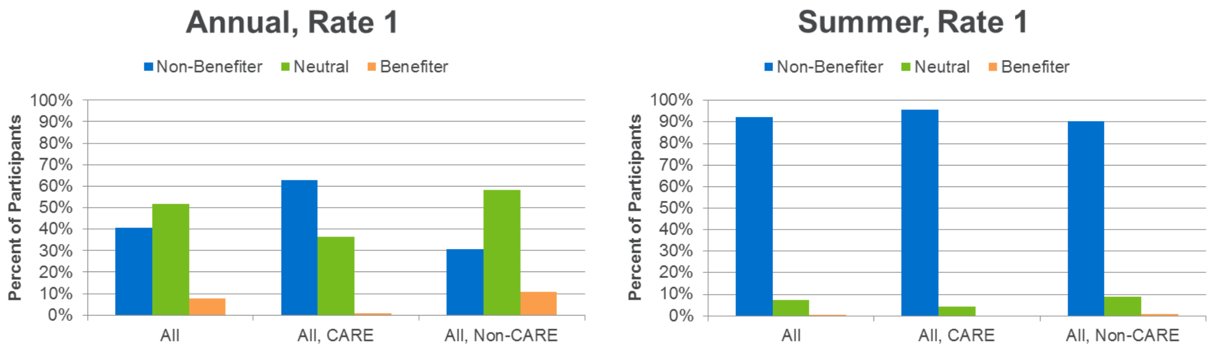


Figure 5.4-2 presents the outcome of the structural benefiter analysis for Rate 1 at the detailed segment level by climate region. The findings at the aggregate level still hold, with nearly all customers as structural non-benefiters in the summer season. The CARE/FERA segments in all three climate regions have a greater proportion of non-benefiters than the non-CARE/FERA segments on an annual basis. A majority of customers in senior households, households with incomes below 100% of FPG, and households with incomes between 100% and 200% of FPG are structural non-benefiters.

Figure 5.4-2: Rate 1 Structural Benefiter / Non-Benefiter Analysis
Detailed Segments by Climate Region

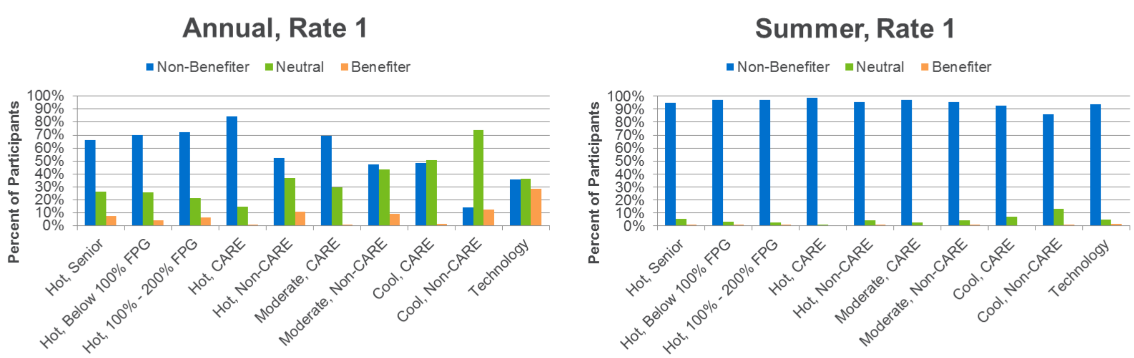


Figure 5.4-3 presents the outcome of the structural benefiter analysis for Rate 2 at the aggregate level across climate regions. SCE's Rate 2 differs from Rate 1 in several important ways. Both rates have three rate periods on summer weekdays; however the Rate 2 peak period is only three hours, from 5 to 8 PM, compared to six hours on Rate 1. Additionally, the peak period price is greater on Rate 2 (53 ¢/kWh versus $35 ¢/kWh). Overall, the general pattern of structural benefiters, non-benefiters, and neutrals is similar between Rate 1 and Rate 2. Nearly all customers are structural non-benefiters in the summer season, and there is a higher proportion of structural non-benefiters among CARE/FERA customers compared to non-CARE/FERA customers.

Figure 5.4-3: Rate 2 Structural Benefiter / Non-Benefiter Analysis
All | CARE/FERA | Non-CARE/FERA

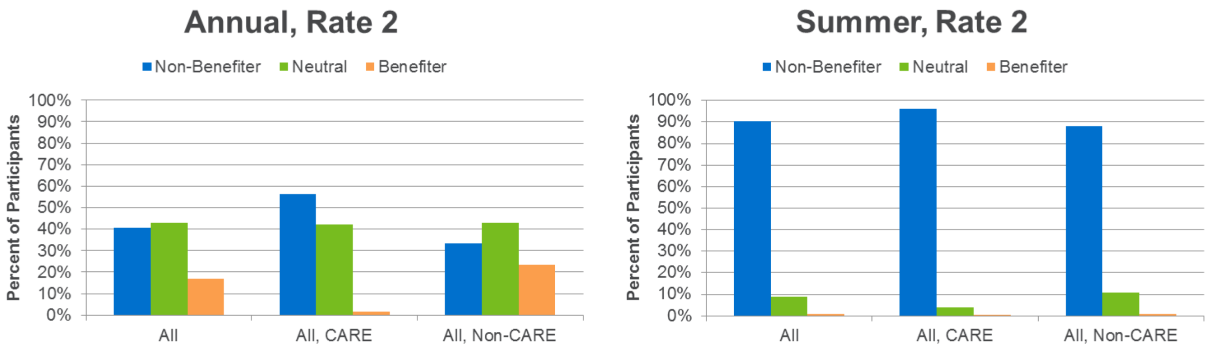


Figure 5.4-4 presents the structural benefiter analysis for Rate 2 at the detailed segment level by climate region. Once again, the findings at the aggregate level still hold, with nearly all customers as structural non-benefiters in the summer season. In the cool climate region, a larger portion of customers fall in the neutral category, while all other segments have a higher proportion of non-benefiters, on an annual basis.

Figure 5.4-4: Rate 2 Structural Benefiter / Non-Benefiter Analysis
Detailed Segments by Climate Region

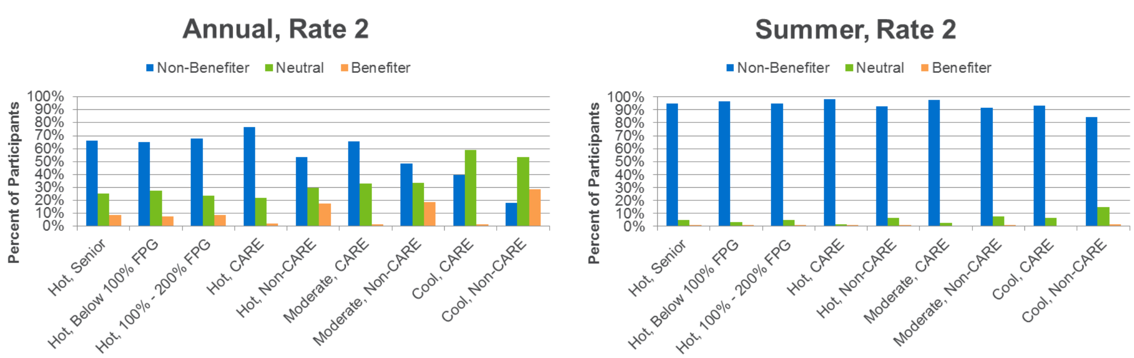
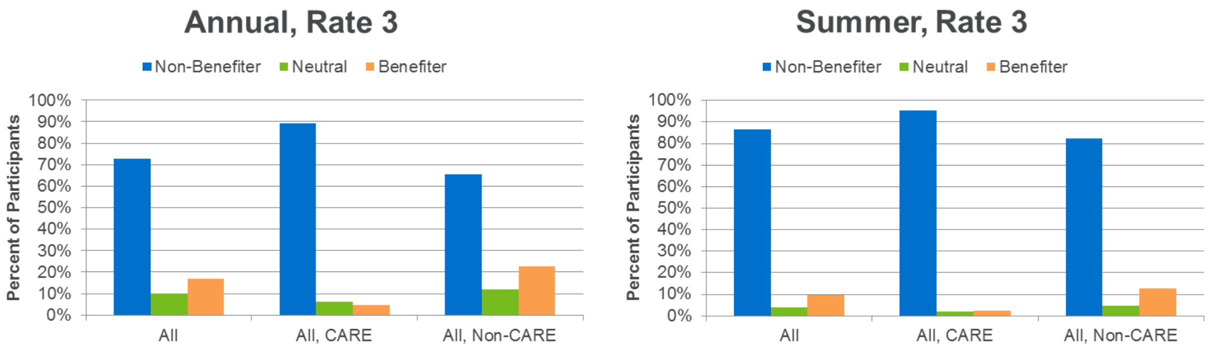


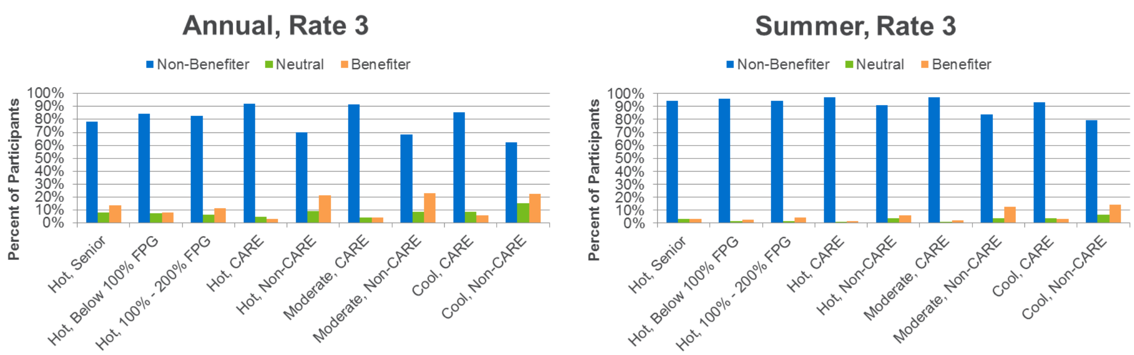
Figure 5.4-5 presents the distribution of structural benefiters, non-benefiters, and neutral customers for Rate 3 at the aggregate level across climate regions. SCE's Rate 3 has a later peak period than Rate 1 and Rate 2, but the peak period price is similar to Rate 1. The biggest difference between Rate 1 and Rate 2, compared to Rate 3 is that Rate 3 does not have a baseline credit. Unlike the previous two rates, a majority of customers are structural non-benefiters on Rate 3 on an annual basis, especially CARE/FERA customers. However, there are more benefiters in the summer season on Rate 3 than on the other two rates.

Figure 5.4-5: Rate 3 Structural Benefiter / Non-Benefiter Analysis
All | CARE/FERA | Non-CARE/FERA



This pattern holds true at the detailed segment level by climate region, as shown in Figure 5.4-6. Non-CARE/FERA customers in the hot and cool climate regions have the highest proportions of structural winners on an annual basis.

Figure 5.4-6: Rate 3 Structural Benefiter / Non-Benefiter Analysis
Detailed Segments by Climate Region



Overall, a general pattern of structural benefiters and non-benefiters emerged that was consistent across Rates 1 and Rate 2, while Rate 3 had a higher proportion of non-benefiters in nearly all customer segments on an annual basis. For all three rates, most customers are structural non-benefiters in the summer season.

The next section presents the analysis showing how much customers were able to reduce their bills as a result of behavior change. Section 5.4.3 combines the findings from the structural benefiter analysis with average bill impact findings to provide the full picture of how much of the structural loss customers were able to offset based on changing their energy usage behavior.

5.4.2 Estimation of the Average Bill Impact Due to Changes in Usage

As described in Section 3.7.2, the average bill impact due to customers changing their energy usage in response to the TOU rate was estimated by calculating the difference in bills calculated using the TOU rate and post-enrollment usage for both the control and treatment group minus the difference in bills on the TOU rate using pretreatment usage for both the control and treatment groups. The control group bill calculated on the TOU rate represents the bill that would be expected if a customer was billed on the TOU rate, but didn't change their energy use behavior. The bill for the treatment group customers on TOU rate reflects any behavioral changes in response to being on the TOU rate. By subtracting the treatment group's average bill from the control group's average bill—and removing any pre-existing differences—we are able estimate the average bill impact attributable to the treatment group's change in behavior resulting from exposure to the pilot rate, after controlling for exogenous factors.[100] A positive impact indicates that customers successfully reduced their bills relative to the control group who did not respond to a TOU rate.

As they were in Section 4.8.2, bill impacts due to behavior change are presented on a column graph and shown as dollar impacts for the average summer monthly bill for July, August, and September 2016 for Rates 1 and Rate 2, and for August and September for Rate 3. The error bars on the graph represent the 90% confidence interval. Therefore, any impacts with error bars that cross below zero are not statistically significant at the 90% confidence level. Impacts are organized by rate, climate region, and segment. The bill impact in percentage terms that corresponds to the dollar amount is also included in the figure to provide context.

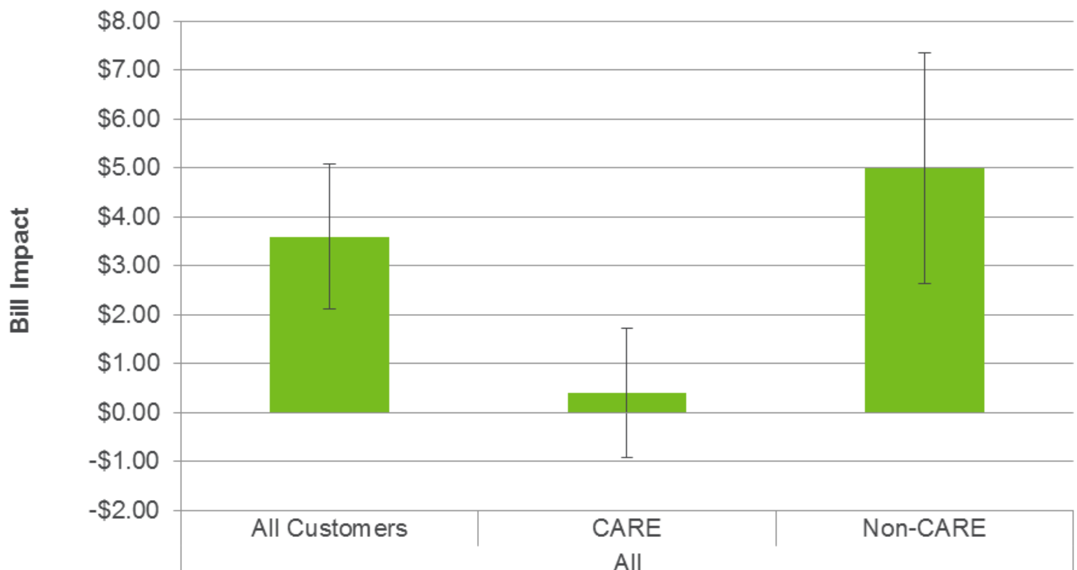
As with PG&E's bill impacts due to behavior change, aggregate level results were weighted following the same approach as used in the load impacts.[101] The weights are representative of the mix of customers eligible to participate in the pilot, not just those who enrolled. Consequently, some of the individual segments shown in the detailed findings section may have more or less weight than other segments when they are combined together to develop the aggregate results. It is important to note that small bill impacts do not necessarily indicate customers did not change their behavior. As seen in the load impact section, load reductions in peak or shoulder periods, which would lead to lower bills all other things equal, are sometimes offset by load increases in the off-peak period. Depending on the relative magnitude of each change, bill impacts could go up, down, or remain largely unchanged even though customers made significant changes in behavior. It is also important to note that the values shown here represent changes in bills due to change in behavior – they do not represent the total change in the bill (nearly all bills increased in the summer). The total changes in the bill will be presented in the next section.

[100] See section 3.2.2 for additional details on the methodology.

[101] See section 3.2.3 for a detailed discussion of the weighting approach.

Figure 5.4-7 provides the overall results for customers on Rate 1. Through changing their energy use the average Rate 1 customer was able to reduce what their average monthly bill would have otherwise been by $3.59, or 2.7%. Though small, this result is statistically significant at the 90% confidence level. Average hourly peak period load impacts for Rate 1 customers were 4.4% or 0.06 kW. For the six hour peak period, the average daily energy savings is approximately 0.36 kWh (6 hours times 0.06 kWh). If we assume four weeks in a month, and five days a week, the result is twenty days where we would expect to observe the peak period reductions. Multiplying 20 days by the 0.36 kWh we expect to find about 7.2 kWh savings from the peak period per month. When factoring in both the CARE/FERA and non-CARE/FERA rates, the average summer weekday peak period price per kWh on Rate 1 is about $0.31. An impact of 7.2 kWh per month at $0.31 per kWh equals a total estimated peak period bill reduction of $2.22 related to changes in behavior. When factoring in slight decreases in energy use during off-peak hours, the $3.59 monthly bill impact due to behavior change appears quite reasonable. Bill impacts for CARE/FERA customers much smaller than the territory-wide average customer impact at $0.40 (0.5%) and were not statistically significant. Non-CARE/FERA customer bill impacts were statistically significant at $5.00 (3.2%) per month.

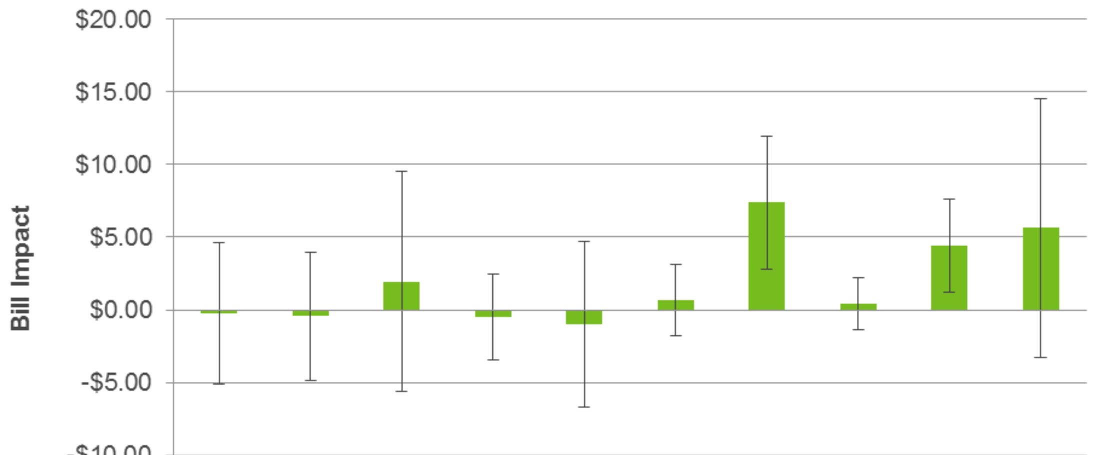
Figure 5.4-7: Rate 1 Average Bill Impacts from Behavior Change
All | CARE/FERA | Non-CARE/FERA
(Positive values represent bill reductions)



	All Customers	CARE	Non-CARE
Bill Impact	$3.59	$0.40	$5.00
Percent Impact	2.7%	0.5%	3.2%

Figure 5.4-8 provides the detailed results by climate region and segment for customers on Rate 1. Non-CARE/FERA customers in the moderate climate region exhibited the largest bill reduction due to changes in behavior at $7.38 per month (3.8%). Non-CARE/FERA customers in the cool climate region were the only other segment to have statistically significant reductions in their bills due to changes in their behavior, at $4.42 per month (3.8%).

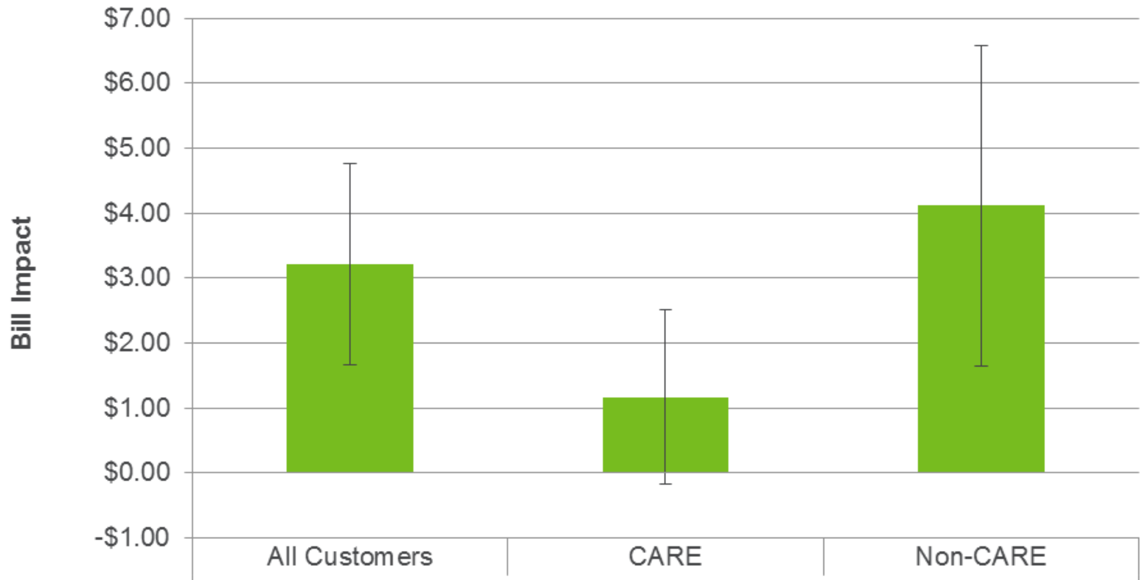
Figure 5.4-8: Rate 1 Average Bill Impacts from Behavior Change Detailed Segments by Climate Region
(Positive values represent bill reductions)



	Hot					Moderate		Cool		Technology
	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE	
Bill Impact	-$0.25	-$0.45	$1.93	-$0.49	-$1.02	$0.70	$7.38	$0.40	$4.42	$5.65
Percent Impact	-0.1%	-0.3%	1.1%	-0.4%	-0.5%	0.7%	3.8%	0.7%	3.8%	2.6%

Figure 5.4-9 provides the overall results for customers on Rate 2, which are generally very similar to Rate 1. Through changes in behavior, the average Rate 2 customer was able to reduce what their average monthly bill would have otherwise been by $3.21 or 2.3%. This result is statistically significant at the 90% confidence level. Average hourly peak period load impacts for Rate 2 customers were 4.2% or 0.06 kW. Bill impacts due to behavior change for CARE/FERA customers were not statistically significant.

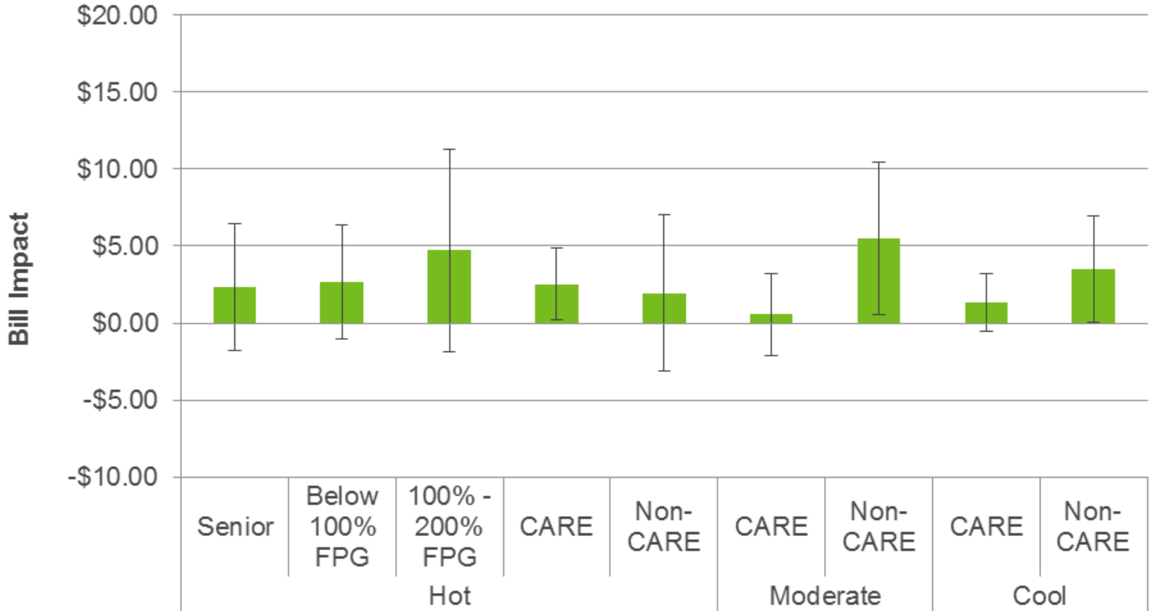
Figure 5.4-9: Rate 2 Average Bill Impacts from Behavior Change All | CARE/FERA | Non-CARE/FERA (Positive values represent bill reductions)



	All Customers	CARE	Non-CARE
		All	
Bill Impact	$3.21	$1.16	$4.11
Percent Impact	2.3%	1.3%	2.6%

Figure 5.4-10 presents the detailed results by climate region and segment for customers on Rate 2. Similar to Rate 1, only two segments were able to reduce their bills by a significant amount due to behavior change: non-CARE/FERA customers in the moderate and cool climate regions and CARE/FERA customers in the hot region. Those in the moderate climate regions reduced their bills by $5.52 per month, or 2.9%, due to changes in their energy usage behavior.

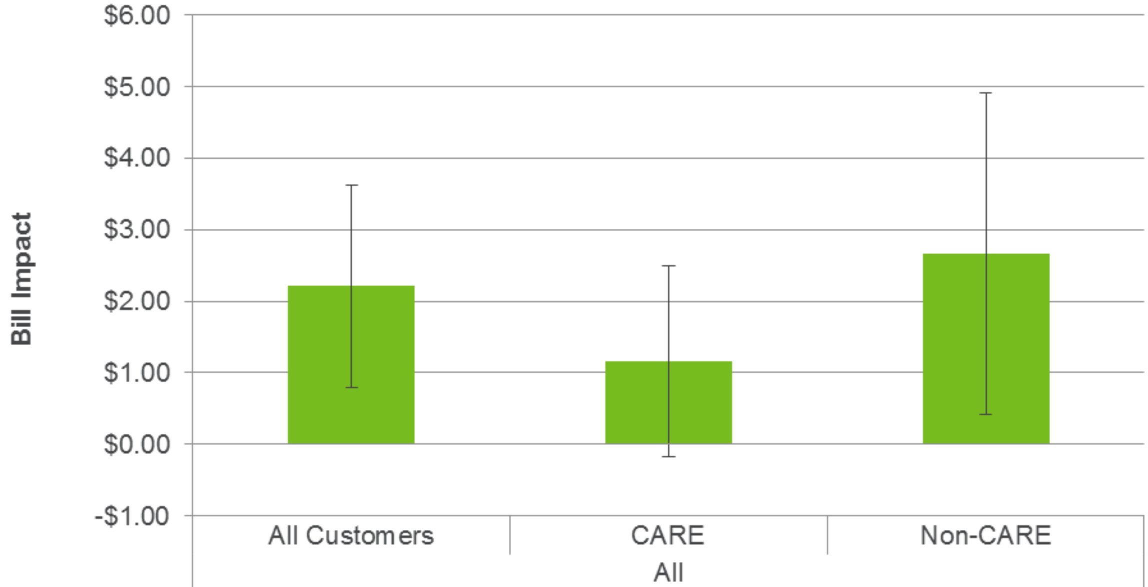
Figure 5.4-10: Rate 2 Average Bill Impacts from Behavior Change Detailed Segments by Climate Region
(Positive values represent bill reductions)



	Hot					Moderate		Cool	
	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
Bill Impact	$2.32	$2.67	$4.72	$2.54	$1.94	$0.55	$5.52	$1.32	$3.49
Percent Impact	1.2%	1.8%	2.8%	1.9%	0.9%	0.5%	2.9%	2.1%	2.7%

Figure 5.4-11 provides the overall results for customers on Rate 3. Bill reductions due to behavior change were slightly smaller on this rate compared to Rate 1 and Rate 2, with average reductions of about $2.21 per month, or 1.7%. This could be due to the lack of a baseline credit on Rate 3. Bill reductions by CARE/FERA customers were not statistically significant at the 90% level of confidence. Non-CARE/FERA customers reduced their bills by about $2.67 per month, or 1.7%.

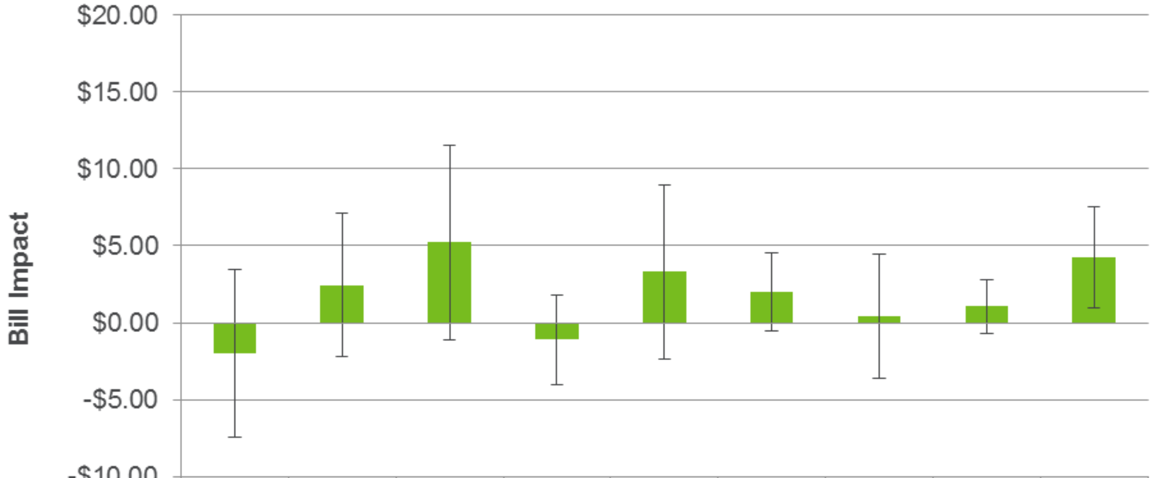
Figure 5.4-11: Rate 3 Average Bill Impacts from Behavior Change
All | CARE/FERA | Non-CARE/FERA
(Positive values represent bill reductions)



	All Customers	CARE	Non-CARE
Bill Impact	$2.21	$1.17	$2.67
Percent Impact	1.7%	1.4%	1.7%

Figure 5.4-12 presents the detailed level results by climate region and segment for customers on Rate 3. Only non-CARE/FERA customers in the cool climate region were able to reduce their bills with changes in behavior. Their bill reductions were equal to $4.24 or 3.5%. Some segments saw slight bill increases, but these results are not statistically significant.

Figure 5.4-12: Rate 3 Average Bill Impacts from Behavior Change Detailed Segments by Climate Region
(Positive values represent bill reductions)



	Hot					Moderate		Cool	
	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
Bill Impact	-$2.02	$2.43	$5.24	-$1.11	$3.29	$2.01	$0.42	$1.08	$4.24
Percent Impact	-1.2%	1.8%	3.3%	-0.9%	1.6%	2.1%	0.2%	1.7%	3.5%

Overall, bill impacts across all of the rates appear to have been largely driven by the non-CARE/FERA customers in the cool and moderate climate regions, except in Rate 3, which was driven by non-CARE/FERA customers in the cool climate region. Bill impacts due to behavior change for the other segments, rates, and climate regions were very small and not statistically significant.

5.4.3 Estimation of the Total Bill Impact Due to Differences in the Tariffs (Holding Usage Constant) and Behavior Change

Total bill impacts experienced by customers on a TOU rate can be decomposed into two components: the structural impact, and the behavioral impact. The structural impact represents the change in customer bills based solely on the change in the underlying structure of the rate. In this case, it is the change from the OAT to the time-differentiated TOU pilot rates. The behavioral impact represents how the customer changed their energy usage in response to the new pricing structure of the rate—which includes higher prices in the afternoon and evening and lower prices at other times of the day. During the summer period, nearly all customers on the TOU rates experienced a structural increase in their bills. However, customers also had an opportunity to offset that increase by changing their energy use behavior in response to the new price signals. As noted above, it is the combination of structural and behavioral bill impacts that produces the total bill impact experienced by the average study participant on each rate.

The results from this analysis represent the average monthly bill across the summer months of July (for Rate 1 and Rate 2 only), August, and September 2016. Three different bills were calculated for each customer segment:[102]

- **No Change in Behavior or Tariff [1]:** This represents what the treatment group bills would have been in the post-treatment period if they were on the OAT and had not changed their behavior
- **No Change in Behavior, Change in Tariff [2]:** This represents what the treatment group bills would have been in the post-treatment period if they were on the TOU rate and had not changed their behavior
- **Change in Behavior and in Tariff [3]:** This represents what the treatment group bills were in the post-treatment period on the TOU rate with a change in behavior

Based off of components defined above, the following metrics were calculated:

- The difference between **[1]** and **[2]** is the structural bill impact (based on post-treatment usage after adjusting for any pretreatment difference between control and treatment customers);
- The difference between **[1]** and **[3]** is the bill impact due to structural differences in the rates, but mitigated by changes in behavior; and
- The difference between **[2]** and **[3]** is the amount customers were able reduce their bills by changing their behavior.

In the bill impact analysis, a major policy question was to better understand the relationship between the structural bill impacts, and how customers were able to respond. This relationship is represented by the “percentage of structural loss mitigated by change in behavior” shown in the data table at the bottom of the figures below. Put differently, this percentage represents how much of the structural bill increase from the TOU rate the average customer was able to offset. Results are organized by rate, climate region, and segment; similarly to the other bill impact analysis sections.

Figure 5.4-13 presents a set of three average monthly bills as defined above for all customers, CARE/FERA customers, and non-CARE/FERA customers on Rate 1. The blue bar represents a typical summer monthly bill for a customer still on the OAT and not responding to a TOU rate—noted as “No Change in Behavior or Tariff.” For the average customer on Rate 1, this dollar amount was $117.87 per month. The green bar represents what a typical summer monthly bill would be for a customer who was billed on a TOU rate, but didn’t change their energy use behavior— noted as “No Change in Behavior, Change in Tariff.” This dollar amount is $134.79 for the average Rate 1 customer. The difference between the two values, $16.92, is the average increase a customer would see in their bills by changing from the OAT to Rate 1, and not changing their energy use behavior; this is also referred to as the customer’s structural loss. The orange bar represents the average Rate 1 customer’s bill after factoring in the change in rate from the OAT to the Pilot Rate 1, and then also taking into account any changes in energy use behavior—noted as “With Change in Behavior and Tariff.” This bill amount averaged $131.20 for the typical Rate 1 customer. Based off these values, it is possible to estimate the total change in bills including both the change in tariff and in behavior, which was a bill increase of $13.33 per month (11%). The total change in bill is calculated by subtracting the blue ($117.87) from the orange ($131.20).

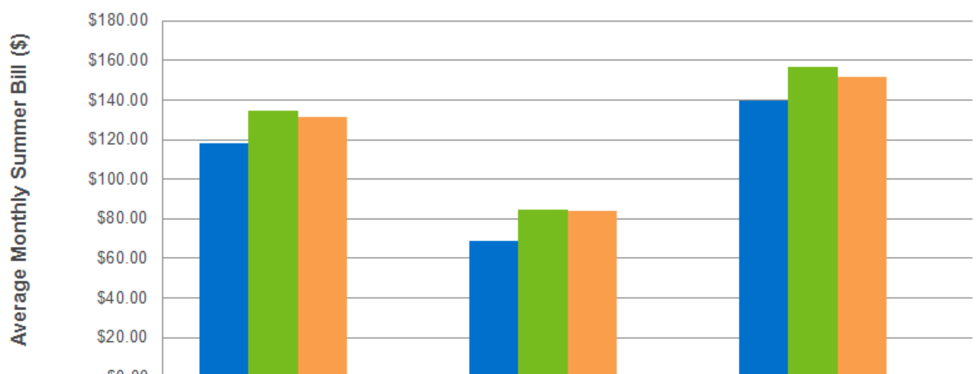
[102] See section 3.2.3 for additional details on the methodology.

An additional important metric is the percent of the structural loss—increase in the bills due strictly to the change in tariff—that can be offset or mitigated by customers changing their energy use behavior. As noted above, the average structural loss for Rate 1 customers was $16.92. The amount customers were able to reduce their bills by changing their behavior—compared to what it would have been without any behavior change—is obtained by subtracting the orange bar ("With Change in Behavior and Tariff": $131.20) from the green bar ("No Change in Behavior, Change in Tariff": $134.79), which equals $3.59. Based on these values, customers were able to offset $3.59 out of the $16.92 structural loss, or 21.2%. This value is provided at the bottom of the data table in each figure for convenience.

CARE/FERA customers experienced an average structural loss of $15.69 (23%). Through changes in energy use behavior they were able to offset $0.40 (2.5%), resulting in a total monthly bill increase of $15.29 (22%) after factoring in both changes in the tariff and behavior. It should be noted that the bill impact from behavior change for CARE/FERA customers on Rate 1 was not statistically significant. Given the small dollar amount to begin with, and the lack of statistical significance, the key take away from this analysis is that the average CARE/FERA customer on Rate 1 did not change their energy use behavior sufficiently to mitigate any of the structural loss.

Conversely, non-CARE/FERA customers were able to mitigate some of their structural loss by a larger portion at 28.7% ($5.00). The average structural loss for non-CARE/FERA customers was $17.46 (12.5%), resulting in a total monthly bill increase of $12.46 (8.9%) after factoring in changes in the tariff, and behavior.

Figure 5.4-13: Rate 1 Total Bill Impact Due to Differences in the Tariff and Behavior Change All | CARE/FERA | Non-CARE/FERA

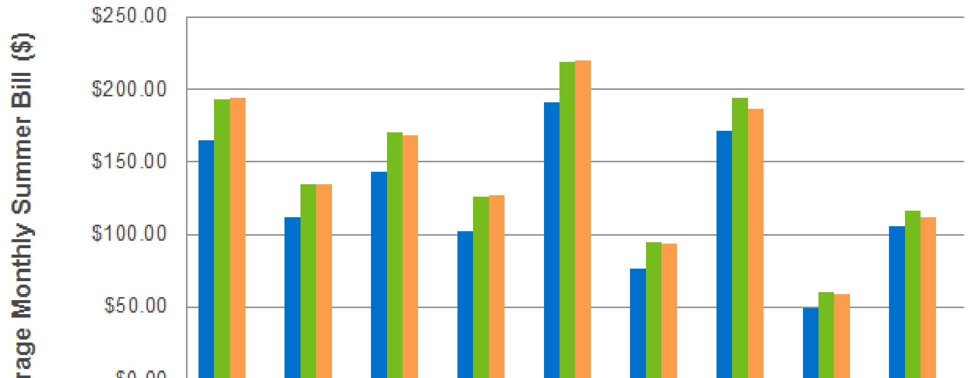


	All Customers	CARE All	Non-CARE
No Change in Behavior or Tariff	$117.87	$68.92	$139.51
No Change in Behavior, Change in Tariff	$134.79	$84.61	$156.97
With Change in Behavior and Tariff	$131.20	$84.21	$151.97
% of structural loss mitigated by change in behavior	21.2% *	2.5%	28.7% *

* Indicates statistically significant result

Figure 5.4-14 presents the three sets of average monthly bills as defined above for the detailed segments by climate region on Rate 1. Non-CARE/FERA customers in the cool and moderate climate regions offset their structural bill increase by more than 30% through behavior change. Behavioral offsets for the other customer segments were less than 5% and not statistically significant. Customers with smart thermostats offset their summer bill increases by about 26.1%, but this reduction was also not statistically significant.

Figure 5.4-14: Rate 1 Total Bill Impact Due to Differences in the Tariff and Behavior Change Detailed Segments by Climate Region

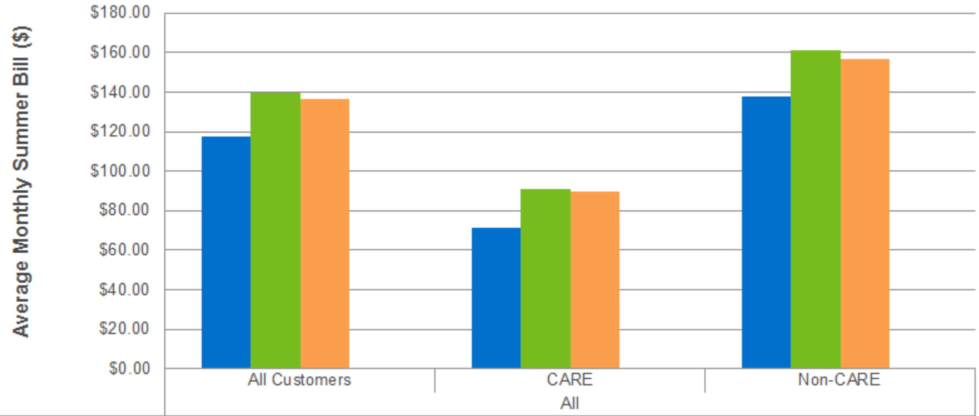


	Hot: Senior	Hot: Below 100% FPG	Hot: 100% - 200% FPG	Hot: CARE	Hot: Non-CARE	Moderate: CARE	Moderate: Non-CARE	Cool: CARE	Cool: Non-CARE
No Change in Behavior or Tariff	$164.43	$112.57	$143.37	$101.89	$190.93	$76.74	$171.28	$49.33	$105.25
No Change in Behavior, Change in Tariff	$193.50	$134.66	$170.42	$126.34	$219.16	$94.55	$193.90	$59.78	$116.66
With Change in Behavior and Tariff	$193.75	$135.11	$168.49	$126.84	$220.18	$93.85	$186.52	$59.38	$112.25
% of structural loss mitigated by change in behavior	-0.8%	-2.0%	7.1%	-2.0%	-3.6%	3.9%	32.6%*	3.8%	38.7%*

* Indicates statistically significant result

Figure 5.4-15 presents the three sets of average monthly bills for all customers, CARE/FERA customers, and non-CARE/FERA customers on Rate 2, which were similar in nature to Rate 1. The average Rate 2 customer experienced a structural loss of $22.15 (19%). Through changes in energy use behavior, they were able to offset about $3.21 (14.5%), resulting in a total monthly bill increase of $18.94 (16%) after factoring in both changes in the tariff and behavior. CARE/FERA customers experienced an average structural loss of $19.44 (27%). They were able to mitigate this loss by about 6.0%, which is more than those on Rate 1 (however, their structural losses were much larger). Non-CARE/FERA customers were able to reduce their structural loss of $23.36 by 17.6%, resulting in a monthly bill increase of $19.24.

Figure 5.4-15: Rate 2 Total Bill Impact Due to Differences in the Tariff and Behavior Change All | CARE/FERA | Non-CARE/FERA

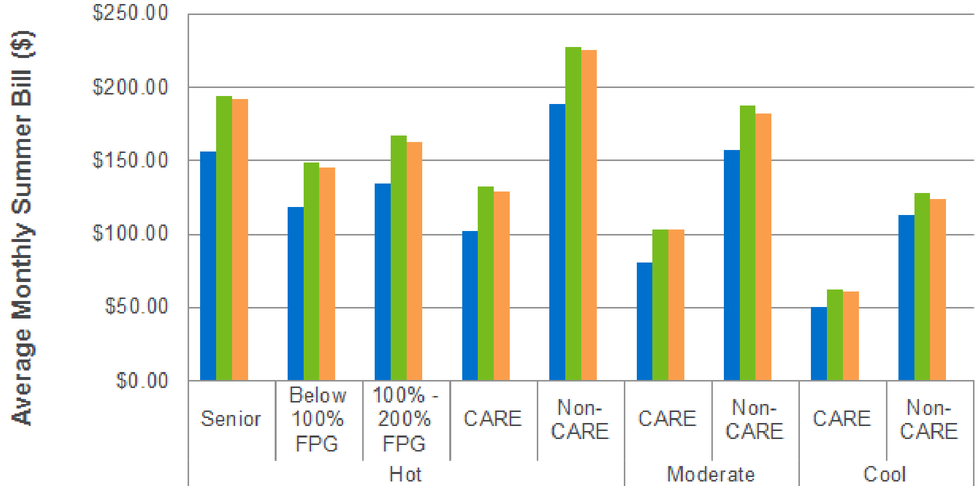


	All Customers	CARE	Non-CARE
No Change in Behavior or Tariff	$117.36	$71.24	$137.74
No Change in Behavior, Change in Tariff	$139.51	$90.68	$161.10
With Change in Behavior and Tariff	$136.30	$89.51	$156.98
% of structural loss mitigated by change in behavior	14.5% *	6.0%	17.6% *

* Indicates statistically significant result

Figure 5.4-16 presents the three sets of average monthly bills for the detailed segments by climate region on Rate 2. Non-CARE/FERA customers in the moderate and cool climate region were able to offset their structural bill increase by 18% and 23.5%, respectively. Customers in households making between 100% and 200% of FPG reduced their structural loss by nearly 15%, however their bill reduction due to behavior change was not statistically significant.

Figure 5.4-16: Rate 2 Total Bill Impact Due to Differences in the Tariff and Behavior Change Detailed Segments by Climate Region

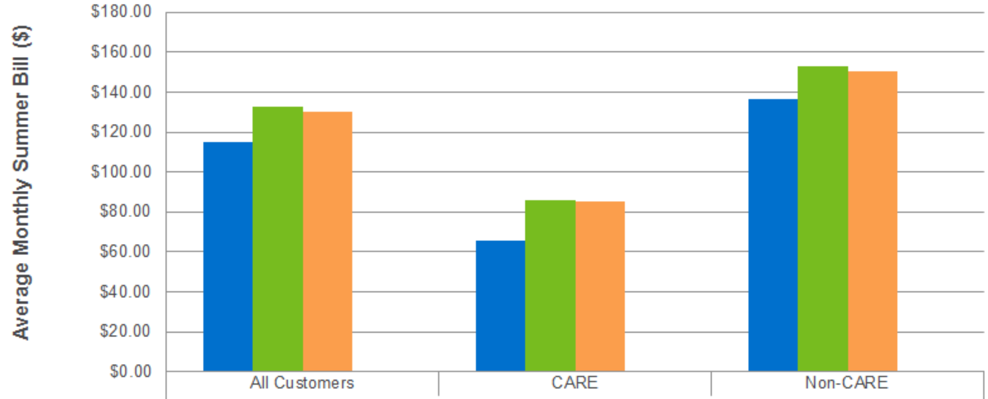


	Hot: Senior	Hot: Below 100% FPG	Hot: 100% - 200% FPG	Hot: CARE	Hot: Non-CARE	Moderate: CARE	Moderate: Non-CARE	Cool: CARE	Cool: Non-CARE
No Change in Behavior or Tariff	$156.49	$118.40	$134.79	$101.84	$189.00	$81.05	$156.90	$50.41	$113.03
No Change in Behavior, Change in Tariff	$194.46	$148.24	$167.19	$132.18	$227.07	$103.85	$187.62	$62.55	$127.88
With Change in Behavior and Tariff	$192.14	$145.57	$162.46	$129.64	$225.13	$103.30	$182.11	$61.23	$124.39
% of structural loss mitigated by change in behavior	6.1%	8.9%	14.6%	8.4%*	5.1%	2.4%	18.0%*	10.9%	23.5%*

* Indicates statistically significant result

Figure 5.4-17 presents the three sets of average monthly bills for all customers, CARE/FERA customers, and non-CARE/FERA customers on Rate 3. For the average Rate 3 customer, the three sets of bills were all slightly lower than their Rate 1 and Rate 2 counterparts, but the percent reduction in structural losses was also a bit smaller. Customers on Rate 3 face an average structural bill increase of $17.53 (15%) but are able to reduce that to $15.33 (13%) through changes in behavior. Non-CARE/FERA customers were the most successful and were able to reduce their structural bill increases by 16.4%.

Figure 5.4-17: Rate 3 Total Bill Impact Due to Differences in the Tariff and Behavior Change All | CARE/FERA | Non-CARE/FERA

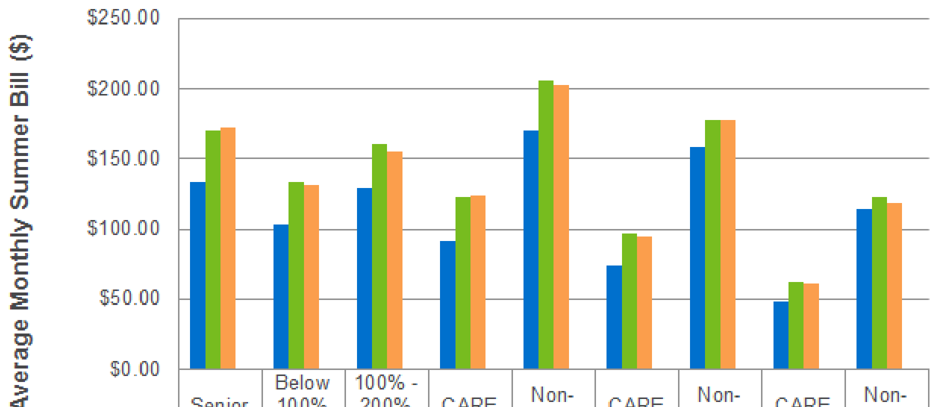


	All Customers	CARE	Non-CARE
		All	
No Change in Behavior or Tariff	$114.88	$65.89	$136.53
No Change in Behavior, Change in Tariff	$132.41	$86.17	$152.85
With Change in Behavior and Tariff	$130.20	$85.00	$150.18
% of structural loss mitigated by change in behavior	12.6% *	5.8%	16.4% *

* Indicates statistically significant result

Figure 5.4-18 presents the three sets of average monthly bills for the detailed segments by climate region on Rate 3. Customers in senior households and CARE/FERA customers in the hot climate zone were not able to reduce their bill increases with changes in behavior, but these results were not statistically significant.

Figure 5.4-18: Rate 3 Total Bill Impact Due to Differences in the Tariff and Behavior Change Detailed Segments by Climate Region



	Senior	Below 100% FPG	100% - 200% FPG	CARE	Non-CARE	CARE	Non-CARE	CARE	Non-CARE
	Hot					Moderate		Cool	
No Change in Behavior or Tariff	$133.47	$103.41	$129.58	$91.75	$170.07	$74.38	$157.94	$48.07	$113.66
No Change in Behavior, Change in Tariff	$170.82	$133.54	$160.83	$123.30	$205.70	$96.77	$178.45	$62.25	$122.95
With Change in Behavior and Tariff	$172.84	$131.11	$155.60	$124.41	$202.40	$94.76	$178.04	$61.17	$118.71
% of structural loss mitigated by change in behavior	-5.4%	8.1%	16.8%	-3.5%	9.2%	9.0%	2.0%	7.6%	45.7%*

* Indicates statistically significant result

Overall, the average customer across each of the rates was able to offset a small portion of the structural bill impact by over 10%. However, the offsets were largely driven by the non-CARE/FERA customers in the moderate and cool climate regions. For the most part, the other segments were not able to offset much of their structural loss and many of the observed behavioral impacts were not statistically significant.

5.4.4 Change in the Distribution of Bill Impacts Due to Behavior Change

The fourth analysis presents the distribution of bill impacts[103] for customers with and without behavioral change, and is designed to show how the distribution shifts when customers respond to the rates by changing behavior. Similar to the other analyses, impact distributions are based on the average summer monthly bills for July (for Rate 1 and Rate 2 only), August, and September. Bill impacts were estimated for two cases—with and without behavior change. Both are based on the structural bill impact calculations; however, impacts with behavior change show how behavioral impacts are able to affect the structural impact distribution. Customers were segmented into ranges of bill impacts. The percentage of customers in each $10 increment from negative $100 to positive $100 per month (with and without behavior change) was determined with and without behavior change. The underlying calculations used to develop the distributions are based off of a difference-in-differences approach that compares the treatment and control customers based on both pre- and post-treatment bill impacts.[104]

The two distributions are presented on a line graph, with the height of the line at any given $10 increment representing the percentage of customers experiencing a bill impact of the corresponding dollar amount. In this case, the bill impact is measured as the difference between the TOU bill and the OAT bill. If the line for the group with changes in behavior is to the left of the line representing the group with no change in behavior, it shows that at least some customers were able to modify their energy usage such that they had lower total bill impacts compared to if they had not changed their behavior.

Figure 5.4-19 presents the distribution of bill impacts with and without energy use behavior change. The blue line represents the structural bill impacts that result when customers are billed on the TOU rate and do not change their energy use behavior. The green line shows the total bill impacts when customers have responded to the TOU rate and, in some cases, changed their energy use behavior. Bill impacts are calculated as the difference between the TOU bill and the OAT bill. Each point along the line graph represents the percentage of customers within a specific bill impacts bin or range. For example, on Rate 1, approximately 18% of the customers have structural bill impact of $21 to $30 per month—the blue line. In other words, approximately 18% of the Rate 1 customers would experience an increase of $21 to $30 per month on Rate 1 compared to the OAT without changing their behavior. The green line represents the bill impacts when customers have had the opportunity to respond to the TOU rate. In this case, the percent of customers experiencing an increase of $21 to $30 per month on Rate 1 compared to the OAT is 16%, showing a slight decrease.

---

[103] Bill impacts without behavior change represent the structural bill impact distribution, bill impacts with behavior change show how behavioral impacts affect the structural bill impact distribution.

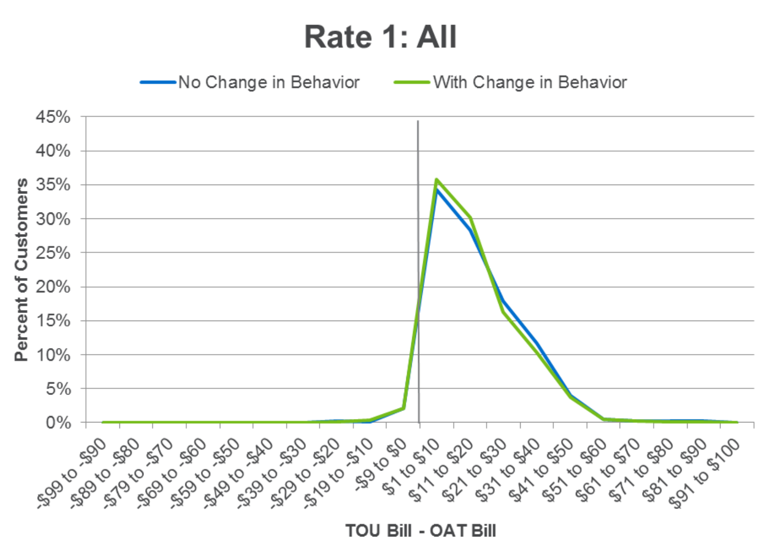
[104] See section 3.2.4 for additional details on the methodology.

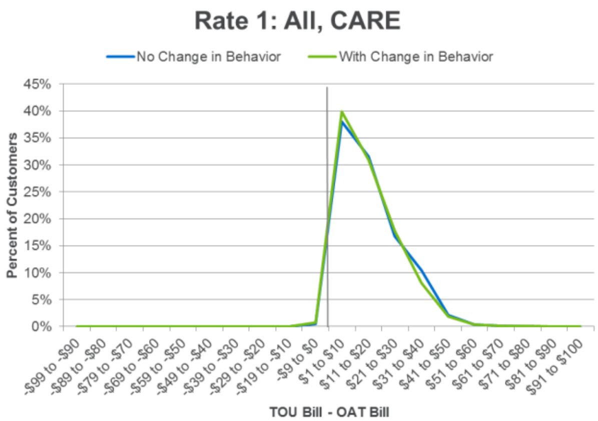
It is important to note that customers could move up or down through the incremental impact bins, and could potentially move more than one bin—meaning that a customer could potentially experience a bill increase due to their behavioral response, or they could jump down several bins and go from a $21 to $30 per month bill impact down to $11 to $20 impact, for example. In the case of the average Rate 1 customers, there is an increase in the percent of customers with a bill impact of between $11 and $20 per month. With no change in behavior, 28% of customers were in this bin and with behavior change 30% of customers are now in this bin. Looking at the shape of the distributions and the table reporting the percentages, it is clear that with behavior change there were fewer customers in the $31 to $40 range, and in the$21 to $30 range. While it isn't clear exactly where those customers moved, it is clear that ultimately some customers were able to make changes in their energy use behavior that resulted in offsetting some of the structural loss, as covered in the previous sections. While the percentage of customers in the $11 to $20 bin increased, it was because they were originally in higher bill impact ranges and have since transitioned down to a lower bin.

As noted in the previous section, CARE/FERA customers on average did not offset any of the structural loss through behavior change. This is also apparent in the graph below, where there is very little separation between the green and blue lines, especially in the lower bill impact bins. On the other hand, the non-CARE/FERA customers were able to slightly offset the structural bill impacts, and this can be observed in the graph where sections of the green line are to the left of or below the blue line. It's also important to note that instances where the green line is to the right of or above the blue line in the lower bill impact ranges indicate more customers have moved into that bin, likely from higher impact bins. This is the case where there is a higher percentage of non-CARE/FERA customers in the $11 to $20 range after behavior change compared to before behavior change.

Figure 5.4-19: Rate 1 Change in the Distribution of Bill Impacts Due to Behavior Change All | CARE/FERA | Non-CARE/FERA

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0%	0%
-$89 to -$80	0%	0%
-$79 to -$70	0%	0%
-$69 to -$60	0%	0%
-$59 to -$50	0%	0%
-$49 to -$40	0%	0%
-$39 to -$30	0%	0%
-$29 to -$20	0%	0%
-$19 to -$10	0%	0%
-$9 to $0	2%	2%
$1 to $10	34%	36%
$11 to $20	28%	30%
$21 to $30	18%	16%
$31 to $40	12%	10%
$41 to $50	4%	4%
$51 to $60	1%	0%
$61 to $70	0%	0%
$71 to $80	0%	0%
$81 to $90	0%	0%
$91 to $100	0%	0%





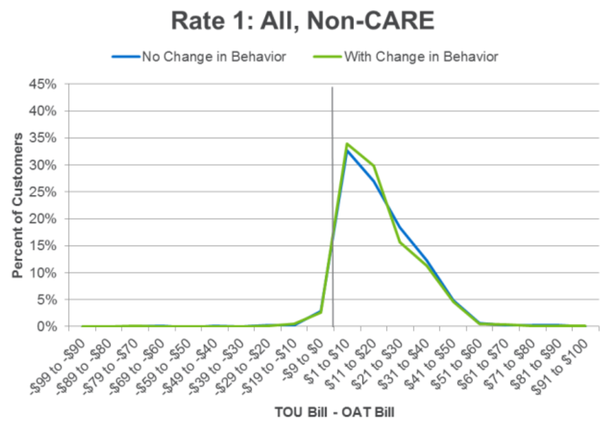
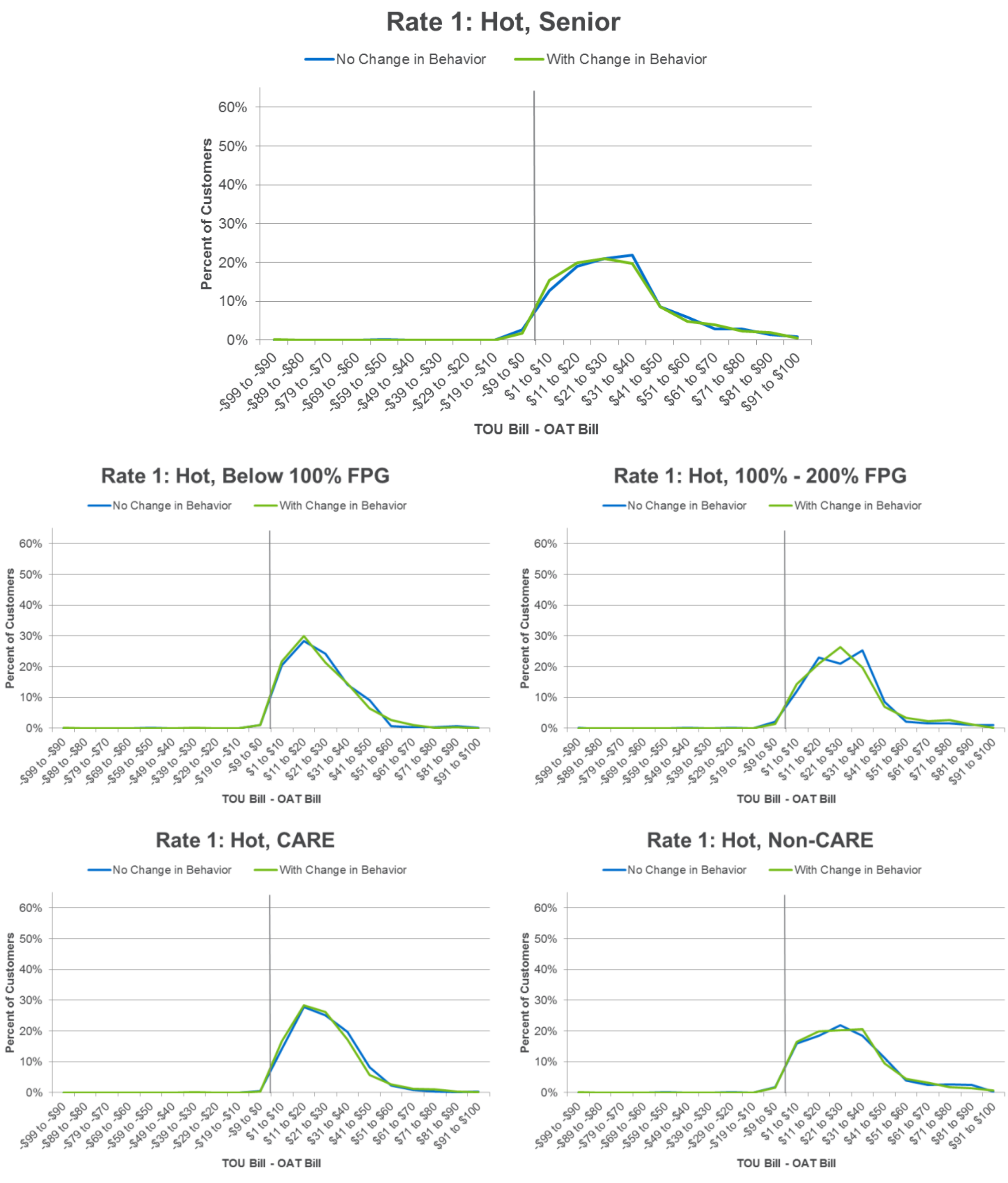
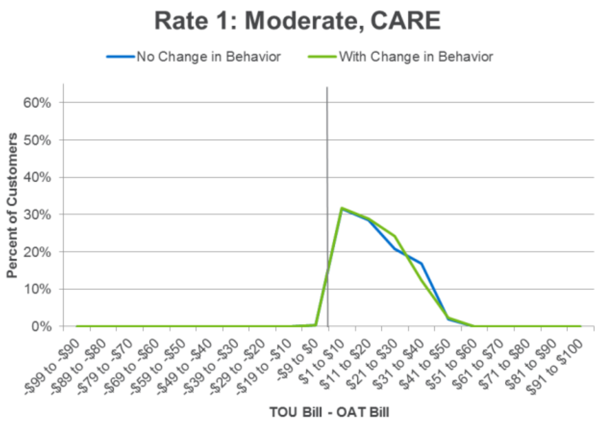
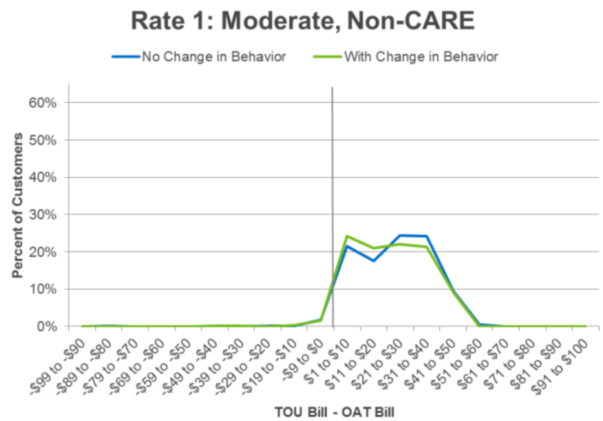


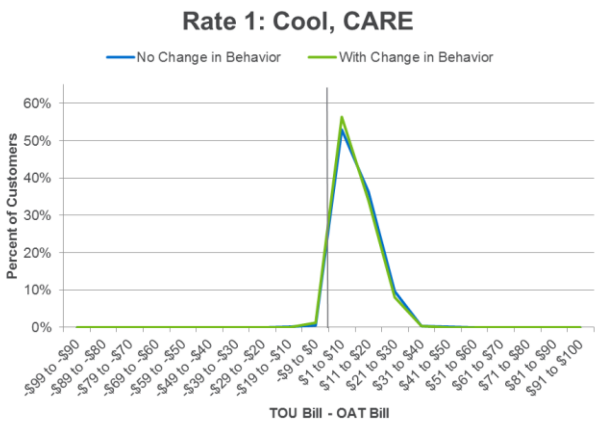
Figure 5.4-20 provides the distribution of bill impacts for the detailed segments by climate zone. As noted above in section 5.4.2, the only Rate 1 segments with statistically significant bill impacts due to behavior change were non-CARE/FERA customers in the moderate and cool climate regions. In each of those segments, it is possible to see how the distribution has shifted slightly. It's also worth noting that there are instances where there weren't statistically significant bill impacts. However, it's clear some shifting took place. Nevertheless, based on the outcomes it is apparent that not all of the shifting was into lower bill impact ranges given that the overall outcome for that segment was near zero and not statistically significant.

Figure 5.4-20: Rate 1 Change in the Distribution of Bill Impacts Due to Behavior Change Detailed Segments by Climate Region









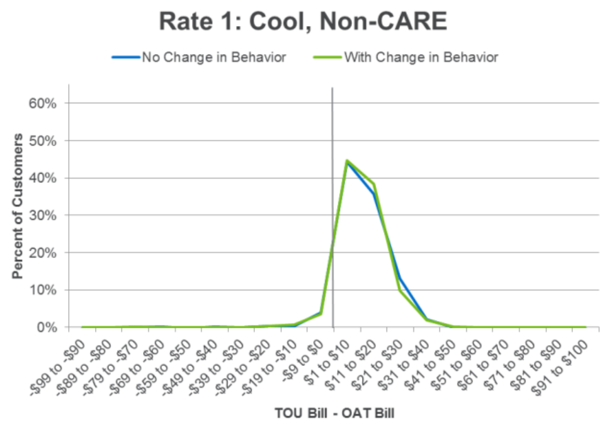


Figure 5.4-21 provides the distributions of bill impacts for all customers and CARE/FERA and non-CARE/FERA customers on Rate 2. The average Rate 2 customer was able to offset approximately $3.21 of the structural loss through behavior change. Based on the graph, some customers with larger impacts in the $41 to $50 range were able to transition down to lower bins. On average, Rate 2 CARE/FERA customers were not able to offset any of the structural loss. This is further illustrated with the very small shifts in the distributions of bill impacts with and without change in behavior. As with Rate 1, non-CARE/FERA customers show the largest behavioral bill impacts. This is shown where there is a notable reduction in the $31 to $40 per month bill impact range, and growth in the lower impact ranges.

Figure 5.4-21: Rate 2 Change in the Distribution of Bill Impacts Due to Behavior Change All | CARE/FERA | Non-CARE/FERA

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0%	0%
-$89 to -$80	0%	0%
-$79 to -$70	0%	0%
-$69 to -$60	0%	0%
-$59 to -$50	0%	0%
-$49 to -$40	0%	0%
-$39 to -$30	0%	0%
-$29 to -$20	0%	0%
-$19 to -$10	0%	1%
-$9 to $0	4%	4%
$1 to $10	30%	32%
$11 to $20	19%	22%
$21 to $30	14%	14%
$31 to $40	13%	10%
$41 to $50	8%	7%
$51 to $60	5%	5%
$61 to $70	3%	3%
$71 to $80	2%	2%
$81 to $90	0%	1%
$91 to $100	1%	1%

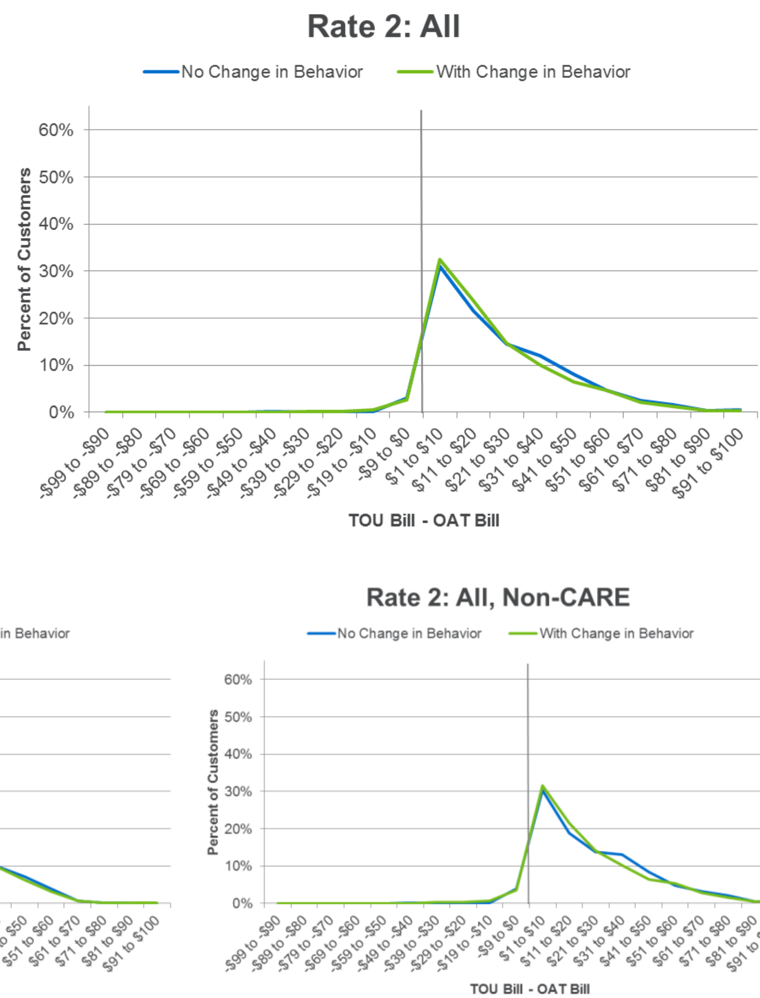
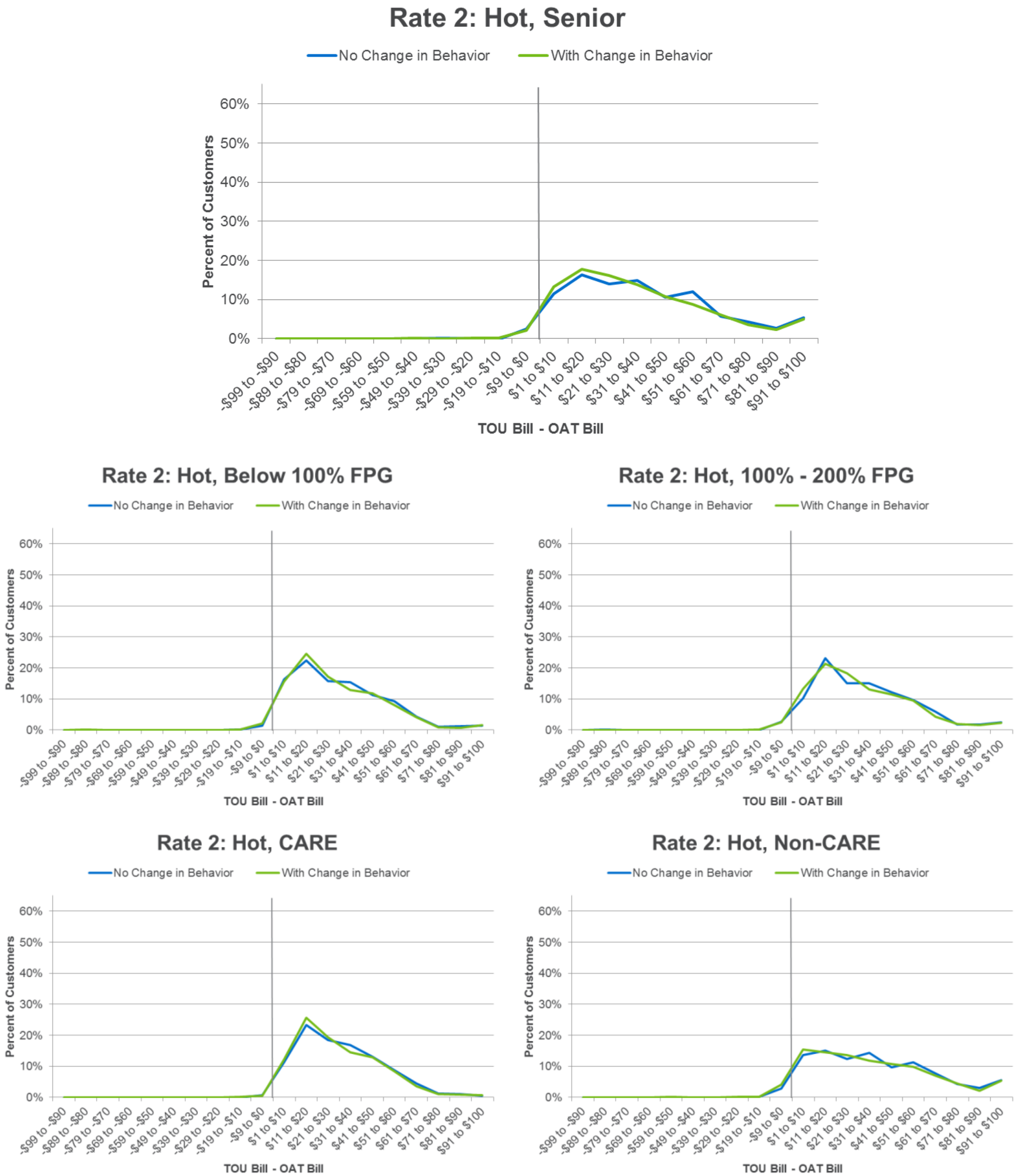


Figure 5.4-22 shows the distribution of bill impacts for the detailed segments by climate zone for Rate 2. As noted above, the only Rate 2 segments with statistically significant bill impacts from behavior change were non-CARE/FERA customers in the cool and moderate climate regions. The non-CARE/FERA customers in the moderate climate region show a dramatic shift in the distribution of bill impacts with and without behavior change. Some of the other segments show changes in the distribution. However, the bill impacts from behavior change for the remaining segments were not statistically significant. This indicates that while on average there were no behavioral bill impacts, there are customers within the segments that produced significant bill impacts due to behavior change.

Figure 5.4-22: Rate 2 Change in the Distribution of Bill Impacts Due to Behavior Change Detailed Segments by Climate Region



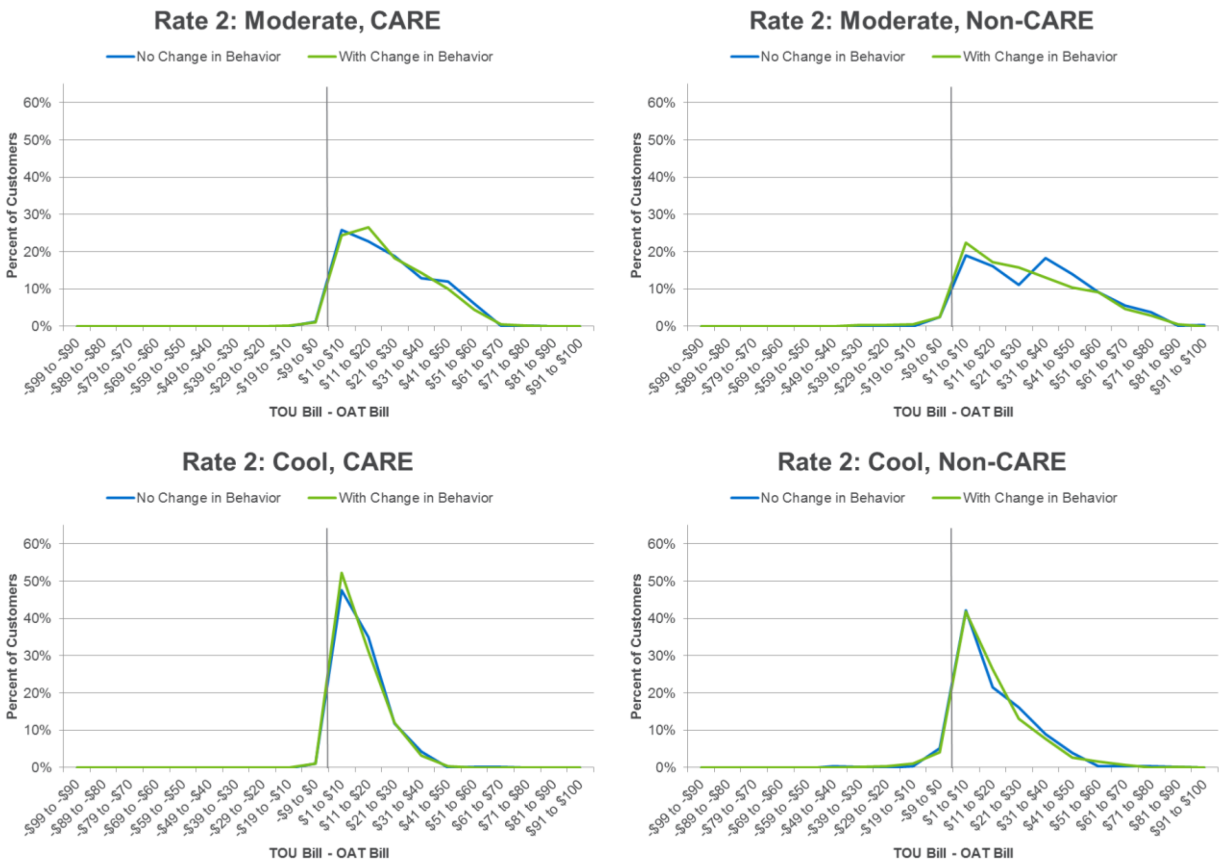
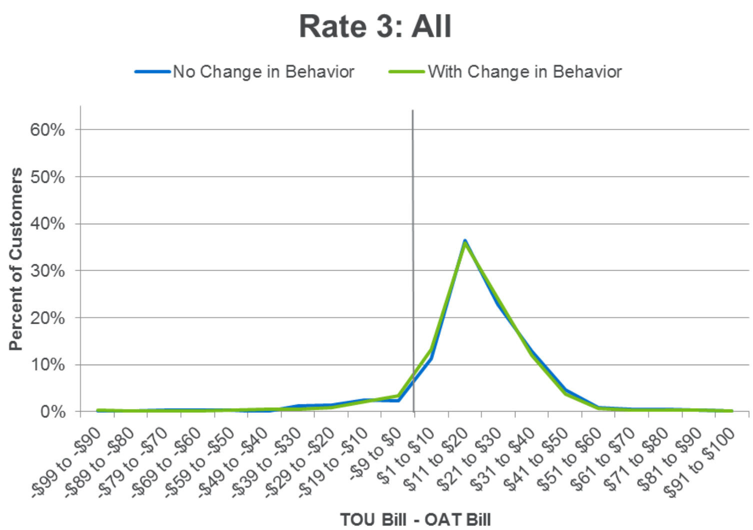
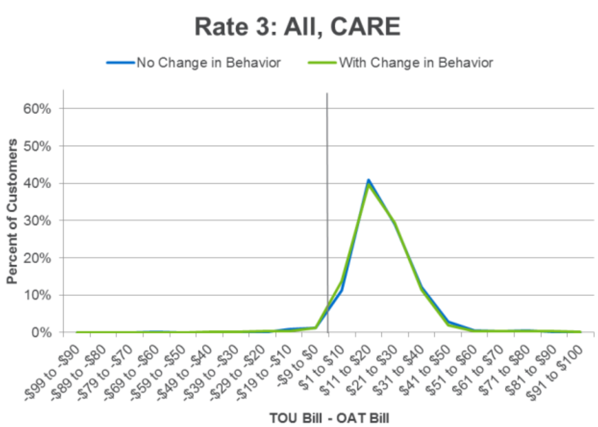


Figure 5.4-23 shows the distribution of bill impacts for all customers and for CARE/FERA and non-CARE/FERA customers on Rate 3. The average Rate 3 customer was able to offset approximately $2.21 (12.6%) of the structural loss. Based on the graph, it appears that some customers who were very close to being structural benefiters were able to shift into that category with changes in behavior. As with Rates 1 and 2, CARE/FERA customers were not able to offset any of their structural loss. Non-CARE/FERA customers were the segment with the largest behavioral bill impacts – the shift from the $11 to $20 to the $1 to $10 range is quite clear.

Figure 5.4-23: Rate 3 Change in the Distribution of Bill Impacts Due to Behavior Change All | CARE/FERA | Non-CARE/FERA

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0%	0%
-$89 to -$80	0%	0%
-$79 to -$70	0%	0%
-$69 to -$60	1%	0%
-$59 to -$50	1%	0%
-$49 to -$40	0%	1%
-$39 to -$30	2%	1%
-$29 to -$20	2%	1%
-$19 to -$10	3%	3%
-$9 to $0	3%	4%
$1 to $10	11%	13%
$11 to $20	35%	34%
$21 to $30	20%	22%
$31 to $40	13%	12%
$41 to $50	6%	5%
$51 to $60	1%	1%
$61 to $70	1%	0%
$71 to $80	1%	0%
$81 to $90	0%	0%
$91 to $100	0%	0%





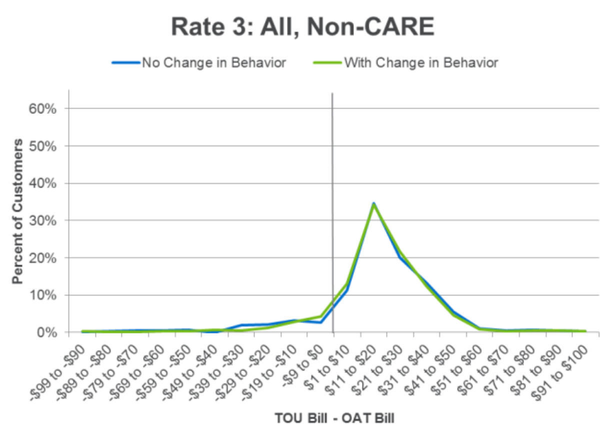
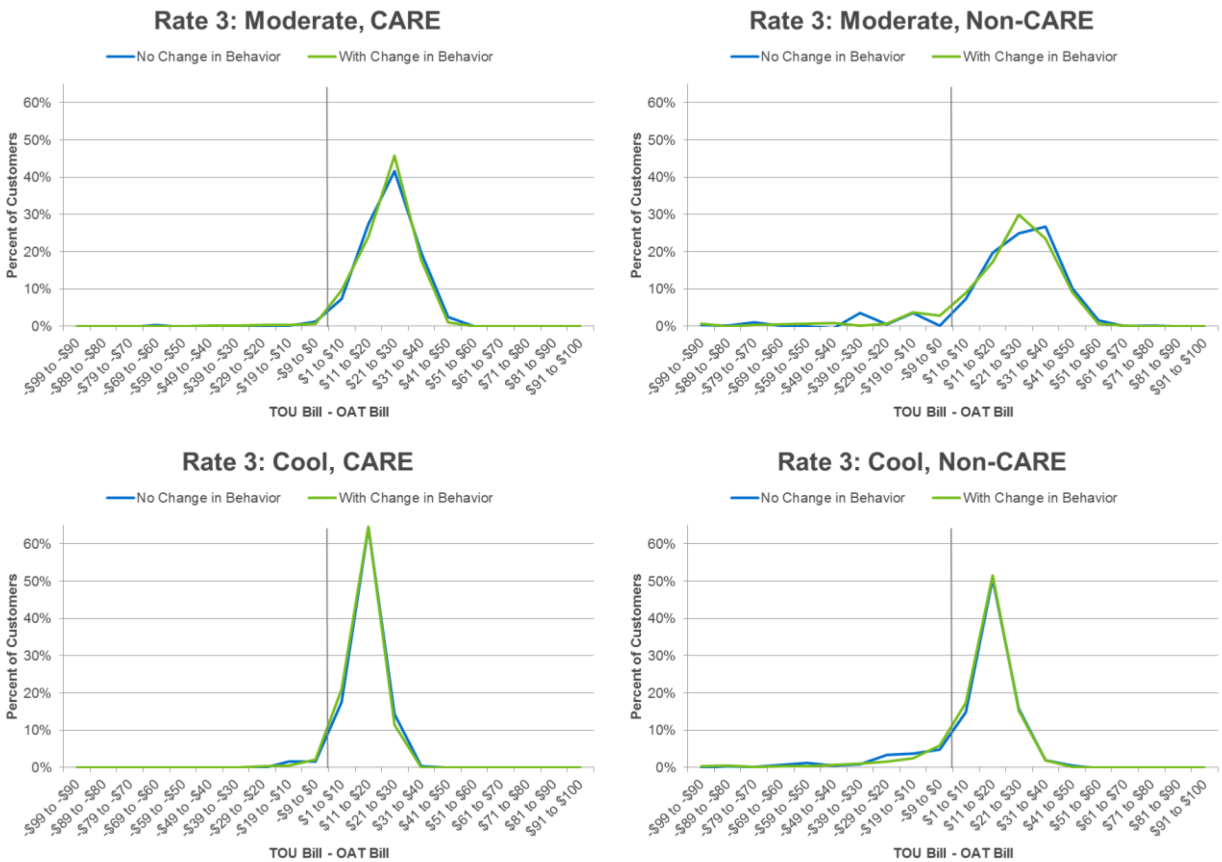


Figure 5.4-24 shows the distribution of bill impacts for the detailed segments by climate zone for Rate 3. As noted above in Section 5.4.2, the only Rate 3 segment with statistically significant bill impacts due to behavior change was non-CARE/FERA customers in the cool climate region. This segment shows a shift in the smaller bill impact bins, but the shift is not immediately obvious in the higher impact bins.

Figure 5.4-24: Rate 3 Change in the Distribution of Bill Impacts Due to Behavior Change Detailed Segments by Climate Region



5.5 Survey Findings

This section summarizes the survey findings for the three rate treatments tested by SCE. The CPUC resolution approving SCE's pilot requires that survey findings be reported for the following rates, customer segments, and climate regions:

- Seniors, CARE/FERA customers, non-CARE/FERA customers and households with incomes below 100% of FPG, and households with incomes between 100% and 200% of FPG in SCE's hot climate region for Rate 2, and
- CARE/FERA and non-CARE/FERA customers for each rate for each climate region.

Sub-Appendix B in Appendix Volume 1 describes the reporting requirements for SCE's opt-in pilot.

5.5.1 Findings Relevant to 745c Decision

Descriptive Statistics of Economic/Health Scores

To assess whether any of the TOU pilot rates caused economic difficulty, difference in average economic index scores were compared between the rate treatment and control groups for the segments shown in Table 5.5-1.

Table 5.5-1: Segments Tested by Rate

Climate	Segment	Control vs. Rate 1	Control vs. Rate 2	Control vs. Rate 3
Hot	Non-CARE/FERA	X	X	X
	CARE/FERA	X	X	X
	CARE/FERA – on or eligible	X	X	X
	Below 100% FPG		X	
	100 to 200% FPG		X	
	Seniors		X	
Moderate	Non-CARE/FERA	X	X	X
	CARE/FERA	X	X	X
	CARE/FERA – on or eligible	X	X	X
Cool	Non-CARE/FERA	X	X	X
	CARE/FERA	X	X	X
	CARE/FERA – on or eligible	X	X	X

Values for descriptive statistics provided in Table 5.5-2 and Figure 5.5-1 to Figure 5.5-3 are shown for all respondents combined, including control and treatment customers, with no weighting applied to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

Table 5.5-2 provides the mean, median, and the 25th and 75th percentile scores for all SCE respondents and Figure 5.5-1 shows the histogram of economic index scores. The dotted line on the histogram shows the median, while the orange line shows the mean. Economic index scores can range from a low of 0 to a high of 10. The higher the score, the more economic difficulty a respondent has. SCE pilot participants had a mean economic index score of 3.0 and median score of 2.6. The distribution of economic index scores is positively skewed.

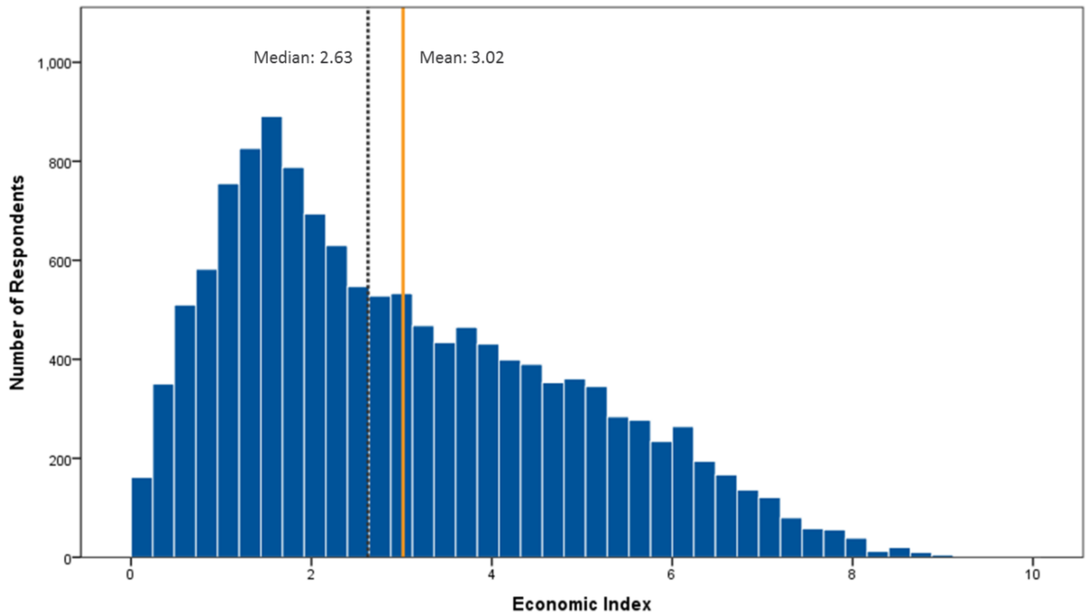
Table 5.5-2: Measures of Central Tendency for Economic Index Scores[1,2]

Statistic	All SCE Sample	Non-CARE/FERA	CARE/FERA	Seniors
Mean	3.02	2.28	4.04	2.74
25th Percentile	1.47	1.14	2.63	1.33
Median	2.63	1.83	3.97	2.33
75th Percentile	4.35	3.08	5.34	3.89

[1] Higher mean index scores = more economic difficulty.

[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

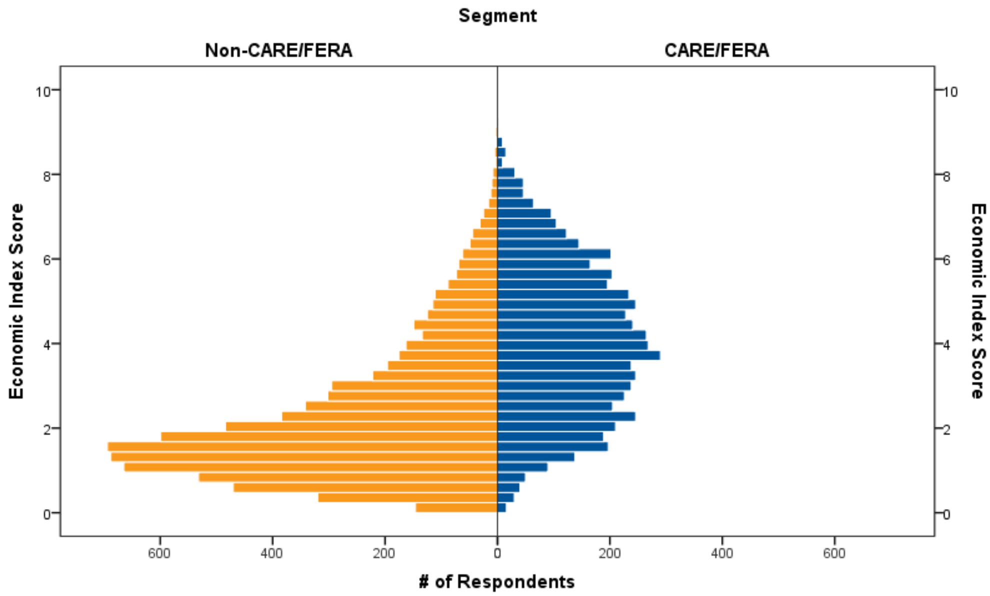
Figure 5.5-1: Histogram of Economic Index Scores[1, 2]



[1] Higher index scores = more economic difficulty.
[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

As shown in Figure 5.5-2, the distribution of economic index scores is different for CARE/FERA and non-CARE/FERA groups. Both groups show a large spread of economic index scores, but the distribution of CARE/FERA scores is normally distributed, with equal distribution around the average score of 4.04. When comparing the two distributions, the reader is reminded that the CARE/FERA population depicted in the figure includes oversampling for households with incomes below 100% of FPG in the hot climate region and other non-random sampling across climate regions and does not accurately represent the distribution of economic index scores for CARE/FERA customers from the general SCE population.

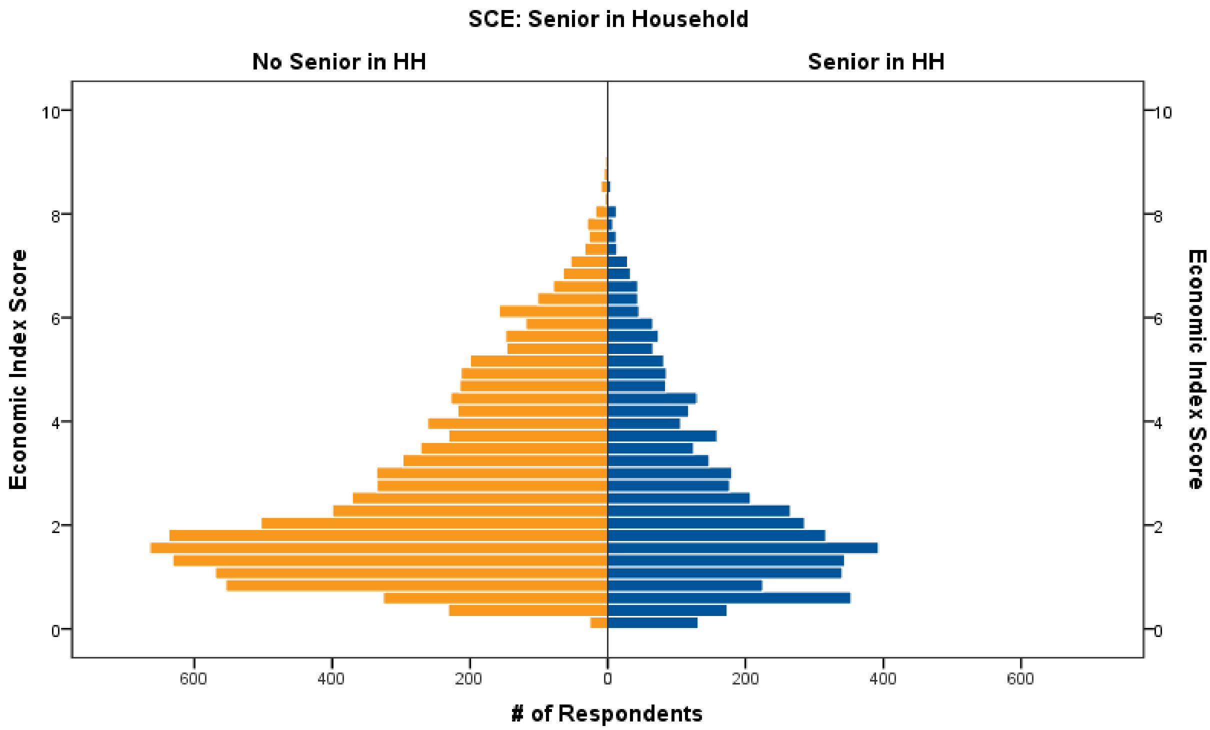
Figure 5.5-2: Histogram of Economic Index Scores for CARE/FERA and non-CARE/FERA Segments[1, 2]



[1] Higher index scores = more economic difficulty.
[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

As shown in Figure 5.5-3, the distribution of economic index scores very similar between households with a senior as a head of household versus a non-senior as a head of household. Both groups show a large spread of economic index scores and the distributions are both positively skewed. Once again, however, it is important to keep in mind that oversampling of seniors in the hot climate region means that the distributions displayed in the figure do not represent the distribution of scores for senior households from the general SCE population.

Figure 5.5-3: Histogram of Economic Index Scores for Seniors and Non-Seniors[1,2]



[1] Higher index scores = more economic difficulty.

[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

Health Index: Table 5.5-3 shows the percent of respondents who reported a household member who sought medical attention due to excess heat from among the small minority of respondents who indicated that a household member had a medical condition that required keeping their house cool in the summer. All respondents in each segment also indicated that their home has some form of air conditioning. CARE/FERA customers and those with incomes less than 100% FPG were more likely to report a household member who sought medical attention because of the heat than other segments.

Table 5.5-3: Distribution of Health Index Responses from Customers with AC and a Disability that Requires Cooling by Segment[1]

Climate Region	Segment	Total in segment	Total seeking medical attention	% seeking medical attention
Hot	Non-CARE/FERA	472	56	12%
	CARE/FERA	558	141	25%
	CARE/FERA - on or eligible	754	177	23%
	Below 100% FPG	570	142	25%
	100 to 200% FPG	298	53	18%
	Seniors	784	130	17%
Moderate	Non-CARE/FERA	235	35	15%
	CARE/FERA	390	99	25%
	CARE/FERA - on or eligible	497	124	25%
Cool	Non-CARE/FERA	152	30	20%
	CARE/FERA	226	59	26%
	CARE/FERA - on or eligible	284	78	27%

[1] Table includes all respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had a form of air conditioning in their home. Totals include all control and treatment respondents by segment.

Economic and Health Changes – Control Versus Rate Comparisons

This section compares the average values for the economic and health indices for control and TOU treatment customers for each customer segment, rate and climate region. Given the RCT design, any statistically significant differences between control and treatment customers can be attributed to the TOU rates (or random chance). Statistically significant differences between control and rate groups are highlighted in green. Color-coded triangles are also provided to facilitate interpretation of the results as shown in Figure 5.5-4.

Figure 5.5-4: Example of Results Table with Color Coding

Climate Region	Segment	Control Mean	Control SD	Control n	Rate Mean	Rate SD	Rate n	Mean Difference	Pooled SE	DF	t-stat	p-value
Moderate	Non-CARE/FERA	2.6	1.7	824	2.5	1.7	1,382	-0.18	0.07	2,204	-2.37	0.018 ▼
	CARE/FERA	4.1	1.8	575	4.1	1.9	947	0.05	0.10	1,520	0.49	0.627 ▲
	CARE/FERA - on or eligible	3.9	1.75	935	4.2	1.85	456	0.32	0.10	1,389	3.12	0.002 ▲

Rate 1

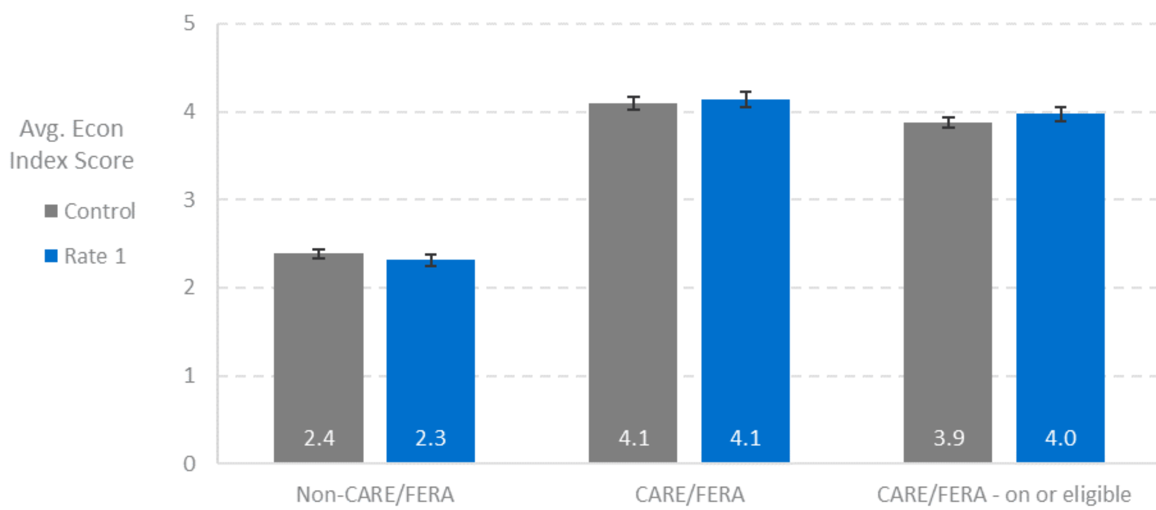
Economic Index: Table 5.5-4 shows the economic index scores for Rate 1 and control group customers by segment and climate region. There was no statistically significant increase in the economic index for customers on Rate 1 in any segment or climate region. However, CARE/FERA customers in both the control and treatment groups had substantially higher economic index scores compared with non-CARE/FERA households in all climate regions.

Table 5.5-4: Comparison of Economic Index Means, Control vs. Rate 1[1]

Climate Region	Segment	Control			Rate 1			Statistics					
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	2.4	1.63	1,162	2.3	1.64	740	-0.08	0.08	1,900	-0.99	0.320	▼
	CARE/FERA	4.1	1.7	578	4.1	1.8	417	0.05	0.11	993	0.41	0.683	▲
	CARE/FERA - on or eligible	3.9	1.75	935	4.0	1.83	595	0.09	0.09	1,528	0.99	0.323	▲
Moderate	Non-CARE/FERA	2.3	1.5	521	2.4	1.7	497	0.07	0.10	1,016	0.68	0.499	▲
	CARE/FERA	4.0	1.7	389	3.8	1.9	367	-0.16	0.13	754	-1.22	0.224	▼
	CARE/FERA - on or eligible	3.8	1.7	545	3.7	1.9	516	-0.02	0.11	1,059	-0.17	0.863	▼
Cool	Non-CARE/FERA	2.0	1.43	583	2.1	1.43	575	0.09	0.08	1,156	1.10	0.270	▲
	CARE/FERA	3.9	1.65	375	3.9	1.72	352	-0.01	0.12	725	-0.11	0.916	▼
	CARE/FERA - on or eligible	3.6	1.71	509	3.6	1.77	487	0.01	0.11	994	0.10	0.919	▲

[1] Higher mean index scores = more economic difficulty.

Figure 5.5-5: Mean Economic Index Scores, Control vs. Rate 1 for Key Segments in Hot Region[1]



[1] Higher mean index scores = more economic difficulty.

Health Index: Table 5.5-5 shows the health index proportions for control and treatment customers on Rate 1. The values in the table represent customers in the samples that have air conditioning and who reported a household member who required cooling due to a disability. The proportions shown in the table represent the percent of this population who reported a household member who sought medical attention because of excess heat. A higher proportion of Rate 1 CARE/FERA customers in the hot region reported a household member who sought medical attention due to heat when compared to the control group. Given the small sample sizes in the cool region segments, even relatively large differences between the proportions for those on Rate 1 and those in the control group in the cool region are not statistically significant.

Table 5.5-5: Comparison of Health Index Proportions, Control vs. Rate 1[1, 2]

Climate Region	Segment	Control % with Event	Control Total N	Rate 1 % with Event	Rate 1 Total N	Statistics % Difference	SE	Z-stat	p-value	
Hot	Non-CARE/FERA	13%	150	14%	103	0.3%	0.04	0.06	0.95	▲
	CARE/FERA	18%	175	31%	127	12%	0.05	2.51	0.01	▲
	CARE/FERA - on or eligible	19%	245	27%	168	8%	0.04	1.96	0.06	▲
Moderate	Non-CARE/FERA	18%	57	19%	73	2%	0.07	0.24	0.81	▲
	CARE/FERA	22%	107	23%	101	0.3%	0.06	0.06	0.95	▲
	CARE/FERA - on or eligible	24%	135	24%	133	0.4%	0.05	0.07	0.95	▲
Cool	Non-CARE/FERA	16%	45	23%	35	7%	0.09	0.83	0.41	▲
	CARE/FERA	32%	66	18%	60	-13%	0.08	1.74	0.08	▼
	CARE/FERA - on or eligible	31%	84	18%	73	-13%	0.07	1.90	0.06	▼

[1] Table shows health index results for respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had air conditioning in their home.

[2] The number of total customers that require cooling for a disability and have air conditioning in the moderate and cool climate region are very small. The results are included here for completeness, but the statistical outcomes are not valid due to small sample sizes.

Rate 2

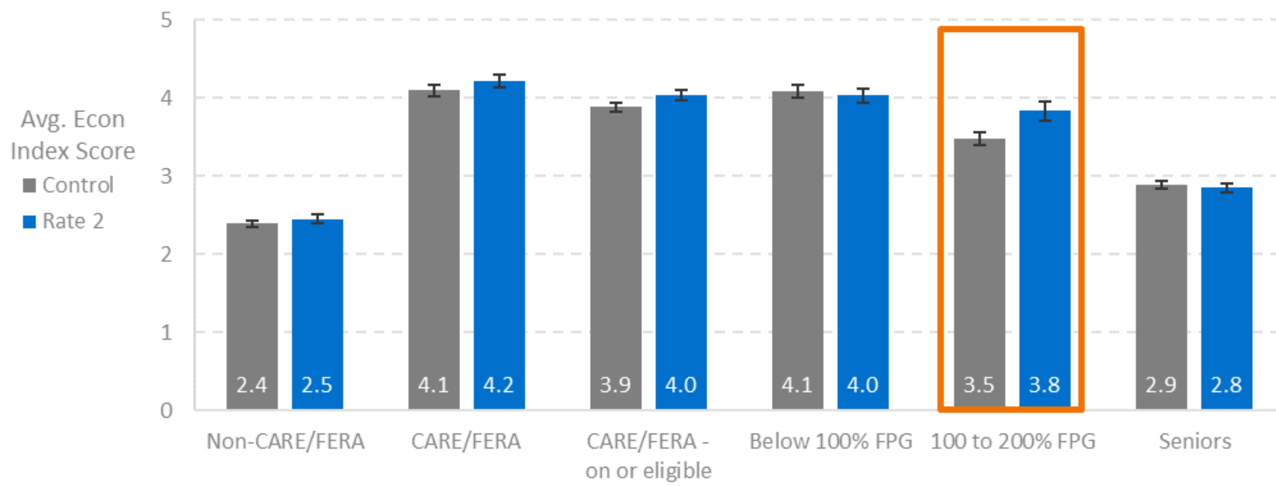
Economic Index: Table 5.5-6 shows the economic index values for control and treatment customers for Rate 2. Rate 2 customers with incomes between 100 and 200% of FPG segment had statistically significantly higher economic index scores when compared the control group. Rate 2 caused a 2-tenth increase in the economic index. This increase is equivalent to a customer noting they had trouble paying one additional bill during the 4-month pilot period. No other segments on Rate 2 had statistically significant higher economic index scores compared with the control group. In addition, as shown in the table and in Figure 5.5-6, the index value is nearly twice as high for CARE/FERA customers and CARE/FERA eligible customers compared with non-CARE/FERA customers.

Table 5.5-6: Comparison of Economic Index Means, Control vs. Rate 2[1]

Climate Region	Segment	Control Mean	Control SD	Control n	Rate 2 Mean	Rate 2 SD	Rate 2 n	Statistics Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	2.4	1.6	1,162	2.5	1.8	822	0.06	0.08	1,982	0.84	0.399	▲
	CARE/FERA	4.1	1.7	578	4.2	1.9	514	0.12	0.11	1,090	1.11	0.269	▲
	CARE/FERA - on or eligible	3.9	1.8	935	4.0	1.9	757	0.16	0.09	1,690	1.74	0.083	▲
	Below 100% FPG	4.1	2.0	657	4.0	2.1	577	-0.06	0.11	1,232	-0.50	0.617	▼
	100 to 200% FPG	3.5	1.7	404	3.8	1.9	243	0.36	0.14	645	2.53	0.012	▲
	Seniors	2.9	1.8	1,067	2.8	1.9	960	-0.04	0.08	2,025	-0.46	0.642	▼
Moderate	Non-CARE/FERA	2.3	1.5	521	2.2	1.5	485	-0.07	0.09	1,004	-0.79	0.430	▼
	CARE/FERA	4.0	1.7	389	3.8	1.8	372	-0.18	0.13	759	-1.45	0.147	▼
	CARE/FERA - on or eligible	3.8	1.7	545	3.7	1.8	498	-0.08	0.11	1,041	-0.75	0.451	▼
Cool	Non-CARE/FERA	2.0	1.4	583	2.1	1.5	576	0.05	0.09	1,157	0.59	0.552	▲
	CARE/FERA	3.9	1.7	375	3.9	1.8	378	0.03	0.13	751	0.25	0.799	▲
	CARE/FERA - on or eligible	3.6	1.7	509	3.7	1.8	515	0.09	0.11	1,022	0.81	0.420	▲

[1] Higher mean index scores = more economic difficulty.

Figure 5.5-6: Mean Economic Index Scores, Control vs. Rate 2 for Targeted Segments in Hot Region[1]



[1] Higher mean index scores = more economic difficulty.

Health Index: Table 5.5-7 shows the health index, or the proportion of households reporting at least one medical event due to heat in the summer. The percentage of respondents across all segments in Rate 2 who reported a household member needed to seek medical attention is not statistically different than the percentage of respondents in the corresponding control groups. In addition, the health index is higher for low-income segments and seniors compared to non-CARE/FERA segments.

Table 5.5-7: Comparison of Health Index, Control vs. Rate 2[1, 2]

Climate Region	Segment	Control % with Event	Control Total N	Rate 2 % with Event	Rate 2 Total N	Statistics % Difference	SE	Z-stat	p-value	
Hot	Non-CARE/FERA	13%	150	9%	135	-4%	0.04	1.19	0.24	▼
	CARE/FERA	18%	175	26%	159	8%	0.05	1.79	0.07	▲
	CARE/FERA - on or eligible	19%	245	23%	215	4%	0.04	0.95	0.34	▲
	Below 100% FPG	23%	213	23%	210	1%	0.04	0.20	0.85	▲
	100 to 200% FPG	15%	96	17%	90	2%	0.05	0.39	0.70	▲
	Seniors	16%	321	16%	282	-0.3%	0.03	0.10	0.92	▼
Moderate	Non-CARE/FERA	18%	57	9%	53	-8%	0.07	1.24	0.22	▼
	CARE/FERA	22%	107	31%	102	9%	0.06	1.46	0.14	▲
	CARE/FERA - on or eligible	24%	135	28%	123	5%	0.05	0.87	0.38	▲
Cool	Non-CARE/FERA	16%	45	14%	42	-1%	0.08	0.17	0.87	▼
	CARE/FERA	32%	66	26%	53	-5%	0.08	0.64	0.52	▼
	CARE/FERA - on or eligible	31%	84	27%	70	-4%	0.07	0.52	0.60	▼

[1] Table shows health index results for respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had air conditioning in their home.

[2] The number of total customers that require cooling for a disability and have air conditioning in the moderate and cool climate region are very small. The results are included here for completeness, but the statistical outcomes are not valid due to small sample sizes.

Rate 3

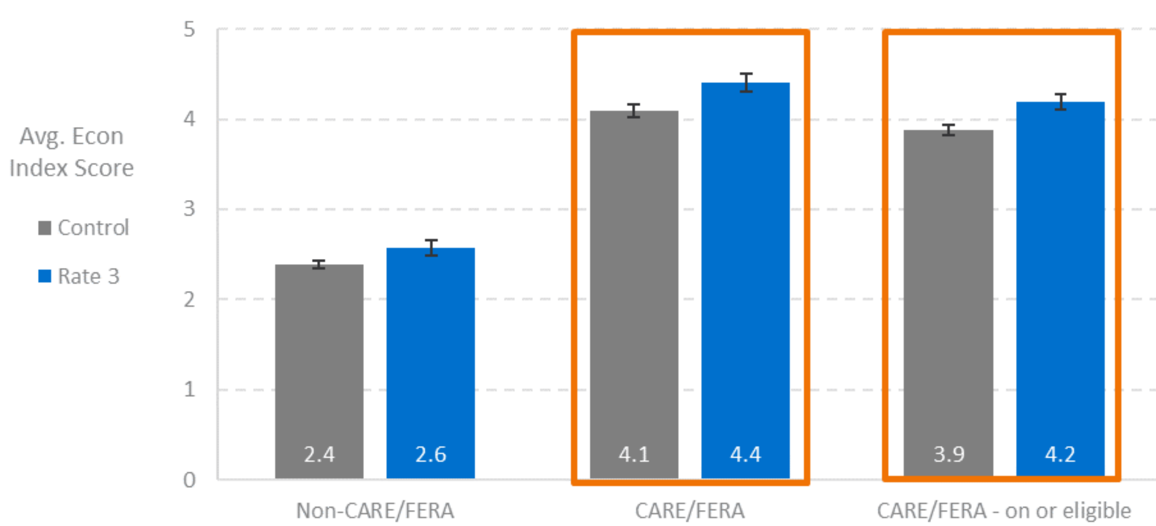
Economic Index: Table 5.5-8 and Figure 5.5 7 show the economic index score for customers on Rate 3 and the corresponding control group. SCE's Rate 3 increased economic index scores for CARE/FERA, and CARE/FERA participating and eligible customers in the hot climate region but not in other climate regions. Rate 3 increased economic index scores by about 3-tenths on average. This increase is equivalent to a customer noting they had trouble paying one additional bill during the 4-month pilot period or taking an additional action to reduce their bills. In addition, the index value is nearly twice as high for CARE/FERA customers and CARE/FERA eligible customers compared with non-CARE/FERA customers.

Table 5.5-8: Comparison of Economic Index Means, Control vs. Rate 3[1]

Climate Region	Segment	Control			Rate 3			Statistics					
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	2.4	1.63	1,162	2.6	1.77	424	0.18	0.09	1,584	1.96	0.051	▲
	CARE/FERA	4.1	1.7	578	4.4	1.8	331	0.31	0.12	907	2.58	0.010	▲
	CARE/FERA - on or eligible	3.9	1.75	935	4.2	1.85	456	0.32	0.10	1,389	3.12	0.002	▲
Moderate	Non-CARE/FERA	2.3	1.5	521	2.4	1.6	474	0.12	0.10	993	1.19	0.234	▲
	CARE/FERA	4.0	1.7	389	3.9	1.8	310	-0.10	0.13	697	-0.77	0.442	▼
	CARE/FERA - on or eligible	3.8	1.7	545	3.7	1.8	462	-0.01	0.11	1,005	-0.13	0.898	▼
Cool	Non-CARE/FERA	2.0	1.43	583	2.1	1.56	481	0.08	0.09	1,062	0.90	0.366	▲
	CARE/FERA	3.9	1.65	375	3.9	1.88	310	-0.04	0.13	683	-0.29	0.775	▼
	CARE/FERA - on or eligible	3.6	1.71	509	3.7	1.89	432	0.03	0.12	939	0.27	0.785	▲

[1] Higher mean index scores = more economic difficulty.

Figure 5.5-7: Mean Economic Index Scores, Control vs. Rate 3 for Key Segments in Hot Region[1]



[1] Higher mean index scores = more economic difficulty.

Health Index: As shown in Table 5.5-9 , a statistically significantly higher proportion of Rate 3 CARE/FERA households in the hot region reported a household member who sought medical attention due to heat when compared to their control. There are no other statistically significant differences in the health index between Rate 3 and control customers. In addition, the health index is higher for

CARE/FERA customers compared to non-CARE/FERA segments. However, the sample sizes are too small to provide accurate results for the cool region non-CARE/FERA segment.

Table 5.5-9: Comparison of Health Index Proportions, Control vs. Rate 3[1, 2]

Climate Region	Segment	Control % with Event	Control Total N	Rate 3 % with Event	Rate 3 Total N	Statistics % Difference	SE	Z-stat	p-value	
Hot	Non-CARE/FERA	13%	150	12%	84	-1%	0.05	0.31	0.75	▼
	CARE/FERA	18%	175	29%	97	11%	0.05	2.02	0.04	▲
	CARE/FERA - on or eligible	19%	245	28%	126	9%	0.05	1.89	0.06	▲
Moderate	Non-CARE/FERA	18%	57	12%	52	-6%	0.07	0.88	0.38	▼
	CARE/FERA	22%	107	25%	80	3%	0.06	0.41	0.68	▲
	CARE/FERA - on or eligible	24%	135	24%	106	-0.1%	0.06	0.02	0.98	▼
Cool	Non-CARE/FERA	16%	45	30%	30	14%	0.10	1.50	0.13	▲
	CARE/FERA	32%	66	28%	47	-4%	0.09	0.48	0.63	▼
	CARE/FERA - on or eligible	31%	84	35%	57	4%	0.08	0.51	0.61	▲

[1] Table shows health index results for respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had air conditioning in their home.

[2] The number of total customers that require cooling for a disability and have air conditioning in the moderate and cool climate region are very small. The results are included here for completeness, but the statistical outcomes are not valid due to small sample sizes.

Cross-Group Analysis

Neither CARE/FERA nor non-CARE/FERA customers on Rate 1 had statistically significantly higher economic index scores than their control group counterparts in any climate region. For customers on Rate 2, only those with incomes between 100 and 200% FPG had statistically significantly higher economic index scores than control customers. For Rate 3, CARE/FERA and CARE/FERA eligible customers had higher economic index scores compared with customers on the OAT. There was no statistically significant difference in the health index score for any customer segments on Rate 2 in the hot climate region. CARE/FERA customers on Rate 1 in the hot climate region had a statistically significantly higher health index score compare with control customers.

Increase in Economic and/or Health Index Scores

For customers on Rate 2, only those with incomes between 100 and 200% FPG had statistically significantly higher economic index scores than control customers. There was no statistically significant difference in the health index score for any customer segments on Rate 2 in the hot climate region.

Further, TOU rates did not increase economic or health index scores for seniors in the hot climate region. Seniors also reported fewer key barriers to shifting use compared to non-seniors in the hot climate region (Table 5.5-10).

Table 5.5-10: Fewer Factors Keep Seniors in Hot Climates from Shifting or Reducing Their Usage[1]

Barriers to reducing or shifting electricity usage in the afternoon and evenings	Seniors	Non-seniors
Nothing keeps me from shifting my usage	21%	16%
I have old appliances that use a lot of energy	10%	13%
Child(ren) in household make it difficult to change our routines	7%	19%
My schedule doesn't allow me to reduce my usage	6%	11%
My home gets uncomfortable if I try to reduce electricity usage	26%	28%

[1] All differences are significant ($p<.001$).

Question-Level Findings

The following sections compare responses between treatment and control customers for individual questions that underlie the economic and health indices. Results are presented for all three rates to enable cross-rate comparisons and facilitate identification of patterns in the results. Because of the random assignment of customers to treatment and control conditions, statistically significant differences in values between the two groups can be attributed to the TOU rates. Statistically significant differences between the control and rate groups are shaded in grey as shown in the example Table 5.5-11. To facilitate readability, each table provides estimates for the rate with additional targeted segments first, Rate 2, followed by estimates for Rates 1 and 3.

Table 5.5-11: Example of Question-Level Results Table

Rate with targeted segments

Rates without targeted segments

Climate Region	Segment	C	R2		R1		R3	
Hot	Non-CARE/FERA	12%	13%	▲	12%	▲	14%	▲
	CARE/FERA	21%	21%	▲	19%	▼	26%	▲
	Below 100% FPG	22%	22%	▲	-		-	
	100 to 200% FPG	20%	20%	▼	-		-	
	Senior	13%	14%	▲	-		-	
Moderate	Non-CARE/FERA	12%	12%	▼	12%	▲	14%	▲
	CARE/FERA	25%	24%	▼	24%	▼	27%	▲
Cool	Non-CARE/FERA	11%	11%	▲	10%	▼	13%	▲
	CARE/FERA	28%	27%	▼	25%	▼	28%	▼

Grey shading = statistical significance

Customers Worried About Having Enough Money to Pay Electricity Bill

Respondents rated their agreement with six statements designed to measure respondents' attitudes towards adopting energy saving behaviors using an 11-point scale with 0 meaning "do not agree at all" and 10 meaning "completely agree". One of these statements, "I often worry whether there is enough money to pay my electricity bill" is used to create the economic index (Table 5.5-12).

Surveyed customers provided low to moderate ratings, 1.6 to -5.5, to this statement. When comparing responses between Control and Rate treatment groups, Rate 3 customers in the hot region and Rate 2 non-CARE/FERA customers in the hot region reported significantly higher average ratings while Rate 2 customers in the moderate region showed significantly lower ratings. All significant differences were small, with differences between control and rate group ratings being less than 0.5 points on the 11-point rating scale.

Respondents in the CARE/FARE segments reported significantly higher agreement ratings to the statement compared to those in the non-CARE/FERA segments. Additionally, respondents in the hot climate region provided slightly higher ratings to the statement compared to similar segments in the moderate and cool climate regions.

Table 5.5-12: Percentage of Respondents Reporting They Often Worry About Having Enough Money to Pay Their Electricity Bill[1]

Climate Region	Segment	I often worry whether there is enough money to pay my electricity bill C	R2	R1	R3
Hot	Non-CARE/FERA	2.4	2.7	2.2	2.9
	CARE/FERA	5.0	5.2	4.9	5.5
	Below 100% FPG	4.9	5.0	-	-
	100 to 200% FPG	4.1	4.5	-	-
	Senior	3.1	3.2	-	-
Moderate	Non-CARE/FERA	2.3	1.9	2.3	2.5
	CARE/FERA	4.9	4.4	4.4	4.7
Cool	Non-CARE/FERA	1.6	1.6	1.8	1.8
	CARE/FERA	4.7	4.4	4.5	4.4

[1] Used t-test, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Customers Experiencing Issues with Paying Their Bills

Respondents reported the number of times – since participating in the pilot – that their household struggled to pay: a) electricity bills, and b) bills for other basic needs such as food, housing, medicine, and other important bills. Respondents answered on a 4-point scale ranging from "none" to "3 or more times".

Table 5.5-13 shows the percent of respondents who reported having difficulty paying either their electricity bill or some other bill at least once during the summer. As shown, there is substantial variability across segments (21% to 73% reporting difficulty paying their bills) but there are no statistically significant differences between control and treatment customers for this variable. A much higher percentage of respondents from low income segments reported bill payment difficulty than non-CARE/FERA customers.

Table 5.5-13: Percentage of Respondents Reporting Difficulty Paying Bills Since June 2016[1]

Climate Region	Segment	C	R2	R1	R3
Hot	Non-CARE/FERA	30%	31% ▲	29% ▼	33% ▲
	CARE/FERA	70%	72% ▲	70% ▲	73% ▲
	Below 100% FPG	69%	65% ▼	-	-
	100 to 200% FPG	56%	62% ▲	-	-
	Senior	40%	39% ▼	-	-
Moderate	Non-CARE/FERA	29%	27% ▼	29% ▼	30% ▲
	CARE/FERA	67%	65% ▼	62% ▼	64% ▼
Cool	Non-CARE/FERA	25%	26% ▲	21% ▼	25% ▲
	CARE/FERA	67%	68% ▲	66% ▼	65% ▼

[1] Table shows the percent of respondents who either had difficulty paying their electricity bill or other bills at least one time during the summer.

Financial Well-Being (CFPB)

To gauge respondents' financial health, customers were asked about five items sourced from the Consumer Financial Protection Bureau (CFPB). For the first three items, respondents are asked how each describes their situation using a scale including "not at all," "very little," "somewhat," "very well," and "completely." For the last two items, respondents are asked how often each applies to them using a scale including "never," "rarely," "sometimes," "often," and "always." The CFPB items are:

- Because of my money situation, I feel like I will never get the things I want in life.
- I am just getting by financially.
- I am concerned that the money I have won't last.
- I have money left over at the end of the month.
- My finances control my life.

Using answers to these five items, each respondent's financial well-being score was calculated, with values ranging from 19 (low financial well-being) to 90 (high financial well-being).[105]

As shown in Table 5.5-14, SCE respondents demonstrated a relatively tight range of financial well-being scores, with average scores ranging from 47 to 59, (higher scores indicate higher financial well-being). Rate 2 non-CARE/FERA customers and Rates 1 and 2 CARE/FERA customers in the moderate region had significantly higher financial well-being compared to control group customers, but the difference was less than 2 points out of roughly 49 points. Compared to other segments, low income customers had the lowest financial well-being scores.

[105] The financial well-being score is a methodologically rigorous scale from the Consumer Financial Protection Bureau that measures a customer's financial well-being. The Consumer Financial Protection Bureau's methods for the abbreviated version of their "Financial Well-Being Scale" was followed. See the following documentation for full methodological details: http://files.consumerfinance.gov/f/201512_cfpb_financial-well-being-user-guide-scale.pdf

Table 5.5-14: Average Financial Well-Being Scores[1]

Climate Region	Segment	CFPB						
		C	R2		R1		R3	
Hot	Non-CARE/FERA	57.7	57.9	▲	58.2	▲	57.1	▼
	CARE/FERA	47.3	47.5	▲	47.9	▲	47.7	▲
	Less than 100% FPG	47.8	48.8	▲	-		-	
	100%-200% FPG	50.5	49.6	▼	-		-	
	Senior	54.9	55.2	▲	-		-	
Moderate	Non-CARE/FERA	56.9	58.4	▲	57.7	▲	57.7	▲
	CARE/FERA	46.9	49.3	▲	48.7	▲	48.5	▲
Cool	Non-CARE/FERA	58.5	59.0	▲	57.6	▼	59.3	▲
	CARE/FERA	47.8	48.1	▲	47.9	▲	49.0	▲

[1] Grey shading indicates a significant difference in the responses between control and rate group for that segment (using t-test and an alpha level of .05)

Number of Alternative Methods Used to Pay Bills

Respondents reported how they afforded to pay electricity bills and/or other basic needs over the summer. Respondents could select as many of the following options that applied to their household:

- Use your household's current income
- Use your household's savings or other investments
- Cut back on non-essential spending for things your household wants
- Reduce your household energy usage
- Borrow money from family, friends, or peers
- Borrow money using a short-term loan
- Use a credit card that you can't pay off right away
- Leave rent/mortgage unpaid
- Leave some household bills unpaid past the due date
- Received emergency assistance from [IOU NAME]
- Received emergency assistance from other city or regional programs

Reducing household energy usage[106] and cutting back on non-essential spending are included in the percent of respondents (by rate and segment) that reported using any of the options other than 'current income.' This metric, therefore, measured the maximum number of customers in each rate / segment / region who took some type of action other than using their income to help pay their bills.

As shown in Table 5.5-15, about two-fifths or more of each segment on each rate plan reported using non-income strategies to afford bill payments. Non-CARE/FERA customers in cool climates on Rate 1 were the only respondents that reported using significantly more non-income options than control

[106] The percentages in Table 5.5-15 are significantly lower if "reduce your household energy use" is excluded from the tabulations. For non-CARE/FERA households in the hot climate region, for example, dropping this option from the tabulation reduces the percentages by 16 percentage points (from 53% to 37%). The main conclusion, that there are few statistically significant differences between treatment and control customers, does not change. Indeed, if this response option is dropped, there are no statistically significant differences for any customer segment.

group members. Low income and senior customers were the most likely to report non-income strategies to afford bill payments.

Table 5.5-15: Percentage of Respondents Reporting Affording Summer Bill Payments Using Sources Other than Current Income[1]

Climate Region	Segment	C	R2	R1	R3
Hot	Non-CARE/FERA	53%	56% ▲	52% ▼	58% ▲
	CARE/FERA	81%	79% ▼	80% ▼	78% ▼
	Below 100% FPG	75%	75% ▼	-	-
	100 to 200% FPG	74%	76% ▲	-	-
	Senior	67%	65% ▼	-	-
Moderate	Non-CARE/FERA	50%	50% ▼	53% ▲	53% ▲
	CARE/FERA	74%	72% ▼	72% ▼	74% ▲
Cool	Non-CARE/FERA	42%	45% ▲	47% ▲	44% ▲
	CARE/FERA	73%	73% ▲	73% ▼	74% ▲

[1] Grey shading indicates a significant difference in the responses between control and rate group for that segment (using z-test for proportions and an alpha level of .05)

5.5.2 Other Research Topics

The remainder of this section summarizes findings from the other research topics that were covered by the survey.

Motivations for Participating in the Study

Participation Recall Rate

Nearly all surveyed SCE respondents (between 92% and 98%) recalled participating in the study (Table 5.5-16). When comparing responses between Control and Rate treatment groups, the non-CARE/FERA and senior segments in the hot climate region showed a significant difference compared to the Control groups, although none of the differences are larger than 4%. In addition, slightly fewer respondents in the CARE/FERA segments recalled participating in the study compared to those in the non-CARE/FERA segments (differences ranging between 5% and 10%).

Table 5.5-16: TOU Study Participation Recall Rates[1]

Climate Region	Segment	Recalls participating in the study C	R2	R1	R3
Hot	Non-CARE/FERA	96%	97%	97%	98%
	CARE/FERA	95%	95%	93%	93%
	Below 100% FPG	95%	95%	-	-
	100 to 200% FPG	95%	96%	-	-
	Senior	94%	96%	-	-
Moderate	Non-CARE/FERA	98%	97%	98%	98%
	CARE/FERA	92%	94%	94%	93%
Cool	Non-CARE/FERA	96%	97%	97%	97%
	CARE/FERA	92%	93%	94%	92%

[1] Chi-square used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

Motivations to Participate

Approximately two-fifths to over one-half (39% to 56%) of SCE respondents across all segments reported their primary motivation for participating in the study was to save money on their electricity bills (Table 5.5-17). More respondents in the CARE/FERA groups reported their primary motivation as saving money compared to non-CARE/FERA respondents. Earning a bill credit was the second most mentioned motivation reported by SCE respondents across all segments (ranging from 21% to 30%), and slightly more non-CARE/FERA customers selected this motivation compared to low-income segments. Since it was not expected that the motivation to participate would be influenced by Rate treatment group assignment, responses across Control and Rate treatment groups are combined for this analysis.

Table 5.5-17: Primary Motivation for TOU Study Participation

Climate Region	Segment	To save money on electricity bill	To earn a bill credit	Environmentally responsible	Other[1]
Hot	Non-CARE/FERA	45%	26%	8%	21%
	CARE/FERA	55%	22%	7%	16%
	Less than 100% FPG	56%	22%	7%	15%
	100%-200% FPG	53%	21%	8%	18%
	Senior	52%	21%	9%	19%
Moderate	Non-CARE/FERA	42%	26%	10%	21%
	CARE/FERA	52%	23%	9%	15%
Cool	Non-CARE/FERA	39%	30%	10%	21%
	CARE/FERA	54%	21%	11%	15%

[1] 'Other' includes: bill protection makes it risk free; to be one of the first to learn about new rates; to give PG&E my feedback on the plan, and other.

Customer Outreach: Welcome Packet

SCE sent Rate group customers a welcome packet that included information about their rate and tips for reducing or shifting their energy usage. Most surveyed customers, between 87% and 97%, reported receiving their TOU welcome packet and, of those, between 86% and 95% reported looking through it (Table 5.5-18). The lowest percentages were reported by customers in the low-income groups.

Table 5.5-18: Percentage Who Received and Looked Through the TOU Welcome Packet

Climate Region	Segment	Received welcome packet[1]			Looked through welcome packet[2]		
		R2	R1	R3	R2	R1	R3
Hot	Non-CARE/FERA	93%	94%	96%	90%	89%	95%
	CARE/FERA	92%	91%	94%	90%	86%	89%
	Below 100% FPG	90%	-	-	88%	-	-
	100 to 200% FPG	92%	-	-	90%	-	-
	Senior	91%	-	-	89%	-	-
Moderate	Non-CARE/FERA	94%	96%	95%	89%	92%	90%
	CARE/FERA	91%	90%	93%	87%	87%	88%
Cool	Non-CARE/FERA	95%	96%	97%	91%	89%	89%
	CARE/FERA	87%	87%	92%	86%	88%	89%

[1] Asked only of Rate groups; Control group did not receive a welcome packet.

[2] Asked only to respondents who reported receiving the welcome packet.

Customers who received and looked through their welcome packet agreed most that the information in the packet clearly explained how the price of electricity varies on their rate plan (Table 5.5-19). Customers gave these items the highest average rating on an 11-point scale where 0 means “do not agree at all” and 10 means “completely agree”. Customers also mostly agreed that the items in the packet were easy to understand, that they understood how their rate worked after looking at the packet, and that they used many of the tips included in the packet. Customers somewhat agreed that the decals and stickers were helpful.

Table 5.5-19: Average Level of Agreement with Aspects of the TOU Welcome Packet[1,2]

Climate Region	Segment	Info explained how price varied by time of day etc.			The items were easy to understand			After packet I understand how rate works			I've used many of the tips in the packet			The decals or stickers were helpful		
		R2	R1	R3	R2	R1	R3	R2	R1	R3	R2	R1	R3	R2	R1	R3
Hot	Non-CARE/FERA	8.0	7.8	7.8	7.7	7.6	7.3	7.3	7.2	6.9	6.6	6.6	6.7	5.1	4.9	4.9
	CARE/FERA	8.0	8.1	7.6	7.8	8.0	7.3	7.0	7.3	6.7	7.3	7.4	6.9	6.2	6.3	5.7
	Below 100% FPG	7.8	-	-	7.5	-	-	6.8	-	-	7.0	-	-	6.0	-	-
	100 to 200% FPG	7.9	-	-	7.7	-	-	6.9	-	-	7.1	-	-	5.8	-	-
	Senior	8.1	-	-	7.6	-	-	7.0	-	-	7.1	-	-	5.3	-	-
Moderate	Non-CARE/FERA	8.2	8.1	7.9	8.1	8.0	7.5	7.5	7.3	7.1	6.9	6.7	6.5	5.6	5.4	5.2
	CARE/FERA	8.1	8.3	8.0	7.9	8.0	7.6	7.4	7.5	7.4	7.5	7.3	7.3	6.6	6.6	6.5
Cool	Non-CARE/FERA	8.1	8.0	8.0	7.9	7.8	7.6	7.4	7.4	7.2	6.5	6.7	6.3	5.0	5.2	4.9
	CARE/FERA	8.1	8.3	8.3	7.9	8.2	7.9	7.3	7.5	7.5	7.4	7.4	7.1	6.7	6.8	6.4

[1] Agreement ratings are based on an 11-point scale where 0 means ‘do not agree at all’ and 10 means ‘completely agree’.

[2] Asked only to Rate groups who reported looking through the packet; Control group did not receive a welcome packet.

Satisfaction

Satisfaction with SCE and Rate Plan

Overall, respondents reported being somewhat to mostly satisfied with SCE and their rate plan. Ratings were based on an 11-point scale, where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'. As shown in Table 5.5-20, customers were slightly more satisfied, on average, with SCE (6.5 to 8.2) than with their rate plan (5.5 to 7.8). Control group customers were slightly more satisfied with SCE and the rate plan compared to Rate group customers across all segments. Many of the Control vs. Rate group comparisons are statistically significant, particularly between the groups in the hot climate region and, regarding satisfaction with rate, between groups in the moderate region. The significant differences are very small (less than one point on an 11-point scale) with regards to satisfaction with SCE but are a bit larger with regards to satisfaction with the rate plan (about one point on an 11-point scale), especially for Control vs. Rate 3 group comparisons. In addition, low income customers were slightly more satisfied with SCE and the rate plan compared to the non-CARE/FERA customers.

Table 5.5-20: Average Level of Satisfaction with SCE and Rate Plan[1,2]

Climate Region	Segment	Satisfaction with SCE				Satisfaction with rate			
		C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	7.0	6.8 ▼	6.8 ▼	6.5 ▼	6.2	5.9 ▼	6.0 ▼	5.5 ▼
	CARE/FERA	8.0	7.6 ▼	7.5 ▼	7.5 ▼	7.4	6.9 ▼	6.8 ▼	6.4 ▼
	Below 100% FPG	7.9	7.4 ▼	-	-	7.3	6.6 ▼	-	-
	100 to 200% FPG	7.6	7.2 ▼	-	-	6.9	6.4 ▼	-	-
	Senior	7.7	7.3 ▼	-	-	7.1	6.5 ▼	-	-
Moderate	Non-CARE/FERA	7.1	7.1 ▲	7.1 ▲	6.9 ▼	6.5	6.4 ▼	6.2 ▼	6.0 ▼
	CARE/FERA	8.1	8.0 ▼	7.8 ▼	7.7 ▼	7.8	7.2 ▼	7.3 ▼	6.9 ▼
Cool	Non-CARE/FERA	7.3	7.4 ▲	7.1 ▼	7.1 ▼	6.8	6.7 ▼	6.6 ▼	6.3 ▼
	CARE/FERA	8.2	8.1 ▼	8.2 ▲	7.9 ▼	7.8	7.7 ▼	7.8 ▲	7.4 ▼

1 Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

2 T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 5.5-21 to Table 5.5-23 show additional statistics for Control vs. Rate group comparisons of average satisfaction with SCE. Table 5.5-24 to Table 5.5-26 show additional statistics for Control vs. Rate group comparisons of average satisfaction with the rate.

Table 5.5-21: Average Level of Satisfaction with SCE, Control vs. Rate 1[1,2]

Climate Region	Segment	Control			Rate 1			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	Non-CARE/FERA	7.0	2.4	1,222	6.8	2.5	800	-0.25	0.109	2020	-2.25	0.024 ▼
	CARE/FERA	8.0	2.3	645	7.5	2.4	473	-0.44	0.142	1116	-3.08	0.002 ▼
Moderate	Non-CARE/FERA	7.1	2.2	539	7.1	2.3	529	0.01	0.137	1066	0.09	0.930 ▲
	CARE/FERA	8.1	2.3	456	7.8	2.1	412	-0.24	0.150	866	-1.58	0.115 ▼
Cool	Non-CARE/FERA	7.3	2.2	624	7.1	2.2	623	-0.16	0.124	1245	-1.29	0.196 ▼
	CARE/FERA	8.2	2.0	456	8.2	2.1	390	0.08	0.144	844	0.52	0.602 ▲

1 Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

2 T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 5.5-22: Average Level of Satisfaction with SCE, Control vs. Rate 2[1,2]

Climate Region	Segment	Control			Rate 2			Statistics					
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	7.0	2.4	1,222	6.8	2.5	885	-0.20	0.11	2,105	-1.87	0.061	▼
	CARE/FERA	8.0	2.3	645	7.6	2.4	590	-0.34	0.13	1,233	-2.50	0.012	▼
	Below 100% FPG	7.9	2.4	719	7.4	2.6	659	-0.47	0.14	1,376	-3.46	0.001	▼
	100 to 200% FPG	7.6	2.4	449	7.2	2.5	406	-0.41	0.17	853	-2.48	0.013	▼
	Senior	7.7	2.3	1,176	7.3	2.5	1,054	-0.45	0.10	2,228	-4.38	0.000	▼
Moderate	Non-CARE/FERA	7.1	2.2	539	7.1	2.3	520	0.03	0.14	1,057	0.22	0.824	▲
	CARE/FERA	8.1	2.3	456	8.0	2.1	418	-0.04	0.15	872	-0.26	0.792	▼
Cool	Non-CARE/FERA	7.3	2.2	624	7.4	2.1	616	0.06	0.12	1,238	0.53	0.596	▲
	CARE/FERA	8.2	2.0	456	8.1	2.1	434	-0.05	0.14	888	-0.37	0.714	▼

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 5.5-23: Average Level of Satisfaction with SCE, Control vs. Rate 3[1,2]

Climate Region	Segment	Control			Rate 3			Statistics					
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	7.0	2.4	1,222	6.5	2.6	456	-0.60	0.133	1676	-4.47	0.000	▼
	CARE/FERA	8.0	2.3	645	7.5	2.6	373	-0.52	0.156	1016	-3.36	0.001	▼
Moderate	Non-CARE/FERA	7.1	2.2	539	6.9	2.4	516	-0.17	0.140	1053	-1.23	0.220	▼
	CARE/FERA	8.1	2.3	456	7.7	2.2	335	-0.36	0.162	789	-2.20	0.028	▼
Cool	Non-CARE/FERA	7.3	2.2	624	7.1	2.2	495	-0.16	0.132	1117	-1.19	0.236	▼
	CARE/FERA	8.2	2.0	456	7.9	2.2	337	-0.27	0.151	791	-1.79	0.075	▼

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 5.5-24: Average Level of Satisfaction with Rate, Control vs. Rate 1[1,2]

Climate Region	Segment	Control			Rate 1			Statistics					
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	6.2	2.5	1,276	6.0	2.6	827	-0.26	0.113	2101	-2.28	0.023	▼
	CARE/FERA	7.4	2.6	700	6.8	2.6	508	-0.59	0.150	1206	-3.90	0.000	▼
Moderate	Non-CARE/FERA	6.5	2.4	570	6.2	2.5	554	-0.33	0.147	1122	-2.24	0.025	▼
	CARE/FERA	7.8	2.4	495	7.3	2.5	459	-0.46	0.159	952	-2.86	0.004	▼
Cool	Non-CARE/FERA	6.8	2.3	647	6.6	2.4	634	-0.23	0.130	1279	-1.77	0.077	▼
	CARE/FERA	7.8	2.3	499	7.8	2.4	438	0.00	0.153	935	0.01	0.995	▲

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 5.5-25: Average Level of Satisfaction with Rate, Control vs. Rate 2[1,2]

Climate Region	Segment	Control			Rate 2			Statistics					
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	6.2	2.5	1,276	5.9	2.7	916	-0.33	0.11	2,190	-2.94	0.003	▼
	CARE/FERA	7.4	2.6	700	6.9	2.8	625	-0.44	0.15	1,323	-3.04	0.002	▼
	Below 100% FPG	7.3	2.7	776	6.6	2.9	713	-0.67	0.14	1,487	-4.64	0.000	▼
	100 to 200% FPG	6.9	2.7	485	6.4	2.9	429	-0.52	0.19	912	-2.80	0.005	▼
	Senior	7.1	2.6	1,261	6.5	2.7	1,123	-0.54	0.11	2,382	-5.03	0.000	▼
Moderate	Non-CARE/FERA	6.5	2.4	570	6.4	2.5	541	-0.12	0.15	1,109	-0.85	0.398	▼
	CARE/FERA	7.8	2.4	495	7.2	2.6	456	-0.53	0.16	949	-3.29	0.001	▼
Cool	Non-CARE/FERA	6.8	2.3	647	6.7	2.3	635	-0.09	0.13	1,280	-0.68	0.497	▼
	CARE/FERA	7.8	2.3	499	7.7	2.4	460	-0.09	0.15	957	-0.60	0.548	▼

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 5.5-26: Average Level of Satisfaction with Rate, Control vs. Rate 3[1,2]

Climate Region	Segment	Control			Rate 3			Statistics					
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value	
Hot	Non-CARE/FERA	6.2	2.5	1,276	5.5	2.9	476	-0.76	0.140	1750	-5.43	0.000	▼
	CARE/FERA	7.4	2.6	700	6.4	3.1	393	-1.00	0.175	1091	-5.75	0.000	▼
Moderate	Non-CARE/FERA	6.5	2.4	570	6.0	2.6	533	-0.49	0.152	1101	-3.22	0.001	▼
	CARE/FERA	7.8	2.4	495	6.9	2.8	375	-0.89	0.176	868	-5.05	0.000	▼
Cool	Non-CARE/FERA	6.8	2.3	647	6.3	2.5	515	-0.49	0.140	1160	-3.51	0.000	▼
	CARE/FERA	7.8	2.3	499	7.4	2.7	372	-0.40	0.167	869	-2.37	0.018	▼

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Survey respondents were asked to rate their level of agreement with eleven aspects about their rate plan, using an 11-point scale, where 0 means 'do not agree at all' and 10 means 'completely agree'. Table 5.5-27 to Table 5.5-29 summarize the average scores for each segment, rate and climate region.

Overall, the highest average ratings among all statements concerned: the ease of remembering the timing of the peak and off-peak rate periods (6.3-7.5), the bill helps me understand the time of day when they are spending the most on electricity (6.8-8.0), the rate (5.9-7.4) and bill (6.0-7.5) are easy to understand, recommending rate to friends/family (5.3-7.6), rate gave opportunities to save money (5.8-7.5), and wanting to stay on rate after the study ends (5.1-7.8). Customers gave slightly lower ratings, on average, regarding the rate is fair (5.2-7.2), the new rate is better than the old rate (4.6-6.9), the rate works with household schedule (4.8-7.1), and rate is affordable (4.7-7.0).

Many of the Rate group customers reported significantly lower average agreement ratings compared to the respective Control group customers in regard to several aspects about their rate plan. These include wanting to stay on the rate plan after the study ends (14/21 groups), recommending the rate to friends or family (10/21 groups), the rate working with their household schedule (16/21 groups), and the rate being fair (7/21 groups) and affordable (12/21 groups), particularly Rate 3 customers. Conversely, many of the Rate group customers reported significantly higher agreement compared to Control group customers with respect to the rate being easy to understand (10/21 groups), particularly for the non-CARE/FERA customers.

Significant results were mixed for the two other aspects, in which some rate groups reported higher ratings and others provided lower ratings compared to the control groups. The bill being easy to understand was rated higher, on average, by three rate groups in the moderate and cool regions but was rated lower by three rate groups in the hot region. The rate gave opportunities to save money was rated higher, on average, by seven non-CARE/FERA rate groups in all regions and by two CARE/FERA rate groups in the cool region, but was rated lower by three CARE/FERA rate groups in the hot and moderate regions. The statistically significant differences, however, are substantively small for most comparisons (one point or less on an 11-point scale). In addition, low income customers and seniors reported higher average agreement ratings across most of the aspects of their rate plan compared to non-CARE/FERA customers.

Table 5.5-27: Average Level of Agreement with Aspects of the Rate Plan (Aspects 1-4)[1,2,3]

		The peak and off peak times are easy to remember[3]			Bill helps me understand time of day when spending most[3]			Rate is easy to undertand				Bill is easy to understand			
Climate Region	Segment	R2	R1	R3	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	7.0	6.5	6.5	7.1	6.8	7.2	6.2	6.7	6.4	6.5	6.3	6.4	6.2	6.0
	CARE/FERA	7.4	7.2	6.6	7.3	7.5	7.3	6.9	6.8	6.8	6.6	7.1	6.8	6.9	6.5
	Below 100% FPG	7.2	-	-	7.3	-	-	6.7	6.7	-	-	7.0	6.7	-	-
	100 to 200% FPG	7.2	-	-	7.2	-	-	6.6	6.7	-	-	6.7	6.6	-	-
	Senior	7.2	-	-	7.3	-	-	6.5	6.7	-	-	6.8	6.6	-	-
Moderate	Non-CARE/FERA	7.0	6.7	6.6	7.2	7.1	7.3	5.9	7.0	6.8	6.7	6.3	6.6	6.6	6.2
	CARE/FERA	7.5	7.3	7.1	7.6	7.5	7.8	6.9	7.1	7.1	6.8	7.1	7.1	7.1	6.9
Cool	Non-CARE/FERA	6.9	6.9	6.3	7.0	7.1	7.5	6.4	6.8	6.7	6.8	6.6	6.6	6.5	6.4
	CARE/FERA	7.2	7.3	7.3	7.6	7.7	8.0	6.7	7.0	7.4	7.1	7.0	7.2	7.5	7.2

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

[3] Asked only to Rate groups.

Table 5.5-28: Average Level of Agreement with Aspects of the Rate Plan (Aspects 5-7)[1,2]

		Recommend rate to friends or family				Rate gave opp. to save money				Want to stay on rate after study ends			
Climate Region	Segment	C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	6.3	6.2	6.0	5.3	5.9	6.3	6.2	5.8	6.4	6.2	6.1	5.1
	CARE/FERA	7.4	6.9	7.2	6.1	7.0	6.8	7.1	6.4	7.4	6.6	6.8	5.8
	Below 100% FPG	7.3	6.8	-	-	6.9	6.7	-	-	7.4	6.5	-	-
	100 to 200% FPG	6.9	6.5	-	-	6.6	6.6	-	-	6.9	6.4	-	-
	Senior	7.0	6.6	-	-	6.6	6.6	-	-	7.2	6.7	-	-
Moderate	Non-CARE/FERA	6.4	6.5	6.4	5.7	5.9	6.9	6.6	6.1	6.4	6.3	6.4	5.5
	CARE/FERA	7.7	7.3	7.0	6.8	7.4	7.2	7.0	6.6	7.8	7.0	6.9	6.5
Cool	Non-CARE/FERA	6.5	6.5	6.8	6.0	6.0	6.8	6.8	6.4	6.5	6.4	6.6	5.6
	CARE/FERA	7.6	7.6	7.6	7.2	6.9	7.4	7.5	7.2	7.6	7.4	7.4	7.0

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 5.5-29: Average Level of Agreement with Aspects of the Rate Plan (Aspects 8-11)[1,2,3]

Climate Region	Segment	Rate is fair				New rate is better than old rate[3]			Rate works with HH schedule				Rate is affordable			
		C	R2	R1	R3	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	5.6	5.6	5.7	5.2	5.3	5.4	4.6	6.0	5.5	5.5	4.8	5.5	5.3	5.4	4.7
	CARE/FERA	6.5	6.2	6.4	5.8	5.9	6.1	5.3	6.8	5.9	6.3	5.6	6.4	5.8	6.2	5.5
	Below 100% FPG	6.3	6.1	-	-	5.9	-	-	6.8	5.8	-	-	6.4	5.8	-	-
	100 to 200% FPG	6.2	5.9	-	-	5.6	-	-	6.5	5.8	-	-	6.0	5.5	-	-
	Senior	6.2	5.9	-	-	5.8	-	-	6.7	5.9	-	-	6.2	5.7	-	-
Moderate	Non-CARE/FERA	5.7	6.2	5.8	5.6	5.7	5.7	4.9	6.1	6.0	5.8	4.8	5.8	5.8	5.7	5.1
	CARE/FERA	6.7	6.7	6.5	6.2	6.3	6.3	5.9	7.1	6.3	6.3	5.9	7.0	6.4	6.4	5.9
Cool	Non-CARE/FERA	6.2	6.2	6.2	5.8	5.8	6.0	5.2	6.3	6.0	6.1	5.0	6.3	6.1	6.1	5.4
	CARE/FERA	6.6	6.8	7.2	6.5	6.9	6.8	6.2	7.0	6.9	6.8	6.1	6.8	6.8	6.9	6.2

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.
[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.
[3] Asked only to Rate groups.

Perception of Bill Amount

Respondents reported how the amount of their electricity bill – since participating in the pilot – compared to their expectations. Respondents chose from the following options: higher than you expected; about the same as you expected; lower than you expected; or did not have any expectation.

Table 5.5-30 shows the percent of respondents reporting that their bill was higher than expected. Between 16% and 27% of control customers in the moderate and cool regions, and 22% to 29% of control customers in the hot region, reported that their bills were higher than expected. A statistically significantly greater percent of TOU rate customers in all rates/segments/regions except one (non-CARE/FERA customers in the cool climate region) reported higher than expected bills. For example, 39% to 49% of CARE/FERA customers in the hot climate region reported higher than expected bills, compared to 28% of control group customers. A greater percent of customers in the hot climate region reported higher than expected bills than in the moderate or cool regions. Within each climate region, non-CARE/FERA customers were the most likely to report higher than expected bills.

Table 5.5-30: Percentage of Respondents Reporting That Their Electricity Bills Since June 2016 Have Been Higher Than They Expected[1]

Climate Region	Segment	C	R2	R1	R3
Hot	Non-CARE/FERA	29%	44% ▲	40% ▲	54% ▲
	CARE/FERA	28%	39% ▲	34% ▲	49% ▲
	Below 100% FPG	29%	40% ▲	-	-
	100 to 200% FPG	26%	43% ▲	-	-
	Senior	22%	36% ▲	-	-
Moderate	Non-CARE/FERA	27%	38% ▲	33% ▲	48% ▲
	CARE/FERA	22%	31% ▲	32% ▲	40% ▲
Cool	Non-CARE/FERA	21%	30% ▲	25% ▲	41% ▲
	CARE/FERA	16%	23% ▲	25% ▲	31% ▲

[1] Z-test for proportions used, grey shading indicates statistically significant difference versus Control group at p≤.05.

Reason for Rate Change

When asked why California utilities are changing rates, respondents overwhelmingly selected “to give customers an incentive to reduce electricity at times when use is high,” and “to improve the reliability of the power grid and avoid power outages” (Table 5.5-31). Respondents chose other reasons less frequently. The least likely choice selected was “to help SCE make more money.” While there are significant differences between Rate and Control groups for other reasons selected, no meaningful trends emerged.

Table 5.5-31: Reasons for Why CA Utilities are Changing to TOU Rates[1]

Climate Region	Segment	Help customers save money on electricity bills				Improve reliability of the electricity power grid and avoid power outages				Better align the price customers pay for electricity to the actual cost to produce and deliver it				Help reduce the need to build new power plants			
		C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	57%	56%	52%	53%	82%	87%	87%	81%	53%	63%	59%	58%	51%	52%	52%	44%
	CARE/FERA	70%	69%	75%	68%	80%	85%	84%	81%	57%	62%	67%	62%	44%	44%	45%	48%
	Below 100% FPG	69%	70%	-	-	77%	82%	-	-	58%	58%	-	-	44%	47%	-	-
	100 to 200% FPG	72%	64%	-	-	85%	84%	-	-	54%	65%	-	-	47%	48%	-	-
	Senior	68%	60%	-	-	76%	84%	-	-	56%	61%	-	-	46%	48%	-	-
Moderate	Non-CARE/FERA	62%	57%	55%	54%	85%	88%	88%	85%	58%	64%	62%	62%	42%	52%	51%	46%
	CARE/FERA	78%	74%	74%	70%	76%	88%	88%	86%	60%	69%	65%	66%	49%	47%	48%	46%
Cool	Non-CARE/FERA	52%	54%	54%	54%	87%	90%	92%	87%	52%	67%	68%	65%	48%	56%	56%	51%
	CARE/FERA	68%	73%	79%	76%	81%	87%	88%	87%	57%	72%	69%	69%	47%	54%	52%	50%

Climate Region	Segment	Balance the electric grid due to the growing amount of renewable energy				Give customers an incentive to reduce use at times when electricity use is high				Help utility make more money				Help utility keep energy costs down			
		C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	54%	56%	57%	49%	89%	93%	92%	89%	22%	31%	33%	33%	59%	61%	62%	55%
	CARE/FERA	52%	56%	52%	55%	83%	90%	90%	89%	13%	20%	18%	25%	77%	72%	69%	71%
	Below 100% FPG	49%	56%	-	-	86%	88%	-	-	20%	20%	-	-	74%	73%	-	-
	100 to 200% FPG	52%	57%	-	-	87%	92%	-	-	11%	26%	-	-	74%	68%	-	-
	Senior	54%	55%	-	-	80%	89%	-	-	17%	27%	-	-	76%	64%	-	-
Moderate	Non-CARE/FERA	51%	53%	52%	49%	82%	92%	93%	89%	25%	24%	28%	32%	58%	66%	65%	59%
	CARE/FERA	54%	62%	60%	57%	80%	92%	90%	89%	15%	16%	18%	20%	74%	77%	72%	69%
Cool	Non-CARE/FERA	60%	56%	57%	50%	95%	95%	95%	92%	27%	22%	22%	26%	73%	68%	67%	66%
	CARE/FERA	57%	60%	59%	63%	82%	87%	90%	90%	18%	16%	14%	19%	72%	72%	79%	72%

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

Frequency of Being Uncomfortably Hot in Home

Respondents reported how frequently they had been uncomfortably hot in their home this summer due to trying to save money on electricity bills. Respondents chose from the following options: never, rarely, sometimes, most of the time, or always. Table 5.5-32 shows the percent of customers that responded either most of the time or always (summarized as "most to all of the time").

Less than 30% of each segment on each rate reported being uncomfortably hot most to all of the time. The only segment to report being hot significantly more frequently than the Control Group, was CARE/FERA customers on Rate 3 in the hot climate region. Low-income segments tended to more frequently report being uncomfortably hot. Conversely, non-CARE/FERA customers and seniors were the least likely to report frequent heat-induced discomfort.

Table 5.5-32: Percentage of Respondents Reporting Being Uncomfortably Hot 'Most to All of the Time' Since June 2016 Due to Trying to Save on Electricity Bills[1]

Climate Region	Segment	C	R2		R1		R3	
Hot	Non-CARE/FERA	12%	13%	▲	12%	▲	14%	▲
	CARE/FERA	21%	21%	▲	19%	▼	26%	▲
	Below 100% FPG	22%	22%	▲	-		-	
	100 to 200% FPG	20%	20%	▼	-		-	
	Senior	13%	14%	▲	-		-	
Moderate	Non-CARE/FERA	12%	12%	▼	12%	▲	14%	▲
	CARE/FERA	25%	24%	▼	24%	▼	27%	▲
Cool	Non-CARE/FERA	11%	11%	▲	10%	▼	13%	▲
	CARE/FERA	28%	27%	▼	25%	▼	28%	▼

[1] Z-test for proportions used, grey shading indicates statistically significant difference versus Control group at p≤.05.

Understanding How Rates Work

As a test to determine the extent to which respondents understood what influences the price of electricity on their rate, respondents were asked to identify which of five factors influences their electricity price. The correct answers varied among control and rate groups. The list of factors and the groups for whom the factors are correct included:

- Time of day: a correct answer for all Rate groups,
- Day of week (weekends vs. weekdays): a correct answer for all Rate groups,
- Seasons: a correct answer for all Rate groups,
- Weather or temperature: an incorrect answer for all groups, and
- Total amount of electricity used: a correct answer for all groups.

Table 5.5-33 reports the percentage of customers that selected over half of the correct answers for their rate plan. Overall, between 29% and 56% of customers understood over half of the factors that influence their electricity rate (Table 5.5-33). Significantly fewer Rate 1 and 2 customers in the low-income segments in each region selected over half the correct answers compared to their respective Control groups. However, significantly more non-CARE/FERA Rate 3 customers in each region and Rate 1 and 2 customers in the moderate region selected over half the correct answers compared to corresponding Control groups. On average, respondents in the low-income segments were most likely to not select over half the correct answer(s) compared to the corresponding non-CARE/FERA segments. In addition, more Rate 1 and 3 customers selected over half the correct answers compared to Rate 2 customers.

Table 5.5-33: Percentage of Respondents Who Selected Over Half of the Correct Factors that Influence the Price of Electricity on their Rate Plan[1]

Climate		% Selected Over Half the Correct Answers			
Region	Segment	C	R2	R1	R3
Hot	Non-CARE/FERA	46%	46% ▲	50% ▲	56% ▲
	CARE/FERA	42%	35% ▼	37% ▼	40% ▼
	Below 100% FPG	41%	34% ▼		
	100 to 200% FPG	44%	39% ▼		
	Senior	46%	42% ▼		
Moderate	Non-CARE/FERA	41%	47% ▲	51% ▲	53% ▲
	CARE/FERA	41%	31% ▼	35% ▼	37% ▼
Cool	Non-CARE/FERA	43%	43% ▼	48% ▲	54% ▲
	CARE/FERA	40%	29% ▼	33% ▼	40% ▲

[1] Factors include: Time of day, day of week, season, weather/temperature, total amount of electricity used.

Rate group customers were also asked to select the hours of the day, from 12 am to midnight, when electricity is most expensive on their rate plan (peak hours). For Rate 1, the correct hours are 2 pm to 8 pm; for Rate 2, the correct hours are 5 pm to 8 pm; and, for Rate 3, the correct hours are 4 pm to 9 pm.

Table 5.5-34 shows the percent of customers in each segment who, on average, got none of the hours correct and who got over half of the hours correct. As shown, between 27% and 59% of customers selected over half of the correct hours for their rate plan, which for most customers is slightly worse than their understanding of the general factors that influence the price of their electricity (Table 5.5-33). A much lower percentage of customers, 9% to 38%, did not select any of the correct hours. On average, respondents in the low-income segments were most likely to not select any of the correct hours of the day when electricity is most expensive, compared to the corresponding non-CARE/FERA customers. In addition, more Rate 1 customers selected over half the correct hours compared to Rate 2 and 3 customers.

Table 5.5-34: Percentage of Respondents Who Selected None or Over Half of the Correct Times of the Day When the Price of Electricity is Most Expensive on their Rate Plan[1]

Climate Region	Segment	% Selected No Correct Answers			% Selected Over 50% Correct Answers		
		R2	R1	R3	R2	R1	R3
Hot	Non-CARE/FERA	24%	14%	15%	42%	52%	44%
	CARE/FERA	31%	20%	29%	33%	42%	26%
	Below 100% FPG	34%	-	-	31%	-	-
	100 to 200% FPG	27%	-	-	37%	-	-
	Senior	30%	-	-	32%	-	-
Moderate	Non-CARE/FERA	21%	9%	16%	44%	59%	39%
	CARE/FERA	33%	18%	25%	30%	44%	30%
Cool	Non-CARE/FERA	23%	12%	13%	40%	52%	47%
	CARE/FERA	38%	20%	24%	27%	36%	29%

[1] Asked only to Rate groups since Control group customers' rate does not vary by time of day.

Actions Taken

Customers were asked how frequently they took ten different actions in the afternoons and evenings to reduce or shift their electricity usage. Customers could choose always, usually, sometimes, rarely, never, or not applicable. Table 5.5-35 to Table 5.5-37 report the percentage of respondents who reported taking the actions 'often', which is a combination of 'always' and 'usually'. Customers who reported 'not applicable' were excluded.

Overall, surveyed customers reported that turning off lights not in use (84%-91%), avoiding doing laundry (47%-75%), and/or avoiding running the dishwasher (49%-78%) are, on average, the most common actions they took to reduce electricity usage in the afternoons and evenings.

Many customers also reported that they 'often' turned off office equipment (42%-66%), avoided running their pool/spa pump (40%-66%), increased their thermostat temperature (27%-57%), turned off air-conditioning (28%-55%), and turning off entertainment equipment (28%-51%). The least common actions reported by respondents, on average, are pre-cooling their home (18%-44%) and avoiding cooking (16%-40%).

Nearly all Rate group customers in the hot climate region (vs. Control group customers) reported more frequently taking most of the actions. However, trends and significant differences varied between rates/segments/regions and were mostly unique for each action, as follows:

- **Turned off lights not in use:** no significant differences between rate and control groups; more hot and moderate climate region customers reported taking action, on average (vs. cool region customers) (Table 5.5-35).
- **Avoided doing laundry:** significantly more Rate group customers in nearly all groups reported taking action (vs. Control group customers); more hot climate region customers reported taking action, on average (vs. customers in moderate and cool regions) (Table 5.5-35).
- **Avoided running the dishwasher:** significantly more Rate group customers in nearly all groups reported taking action (vs. Control group customers); more hot and moderate climate region customers reported taking action, on average (vs. cool region customers) (Table 5.5-35).

Table 5.5-35: Percentage of Respondents Who Reported Taking Actions 'Often' to Reduce or Shift Their Electricity Usage in the Afternoons and Evenings (Actions 1-3)[1,2]

Climate Region	Segment	Turned off lights C	R2	R1	R3	Avoided laundry C	R2	R1	R3	Avoided dishwasher C	R2	R1	R3
Hot	Non-CARE/FERA	90%	89% ▼	91% ▲	89% ▼	61%	72% ▲	74% ▲	74% ▲	60%	73% ▲	76% ▲	76% ▲
	CARE/FERA	89%	90% ▲	87% ▼	89% ▼	62%	70% ▲	69% ▲	63% ▲	65%	71% ▲	74% ▲	66% ▲
	Below 100% FPG	87%	89% ▲	-	-	63%	65% ▲	-	-	65%	67% ▲	-	-
	100 to 200% FPG	90%	91% ▲	-	-	65%	73% ▲	-	-	65%	76% ▲	-	-
	Senior	89%	91% ▲	-	-	69%	75% ▲	-	-	66%	76% ▲	-	-
Moderate	Non-CARE/FERA	88%	90% ▲	88% ▼	88% ▼	61%	72% ▲	67% ▲	64% ▲	64%	72% ▲	75% ▲	70% ▲
	CARE/FERA	88%	87% ▼	86% ▼	91% ▲	61%	66% ▲	64% ▲	70% ▲	64%	67% ▲	73% ▲	78% ▲
Cool	Non-CARE/FERA	88%	85% ▼	84% ▼	86% ▼	47%	60% ▲	59% ▲	59% ▲	49%	63% ▲	61% ▲	64% ▲
	CARE/FERA	84%	85% ▲	88% ▲	88% ▲	52%	62% ▲	67% ▲	63% ▲	53%	64% ▲	64% ▲	63% ▲

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Survey responses 'usually' and 'always' combined into 'often'.

- **Turned off office equipment:** no significant differences between rate and control groups except significantly more Rate 2 and 3 CARE/FERA customers in the cool region reported taking action (vs. Control group customers); more low-income customers reported taking action, on average (vs. non-CARE/FERA and senior customers) (Table 5.5-36).
- **Avoided cooking:** significantly more Rate 1 and 2 customers reported taking (vs. Control group customers); more low-income and senior customers reported taking action, on average (vs. non-CARE/FERA customers) (Table 5.5-36).
- **Turned off entertainment equipment:** no significant differences between rate and control groups except significantly more Rate 1 and 3 non-CARE/FERA and CARE/FERA customers in the hot region reported taking action (vs. Control group customers); more low-income customers (vs. non-CARE/FERA and senior customers) and more hot, moderate, and cool region customers, respectively, reported taking action, on average (Table 5.5-36).

Table 5.5-36: Percentage of Respondents Who Reported Taking Actions 'Often' to Reduce or Shift Their Electricity Usage in the Afternoons and Evenings (Actions 4-6)[1,2]

Climate Region	Segment	Turned off office equipment C	R2	R1	R3	Turned off entertainment equipment C	R2	R1	R3	Avoided cooking C	R2	R1	R3
Hot	Non-CARE/FERA	48%	48% ▼	51% ▲	47% ▼	28%	30% ▲	35% ▲	32% ▲	26%	31% ▲	29% ▲	30% ▲
	CARE/FERA	60%	64% ▲	62% ▲	60% ▼	41%	46% ▲	48% ▲	49% ▲	32%	36% ▲	39% ▲	31% ▼
	Below 100% FPG	61%	62% ▲	-	-	39%	41% ▲	-	-	31%	34% ▲	-	-
	100 to 200% FPG	58%	61% ▲	-	-	37%	42% ▲	-	-	31%	40% ▲	-	-
	Senior	52%	55% ▲	-	-	28%	30% ▲	-	-	31%	36% ▲	-	-
Moderate	Non-CARE/FERA	47%	48% ▲	45% ▼	43% ▼	33%	33% ▲	37% ▲	33% ▲	24%	24% ▼	24% ▼	26% ▲
	CARE/FERA	66%	60% ▼	61% ▼	64% ▼	46%	48% ▲	47% ▲	50% ▲	36%	29% ▼	38% ▲	38% ▲
Cool	Non-CARE/FERA	44%	42% ▼	45% ▲	43% ▼	30%	29% ▼	32% ▲	30% ▲	16%	18% ▲	22% ▲	17% ▲
	CARE/FERA	54%	60% ▲	62% ▲	64% ▲	44%	47% ▲	51% ▲	47% ▲	32%	31% ▼	32% ▲	33% ▲

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Survey responses 'usually' and 'always' combined into 'often'.

- **Increased temperature on the thermostat:** significantly more non-CARE/FERA Rate group customers reported taking action (vs. Control group customers); more non-CARE/FERA customers (vs. low-income and senior customers) and more hot and moderate climate region customers (vs. cool region customers) reported taking action, on average (Table 5.5-37).
- ***Turned off air-conditioning:*** no significant differences between rate and control groups except Rate 2 and 3 non-CARE/FERA customers in the moderate region reported taking action (vs. Control group customers); more CARE/FERA customers (vs. non-CARE/FERA customers) and more moderate and cool region customers (vs. hot region customers) reported taking action, on average (Table 5.5-37).
- **Pre-cooled home earlier in the day:** no significant differences between rate and control groups except significantly more non-CARE/FERA Rate group customers in the hot region reported taking action (vs. Control group customers); more low-income customers (vs. non-CARE/FERA and senior customers) and more hot climate region customers (vs. moderate and cool region customers) reported taking action, on average (Table 5.5-37).
- **Avoided running pool or spa pump:** significantly more Rate group customers in 6 of 21 groups reported taking action (vs. Control group customers); more hot and moderate climate region customers reported taking action, on average (vs. cool region customers) (Table 5.5-37).

Table 5.5-37: Percentage of Respondents Who Reported Taking Actions 'Often' to Reduce or Shift Their Electricity Usage in the Afternoons and Evenings (Actions 7-10)[1,2]

Climate Region	Segment	Increased thermostat temp				Turned off air-conditioning				Pre-cooled home				Avoided pool/spa pump			
		C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	46%	52% ▲	52% ▲	49% ▲	28%	32% ▲	33% ▲	31% ▲	30%	36% ▲	35% ▲	39% ▲	54%	61% ▲	57% ▲	66% ▲
	CARE/FERA	40%	42% ▲	47% ▲	40% ▼	36%	40% ▲	38% ▲	37% ▲	39%	44% ▲	40% ▲	44% ▲	51%	56% ▲	59% ▲	51% ▲
	Below 100% FPG	35%	39% ▲	-	-	34%	38% ▲	-	-	40%	42% ▲	-	-	46%	50% ▲	-	-
	100 to 200% FPG	48%	50% ▲	-	-	35%	39% ▲	-	-	36%	38% ▲	-	-	53%	66% ▲	-	-
	Senior	41%	44% ▲	-	-	27%	34% ▲	-	-	33%	36% ▲	-	-	53%	56% ▲	-	-
Moderate	Non-CARE/FERA	48%	57% ▲	55% ▲	54% ▲	38%	45% ▲	38% ▲	46% ▲	25%	27% ▲	27% ▲	30% ▲	57%	63% ▲	72% ▲	61% ▲
	CARE/FERA	39%	42% ▲	42% ▲	41% ▲	48%	47% ▼	48% ▼	49% ▲	32%	37% ▲	34% ▲	38% ▲	47%	55% ▲	60% ▲	70% ▲
Cool	Non-CARE/FERA	35%	42% ▲	37% ▲	42% ▲	44%	47% ▲	43% ▼	44% ▲	18%	22% ▲	19% ▲	24% ▲	40%	46% ▲	47% ▲	48% ▲
	CARE/FERA	27%	34% ▲	30% ▲	30% ▲	47%	51% ▲	55% ▲	50% ▲	30%	32% ▲	32% ▲	33% ▲	38%	48% ▲	55% ▲	45% ▲

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Survey responses 'usually' and 'always' combined into 'often'.

Respondents had the option provide a 'Not Applicable' (NA) response to all the actions taken asked in the survey. These NA responses can serve as a rough proxy measure of whether respondents have air conditioning, laundry, or dishwashers in their home. While not a perfect measure of availability in the home, these responses indicate that, when compared to non-CARE/FERA households, more low income households (CARE/FERA and below 100% FPG) indicated NA for avoiding laundry use, avoiding dishwasher use, and turning off office equipment (Table 5.5-38). A similar proportion of CARE/FERA and non-CARE/FERA households indicated NA to their ability to turn off entertainment equipment, air conditioning actions, and avoiding using spa or pool-pump.

Table 5.5-38: Not Applicable Responses for Key Actions Taken by Segment

Climate Region	Segment	Avoided laundry	Avoided dishwasher	Turned off office equipment	Turned off entertainment equipment	Increased thermostat temp	Turned off air-conditioning	Pre-cooled home	Avoided pool/spa pump
Hot	Non-CARE/FERA	4%	18%	10%	7%	9%	8%	12%	66%
	CARE/FERA	8%	34%	18%	6%	11%	8%	12%	72%
	Below 100% FPG	10%	38%	23%	8%	14%	10%	16%	72%
	100 to 200% FPG	6%	28%	16%	7%	10%	9%	12%	74%
	Senior	7%	25%	18%	9%	9%	9%	13%	71%
Moderate	Non-CARE/FERA	4%	21%	7%	5%	9%	5%	8%	71%
	CARE/FERA	11%	40%	19%	6%	15%	8%	13%	72%
Cool	Non-CARE/FERA	10%	24%	7%	5%	32%	36%	39%	76%
	CARE/FERA	21%	47%	20%	8%	34%	35%	43%	77%

Overall, customers reported that taking actions to reduce or shift their electricity usage in the afternoons and evenings were somewhat easy (Table 5.5-39). On a scale of 0 to 10, where 0 means 'not at all easy' and 10 means 'extremely easy', customers reported an average rating between 5.6 and 6.7 across the groups and segments. Across all climate regions, Rate 3 non-CARE/FERA customers reported significantly lower average ratings than the respective Control group customers. These differences, however, are substantively small (less than one point on an 11-point scale), and no other significant differences were found. In addition, CARE/FERA customers typically reported slightly higher ratings than non-CARE/FERA customers across all climate regions.

Table 5.5-39: Respondents' Average Level of Ease of Taking Energy Saving Actions in the Afternoons and Evenings[1,2]

Climate Region	Segment	Ease of taking action C	R2		R1		R3	
Hot	Non-CARE/FERA	6.0	6.0	▲	6.2	▲	5.6	▼
	CARE/FERA	6.2	6.2	▲	6.4	▲	6.2	▼
	Below 100% FPG	6.3	6.0	▼	-		-	
	100 to 200% FPG	6.0	6.2	▲	-		-	
	Senior	6.5	6.3	▼	-		-	
Moderate	Non-CARE/FERA	6.3	6.5	▲	6.2	▼	5.8	▼
	CARE/FERA	6.4	6.6	▲	6.5	▲	6.1	▼
Cool	Non-CARE/FERA	6.4	6.5	▲	6.3	▼	5.9	▼
	CARE/FERA	6.7	6.6	▼	6.7	▼	6.8	▲

[1] Level of ease ratings are based on an 11-point scale where 0 means 'not at all easy' and 10 means 'extremely easy'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Respondents were also asked which of 10 barriers keep them from reducing or shifting their electricity usage in the afternoons and evenings (Table 5.5-40 to Table 5.5-42). Across the climate regions and segments, the most common barriers to reducing or shifting electricity usage during the afternoons and evenings reported by customers include the respondent being home most of the day (24%-47%), the household already using very little electricity (24%-42%), and the home gets uncomfortable (13%-33%) (Table 5.5-40). The least common barriers reported by customers include working from home (4%-17%), household schedule doesn't allow reduction in usage (4%-17%), and the presence of disabled household member(s) (3%-13%) (Table 5.5-42).

There were few significant differences between rate and control groups for each barrier but there is some variation between rates/segments/regions. Trends were mostly unique for each barrier, as follows:

- **Respondent at home most of the day:** no significant differences between rate and control groups except significantly more Rate 1 and 3 non-CARE/FERA customers in the hot and moderate climate regions reported the barrier (vs. Control group customers); more low-income customers reported the barrier, on average (vs. non-CARE/FERA customers) (Table 5.5-40).
- **Household already uses little electricity:** no significant differences between rate and control groups except significantly fewer non-CARE/FERA customers in the hot and cool regions reported the barrier (vs. Control group customers); more low-income and senior customers reported the barrier, on average (vs. non-CARE/FERA customers) (Table 5.5-40).

- **Home gets uncomfortable:** no significant differences between rate and control groups except more Rate 3 non-CARE/FERA customers in the cool region reported the barrier (vs. Control group customers); more non-CARE/FERA customers reported the barrier, on average (vs. low-income and senior customers) (Table 5.5-40).

Table 5.5-40: Percentage of Respondents Who Reported Barriers to Reducing or Shifting Their Electricity Use During Afternoons and Evenings (Barriers 1-3)[1,2]

Climate Region	Segment	I am at home most of the day				My household already uses very little electricity				My home gets uncomfortable if I try to reduce electricity usage			
		C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	31%	32%	30%	37%	29%	29%	24%	24%	28%	29%	28%	33%
	CARE/FERA	39%	38%	40%	44%	32%	28%	30%	33%	27%	26%	23%	28%
	Below 100% FPG	42%	43%	-	-	35%	30%	-	-	27%	27%	-	-
	100 to 200% FPG	39%	37%	-	-	32%	27%	-	-	28%	28%	-	-
	Senior	47%	47%	-	-	33%	30%	-	-	24%	25%	-	-
Moderate	Non-CARE/FERA	24%	26%	31%	29%	28%	26%	28%	31%	26%	25%	30%	31%
	CARE/FERA	34%	32%	31%	34%	38%	33%	41%	38%	22%	20%	23%	22%
Cool	Non-CARE/FERA	25%	27%	26%	29%	41%	35%	37%	32%	14%	17%	13%	19%
	CARE/FERA	28%	31%	31%	29%	42%	37%	38%	37%	17%	14%	17%	13%

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Respondents could select more than one item, and respondents who selected all items or items mutually exclusive are excluded from the results.

- **Presence of elderly household member(s):** no significant differences between rate and control groups; more low-income and senior customers reported the barrier, on average (vs. non-CARE/FERA customers) (Table 5.5-41).
- **Can't think of anything else to do** is slightly more frequently reported by: no significant differences between rate and control groups except fewer Rate 1 non-CARE/FERA customers in the hot region and Rate 1 CARE/FERA customers in the cool region reported the barrier (vs. Control group customers) (Table 5.5-41).
- **Children in household** more frequently reported by: no significant differences between rate and control groups; more low-income customers in the hot climate region reported the barrier (vs. seniors and non-CARE/FERA customers) (Table 5.5-41).

Table 5.5-41: Percentage of Respondents Who Reported Barriers to Reducing or Shifting Their Electricity Use During Afternoons and Evenings (Barriers 4-6)[1,2]

Climate Region	Segment	Elderly household member makes it difficult to change our routines				I can't think of anything else to do				Child(ren) in household make it difficult to change our routines			
		C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	9%	11%	9%	12%	14%	12%	10%	13%	12%	10%	14%	9%
	CARE/FERA	13%	15%	12%	15%	14%	13%	15%	13%	18%	19%	17%	19%
	Below 100% FPG	15%	17%	-	-	13%	14%	-	-	15%	16%	-	-
	100 to 200% FPG	17%	17%	-	-	14%	12%	-	-	13%	16%	-	-
	Senior	24%	24%	-	-	12%	12%	-	-	3%	5%	-	-
Moderate	Non-CARE/FERA	8%	8%	9%	9%	13%	11%	11%	15%	15%	16%	16%	16%
	CARE/FERA	12%	11%	14%	13%	12%	15%	10%	13%	15%	17%	15%	19%
Cool	Non-CARE/FERA	6%	6%	6%	7%	13%	12%	10%	12%	15%	15%	16%	18%
	CARE/FERA	10%	13%	10%	12%	14%	13%	9%	10%	15%	19%	16%	14%

[1] Used z-test for proportions, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Respondents could select more than one item, and respondents who selected all items or items mutually exclusive are excluded from the results.

- **Schedule doesn't allow it:** significantly more non-CARE/FERA and CARE Rate group customers, particularly on Rates 2 and 3, reported the barrier (vs. Control group customers); more non-CARE/FERA customers reported the barrier, on average (vs. lower-income customers and seniors) (Table 5.5-42).
- **Old appliances use lots of energy:** no significant differences between rate and control groups; more low-income customers reported the barrier, on average (vs. non-CARE/FERA customers and seniors) (Table 5.5-42).
- **Working from home:** no significant differences between rate and control groups except more Rate 1 non-CARE/FERA customers in the hot region and Rate 3 customers in the moderate regions reported the barrier; more non-CARE/FERA reported the barrier, on average (vs. low-income groups and seniors) (Table 5.5-42).
- **Presence of disabled household member(s):** no significant differences between rate and control groups; more low-income and senior customers (vs. non-CARE/FERA customers) and hot climate region customers (vs. moderate and cool region customers) reported the barrier, on average (Table 5.5-42).

Table 5.5-42: Percentage of Respondents Who Reported Barriers to Reducing or Shifting Their Electricity Use During Afternoons and Evenings (Barriers 7-10)[1,2]

Climate Region	Segment	My schedule doesn't allow me to reduce my usage				I have old appliances that use a lot of energy				Working from home makes it difficult to use less electricity				Disabled household member makes it difficult to change our routines			
		C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	7%	11%	11%	12%	7%	9%	7%	7%	12%	10%	15%	11%	4%	5%	5%	6%
	CARE/FERA	6%	9%	8%	11%	17%	14%	14%	16%	8%	6%	9%	8%	12%	13%	11%	13%
	Below 100% FPG	5%	7%	-	-	15%	16%	-	-	6%	6%	-	-	11%	13%	-	-
	100 to 200% FPG	7%	9%	-	-	16%	14%	-	-	7%	7%	-	-	10%	9%	-	-
	Senior	4%	5%	-	-	12%	10%	-	-	7%	6%	-	-	10%	10%	-	-
Moderate	Non-CARE/FERA	7%	13%	11%	15%	5%	7%	7%	7%	13%	11%	13%	17%	4%	3%	5%	2%
	CARE/FERA	6%	7%	7%	8%	11%	10%	12%	13%	5%	7%	8%	9%	9%	9%	7%	11%
Cool	Non-CARE/FERA	10%	14%	11%	17%	7%	6%	7%	9%	15%	16%	15%	17%	3%	3%	4%	4%
	CARE/FERA	5%	9%	6%	10%	15%	14%	12%	14%	4%	7%	6%	7%	8%	8%	10%	8%

[1] Used z-test for proportions, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Respondents could select more than one item, and respondents who selected all items or items mutually exclusive are excluded from the results.

General Attitudes and Awareness Towards EE and DR

Respondents rated their agreement with six statements designed to measure respondents' attitudes towards adopting energy saving behaviors using an 11-point scale with 0 meaning "do not agree at all" and 10 meaning "completely agree" (Table 5.5-43 & Table 5.5-44).[107] The statements were designed to capture respondents' intention to conserve, responsibility to conserve, concern about environment, and concern about their electricity bill. All significant differences were small, with differences between Control and treatment group ratings less than a point on the 11-point rating scale.

SCE respondents provided moderate ratings, 5.5 to 6.8, to the statement "I am very concerned about how my energy use affects the environment" (Table 5.5-43). When comparing responses between Control and Rate treatment groups, Rate 1 customers in two of the five segments in the hot climate region, and the non-CARE/FERA segment in the moderate and cool climate regions, reported lower average ratings when compared to their Control groups. Overall, responses were consistent across segments.

SCE respondents provided low to moderate ratings, 1.6 to 5.5, to the statement "it is my responsibility to use as little energy as possible to help the environment" (Table 5.5-43). When comparing responses between Control and Rate treatment groups, Rate 3 customers in hot climate region and Rate 2 customers in the moderate climate region showed significant differences. Respondents in the CARE/FERA segments provided higher agreement ratings to the statement compared to those in the non-CARE/FERA segments. Additionally, respondents in the hot and moderate climate regions provided slightly higher ratings to the statement compared to similar segments in the cool climate regions.

Table 5.5-43: Average Level of Agreement with Attitudinal Statements Related to Adopting Energy Saving Behaviors (Statements 1-2)[1]

Climate Region	Segment	I am very concerned about how my energy use affects the environment				It is my responsibility to use as little energy as possible to help the environment			
		C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	5.8	5.5	5.8	5.7	2.4	2.7	2.2	2.9
	CARE/FERA	6.3	6.0	6.2	6.2	5.0	5.2	4.9	5.5
	Below 100% FPG	6.3	5.8	-	-	4.9	5.0	-	-
	100 to 200% FPG	6.1	6.0	-	-	4.1	4.5	-	-
	Senior	5.9	5.7	-	-	3.1	3.2	-	-
Moderate	Non-CARE/FERA	6.1	5.9	5.6	5.9	2.3	1.9	2.3	2.5
	CARE/FERA	6.5	6.3	6.6	6.5	4.9	4.4	4.4	4.7
Cool	Non-CARE/FERA	6.4	6.0	6.2	5.8	1.6	1.6	1.8	1.8
	CARE/FERA	6.7	6.3	6.6	6.8	4.7	4.4	4.5	4.4

[1] Used t-test, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

[107] The first statement, "I often worry whether there is enough money to pay my electricity bill," was used in the economic index and is reported in section 5.5.1.

SCE respondents provided moderate ratings, 5.0 to 6.7, to the statement "I feel guilty if I use too much energy" (Table 5.5-44). When comparing responses between Control and Rate treatment groups, four of the five Rate 1 segments in the hot climate region, and the non-CARE/FERA segment in the moderate and cool climate regions, had lower ratings on average than their corresponding Control groups. Respondents in the CARE/FARE segments provided slightly higher agreement ratings to the statement compared to those in the non-CARE/FERA segments.

SCE respondents provided moderate to high ratings, 7.2 to 7.7, to the statement "I conserved electricity in my home this summer" (Table 5.5-44). Overall, responses were consistent across segments, with two significant differences between Rate 2 and Control groups.

SCE respondents provided moderate to high ratings, 7.5 to 8.5, to the statement "if my electricity bill goes up, I feel I must do something to reduce it" (Table 5.5-44). When comparing responses between Control and Rate treatment groups, the Rate 2 below 100% FPG segment and the Rate 3 non-CARE/FERA segment in the moderate climate region reported significantly lower agreement with this statement than their Control groups. Respondents in the CARE/FARE segments provided slightly higher agreement ratings to the statement compared to those in the non-CARE/FERA segments.

Table 5.5-44: Average Level of Agreement with Attitudinal Statements Related to Adopting Energy Saving Behaviors (Statements 3-5)[1]

Climate Region	Segment	I feel guilty if I use too much energy				I conserved electricity in my home this summer				If my electricity bill goes up, I feel I must do something to reduce it			
		C	R2	R1	R3	C	R2	R1	R3	C	R2	R1	R3
Hot	Non-CARE/FERA	5.3	5.0	5.1	5.0	7.3	7.6	7.3	7.5	7.5	7.5	7.4	7.6
	CARE/FERA	5.9	5.6	5.7	5.9	7.5	7.7	7.7	7.7	8.5	8.4	8.3	8.2
	Below 100% FPG	5.9	5.2	-	-	7.5	7.4	-	-	8.3	7.9	-	-
	100 to 200% FPG	5.8	5.6	-	-	7.6	7.9	-	-	8.2	8.1	-	-
	Senior	5.5	5.1	-	-	7.7	7.8	-	-	7.6	7.7	-	-
Moderate	Non-CARE/FERA	5.9	5.5	5.3	5.5	7.4	7.4	7.5	7.3	7.7	7.5	7.4	7.4
	CARE/FERA	6.7	6.5	6.5	6.5	7.6	7.8	7.6	7.7	8.5	8.4	8.3	8.4
Cool	Non-CARE/FERA	5.9	5.5	5.7	5.5	7.2	7.3	7.3	7.2	7.3	8.2	8.3	8.1
	CARE/FERA	6.5	6.4	6.3	6.3	7.7	7.3	7.7	7.7	8.2	8.2	8.3	8.1

[1] Used t-test, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Demographic Characteristics

This section summarizes the responses to demographic characteristics questions contained in the survey and trends in differences between segments.[108]

Respondent Age (Table 5.5-45)

- Segments with the lowest mean age were: CARE/FERA in the hot region, groups in the moderate and cool regions.
- On average, cool and moderate climate segments tended to be slightly younger than the hot climate segments across all Rate groups.
- Although the average age is high across groups in the hot climate region, the senior segment was much older.

Table 5.5-45: Respondents' Average Age[1]

Climate Region	Segment	Mean	Inter Quartile Range		
			Percentile 25	Median	Percentile 75
Hot	Non-CARE/FERA	60	51	61	70
	CARE/FERA	55	42	55	67
	Below 100% FPG	57	44	59	71
	100 to 200% FPG	59	47	60	71
	Senior	72	67	72	78
Moderate	Non-CARE/FERA	55	44	55	65
	CARE/FERA	56	45	56	68
Cool	Non-CARE/FERA	55	44	55	67
	CARE/FERA	55	43	55	67

[1] Results are based on weighted averages across all four RCT groups (Control, Rate 1, Rate 2, and Rate 3)

Respondent Educational Attainment (Table 5.5-46)

- Some college or less was the most commonly reported levels of education for low income segments and some college or more was most common among non-CARE/FERA and senior segments. Non-CARE/FERA customers in the moderate and cool climate regions were the most highly educated group, with around three-fifths reporting that they had a four-year or graduate/professional degree (59% and 68%, respectively).
- CARE/FERA customers were slightly over-representative of California households with a high school diploma or less (38%) while non-CARE/FERA customers were over-representative of Californians with a graduate degree (11%) (2015 ACS 5-year estimates).

Table 5.5-46: Respondents' Educational Attainment

Climate Region	Segment	Some HS	HS Diploma	Some College	Tech. College	Two-year Degree	Four-year Degree	Grad Degree
Hot	Non-CARE/FERA	2%	10%	24%	7%	10%	23%	24%
	CARE/FERA	14%	25%	24%	9%	10%	11%	7%
	Below 100% FPG	17%	25%	24%	8%	9%	9%	8%
	100 to 200% FPG	9%	21%	26%	9%	11%	14%	10%
	Senior	8%	16%	24%	6%	10%	18%	18%
Moderate	Non-CARE/FERA	2%	7%	19%	6%	9%	28%	31%
	CARE/FERA	13%	22%	24%	9%	9%	15%	9%
Cool	Non-CARE/FERA	2%	5%	14%	4%	7%	33%	35%
	CARE/FERA	17%	20%	23%	6%	9%	16%	10%

[108] Trend analyses did not include tests for statistical significance and are based on observation of the differences in values.

Annual Household Income (Table 5.5-47)

- CARE/FERA and low-income surveyed customers had lower annual household incomes compared to non-CARE/FERA and other customer segments.
- More than three-fifths of respondents in the below 100% FPG segment in the hot climate region had an annual household income of less than $21,000 per year across all Rate groups.
- On average, most non-CARE/FERA customers made more than $50,000/year across all Rate groups. Conversely, nearly all CARE/FERA customers made less than $50,000/year across all Rate groups.

Table 5.5-47: Annual Household Income

Climate Region	Segment	Less than $12k	$12k to < $17k	$17k to < $21k	$21k to < $25k	$25k to < $29k	$29k to < $33k	$33k to < $37k	$37k to < $41k	$41k to < $50k	$50k to < $100k	$100k or more
Hot	Non-CARE/FERA	2%	2%	2%	3%	2%	5%	4%	5%	11%	35%	28%
	CARE/FERA	18%	17%	13%	14%	9%	8%	5%	4%	6%	5%	1%
	Below 100% FPG	31%	21%	11%	8%	5%	4%	3%	2%	4%	8%	2%
	100 to 200% FPG	3%	11%	11%	15%	10%	11%	7%	7%	10%	13%	2%
	Senior	10%	11%	9%	9%	6%	7%	4%	4%	9%	18%	13%
Moderate	Non-CARE/FERA	1%	1%	1%	2%	2%	3%	4%	4%	8%	36%	37%
	CARE/FERA	16%	18%	11%	12%	10%	9%	5%	5%	7%	6%	1%
Cool	Non-CARE/FERA	1%	1%	1%	2%	2%	3%	3%	4%	9%	33%	42%
	CARE/FERA	20%	15%	13%	12%	10%	7%	6%	5%	5%	6%	1%

Respondent Employment Status (Table 5.5-48)

- Most surveyed customers were either employed full or part time, or were retired.
- Non-CARE/FERA customers in the cool and moderate regions were most likely to be employed full-time.
- Low-income customers were more likely be unemployed or unable to work due to a disability compared to all other customer segments.

Table 5.5-48: Respondents' Employment Status[1]

Climate Region	Segment	Employed full-time	Employed part-time	Homemaker	Retired	Can't work (disability)	Other[2]
Hot	Non-CARE/FERA	50%	8%	5%	37%	3%	7%
	CARE/FERA	28%	14%	11%	31%	19%	18%
	Below 100% FPG	22%	13%	11%	38%	21%	20%
	100 to 200% FPG	33%	12%	7%	41%	12%	11%
	Senior	13%	8%	5%	75%	10%	7%
Moderate	Non-CARE/FERA	59%	9%	5%	26%	3%	7%
	CARE/FERA	35%	14%	10%	31%	16%	15%
Cool	Non-CARE/FERA	59%	10%	5%	27%	3%	7%
	CARE/FERA	34%	16%	10%	26%	15%	17%

[1] Allows for multiple responses, rows may not add to 100%.

[2] Includes respondents who reported being seasonally employed, unemployed but looking for work, unemployed but not looking for work, and students.

Major Life Changes during the Past Summer (Table 5.5-49)

- A majority of surveyed customers across all Rate groups and segments reported not experiencing any of the eight “life changes” items on the survey.
- However, CARE/FERA and low-income customers were more likely to report having experienced one of the eight “life changes” items on the survey when compared to the corresponding non-CARE/FERA segments.
- On average, the most commonly reported “life change” was having work hours or pay reduced.
- Low-income customers the hot climate region were more likely to report having lost a job or became unemployed, had work hours or pay reduced, or became disabled or seriously ill compared to all other segments.
- Very few respondents reported having received a foreclosure or eviction notice, got divorced, had a baby, or had a death of a household member compared to other “life changes” items.

Table 5.5-49: Life Changes During the Past Summer

Climate Region	Segment	Became unemployed	Hours or pay reduced	Became disabled or seriously ill	Cared for elderly or disabled	Had a death in household	Divorced or separated	Had a baby	Got foreclosure or eviction	None of the above
Hot	Non-CARE/FERA	6%	9%	5%	7%	2%	2%	3%	1%	73%
	CARE/FERA	14%	16%	12%	10%	4%	4%	3%	2%	53%
	Below 100% FPG	14%	15%	13%	11%	5%	4%	4%	2%	53%
	100 to 200% FPG	10%	13%	10%	11%	3%	4%	2%	1%	60%
	Senior	5%	6%	10%	13%	4%	3%	1%	1%	68%
Moderate	Non-CARE/FERA	8%	10%	4%	7%	2%	2%	2%	0%	72%
	CARE/FERA	14%	15%	11%	11%	3%	4%	2%	1%	54%
Cool	Non-CARE/FERA	8%	9%	4%	6%	2%	2%	3%	0%	74%
	CARE/FERA	14%	18%	12%	10%	4%	4%	3%	1%	52%

Households with Members Who are Disabled (Table 5.5-50)

- Few surveyed customers reported a household member who receives disability payments or has a serious disability.
- A higher proportion of respondents reported a household member having a serious disability than reported a household member receiving disability payments.
- CARE/FERA and low-income customers were most likely to report a household member having a serious disability or who received disability payments across all three climate regions.
- Below 100% FPG customers in the hot region were both most likely to report a household member having a serious disability and who received disability payments.

Table 5.5-50: Household Member(s) with Serious Medical Condition and/or Disability Payments

Climate Region	Segment	Has serious medical condition	Receives disability payments
Hot	Non-CARE/FERA	19%	8%
	CARE/FERA	31%	21%
	Below 100% FPG	33%	21%
	100 to 200% FPG	27%	15%
	Senior	30%	12%
Moderate	Non-CARE/FERA	12%	5%
	CARE/FERA	26%	18%
Cool	Non-CARE/FERA	13%	5%
	CARE/FERA	23%	19%

Household Disability Requirements (Table 5.5-51)

- The most commonly reported disability requirement was the need for someone in the household to stay home for most the day, followed by the need to cool the home in the summer; very few (3%-7%) of respondents reported that they needed to use more energy for medical equipment.
- Seniors, CARE/FERA and low-income customers were most likely to report having disability requirements across all three climate regions.
- Below 100% FPG customers in the hot region were most likely to state they need their home to be cooled in the summer, but also reported they use electricity for medical equipment and have a member of the household who needs to stay home for most the day.

Table 5.5-51: Requirements for Households with Disabled Residents

Climate Region	Segment	Need home cooled in the summer	Need more energy for medical equip	Need to be home most of the day
Hot	Non-CARE/FERA	16%	4%	22%
	CARE/FERA	29%	6%	37%
	Below 100% FPG	33%	7%	39%
	100 to 200% FPG	24%	5%	33%
	Senior	28%	6%	35%
Moderate	Non-CARE/FERA	11%	3%	19%
	CARE/FERA	26%	6%	36%
Cool	Non-CARE/FERA	8%	3%	15%
	CARE/FERA	20%	6%	31%

Household Size (Table 5.5-52)

- On average, most surveyed customers reported a household size of about three people across all segments and climate regions.
- CARE/FERA customers in the moderate region reported the largest household size of 3.6 and an inter-quartile range from 2 to 5.
- Seniors reported having the fewest number of people (2.5) living in their home, on average.

Table 5.5-52: Household Size[1]

Climate Region	Segment	Mean	Inter Quartile Range: Percentile 25	Median	Percentile 75
Hot	Non-CARE/FERA	2.9	2	3	3
	CARE/FERA	3.5	2	3	5
	Below 100% FPG	3.5	2	3	5
	100 to 200% FPG	3.2	2	3	4
	Senior	2.5	2	2	3
Moderate	Non-CARE/FERA	3.3	2	3	4
	CARE/FERA	3.6	2	3	5
Cool	Non-CARE/FERA	3.1	2	3	4
	CARE/FERA	3.5	2	3	5

[1] Results are based on weighted averages across all four RCT groups (Control, Rate 1, Rate 2, and Rate 3); includes all ages and respondent

Respondent Race & Ethnicity (Table 5.5-53)

- Surveyed customers were most to least likely to report being White, Hispanic, Other, Asian, and African American.
- CARE/FERA and low-income customers were more likely to report being non-white.
- There were fewer Asian respondents in the hot climate region when compared to moderate and cool climate regions.

Table 5.5-53: Respondents' Race and Ethnicity[1]

Climate Region	Segment	Asian	African American	Hispanic	White	Other[2]
Hot	Non-CARE/FERA	7%	4%	13%	78%	8%
	CARE/FERA	5%	8%	37%	49%	9%
	Below 100% FPG	4%	9%	36%	53%	11%
	100 to 200% FPG	4%	5%	28%	63%	8%
	Senior	4%	5%	13%	77%	8%
Moderate	Non-CARE/FERA	23%	5%	17%	58%	8%
	CARE/FERA	23%	9%	38%	31%	8%
Cool	Non-CARE/FERA	20%	5%	12%	66%	8%
	CARE/FERA	17%	15%	36%	30%	9%

[1] Allows for multiple responses, rows may not add to 100%.

[2] Includes American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, Middle Eastern or North African, and Other.

Household Characteristics

This section summarizes the responses to household characteristics questions contained in the survey and trends in differences between segments.[109]

Times Home is Occupied on Weekends & Weekdays (Table 5.5-54)

- Nearly all surveyed customers reported that there was someone home during the evenings and nights throughout the week.
- Fewer customers reported their home being occupied in the mornings and afternoons on both the weekends and weekdays compared to evening and nights.
- Morning and afternoon occupancy is higher on weekends than on weekdays.
- Customers in the cool climate region reported the lowest level of occupancy throughout the morning and afternoons compared to hot and moderate region customers.

Table 5.5-54: Times of the Day When Home is Occupied on Weekdays and Weekends During the Summer Months

Climate Region	Segment	Weekday Morning	Weekday Afternoon	Weekday Evening	Weekday Night	Weekend Morning	Weekend Afternoon	Weekend Evening	Weekend Night
Hot	Non-CARE/FERA	81%	78%	92%	94%	93%	91%	93%	95%
	CARE/FERA	90%	89%	98%	99%	96%	93%	96%	98%
	Below 100% FPG	90%	90%	96%	97%	94%	92%	95%	97%
	100 to 200% FPG	90%	88%	97%	98%	96%	93%	96%	98%
	Senior	90%	89%	94%	95%	92%	91%	93%	95%
Moderate	Non-CARE/FERA	86%	80%	97%	99%	96%	93%	96%	99%
	CARE/FERA	89%	87%	96%	99%	95%	92%	95%	98%
Cool	Non-CARE/FERA	82%	76%	96%	99%	97%	91%	95%	99%
	CARE/FERA	86%	83%	96%	98%	94%	88%	94%	97%

Own or Rent Home (Table 5.5-55)

- A slight majority of surveyed customers reported owning their home, with exception to CARE/FERA customers in the cool region.
- CARE/FERA and low-income customers were more likely to report renting their home and receiving subsidized housing assistance, such as Section 8, compared to non-CARE/FERA and senior customers.
- On average, hot climate region customers were more likely to report owning their home compared to customers in moderate or cool climate regions.

Table 5.5-55: Home Ownership Status

Climate Region	Segment	Own	Rent without subsidies	Rent with subsidies
Hot	Non-CARE/FERA	86%	13%	0%
	CARE/FERA	59%	34%	7%
	Below 100% FPG	56%	36%	8%
	100 to 200% FPG	74%	23%	3%
	Senior	83%	14%	3%
Moderate	Non-CARE/FERA	83%	16%	1%
	CARE/FERA	54%	37%	9%
Cool	Non-CARE/FERA	76%	23%	1%
	CARE/FERA	40%	45%	15%

[109] Trend analyses did not include tests for statistical significance and are based on observation of the differences in values.

Type of Housing (Table 5.5-56)

- Most surveyed customers reported living in a single-family detached home, followed by apartments or condos.
- CARE/FERA customers in the moderate and cool regions were most likely to report living in an apartment or condo.
- Hot climate region customers were more likely to report living in a manufactured or mobile home compared to the corresponding customers in the moderate or cool climate regions.

Table 5.5-56: Housing Type

Climate Region	Segment	Single-Family Detached	2 to 4 plex	Apt or condo	Townhome	Man. or mobile home, or mobile unit
Hot	Non-CARE/FERA	76%	3%	11%	3%	7%
	CARE/FERA	65%	5%	17%	3%	10%
	Below 100% FPG	62%	6%	18%	2%	12%
	100 to 200% FPG	71%	4%	12%	3%	10%
	Senior	67%	4%	15%	2%	12%
Moderate	Non-CARE/FERA	77%	2%	13%	5%	2%
	CARE/FERA	52%	5%	32%	5%	6%
Cool	Non-CARE/FERA	59%	5%	26%	9%	1%
	CARE/FERA	34%	10%	48%	6%	2%

Number of Bedrooms in Home (Table 5.5-57)

- On average, most surveyed customers across all segments reported having two to three bedrooms in their home.
- Very few respondents reported having five or more bedrooms or living in a studio.
- CARE/FERA and low-income customers were more likely to report having fewer bedrooms in their home compared to non-CARE/FERA customers.

Table 5.5-57: Number of Bedrooms in Home

Climate Region	Segment	Studio	One	Two	Three	Four	Five +
Hot	Non-CARE/FERA	0.5%	4.2%	25.6%	45.9%	20.1%	3.7%
	CARE/FERA	0.9%	9.4%	27.8%	44.1%	15.1%	2.6%
	Below 100% FPG	1.2%	11.3%	33.2%	40.3%	11.9%	2.2%
	100 to 200% FPG	0.9%	7.9%	26.5%	44.5%	17.4%	2.8%
	Senior	0.6%	8.8%	32.1%	43.9%	12.4%	2.2%
Moderate	Non-CARE/FERA	0.5%	5.5%	18.6%	37.0%	29.8%	8.6%
	CARE/FERA	1.0%	16.9%	32.4%	31.3%	14.9%	3.6%
Cool	Non-CARE/FERA	1.4%	9.9%	26.0%	37.2%	21.0%	4.5%
	CARE/FERA	2.5%	23.2%	39.1%	26.7%	7.2%	1.3%

Cooling Equipment in Home (Table 5.5-58)

- A large majority of surveyed customers reported having and using ceiling or portable fans in their home.
- Hot climate region customers were more likely to report having central air-conditioning or a room air-conditioning unit in their home and report using it more frequently, compared to customers in moderate or cool climate regions.
- More CARE/FERA customers reported having a room air conditioning unit or evaporative/swamp cooler and fewer reported central air conditioning, heat pumps, or fans compared to non-CARE/FERA customers.
- Very few respondents reported having a heat pump in their home, and of those who did, around three-quarters reported never using it.

Table 5.5-58: Cooling Equipment in Home and Frequency of Use[1]

		Hot					Moderate		Cool	
Item	Install & Use	Non-CARE/FERA	CARE/FERA	Below 100% FPG	100 to 200% FPG	Senior	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA
Central air-conditioning	Have in home	84%	74%	65%	79%	79%	87%	66%	47%	31%
	Daily	57%	46%	43%	48%	55%	38%	27%	23%	12%
	Several days a week	17%	21%	19%	21%	18%	31%	29%	23%	21%
	Several days a month	15%	19%	18%	17%	16%	24%	25%	33%	25%
	Never	11%	15%	19%	14%	11%	7%	19%	20%	41%
Room air conditioning unit	Have in home	15%	23%	27%	19%	17%	20%	38%	21%	33%
	Daily	23%	27%	30%	25%	23%	19%	25%	14%	17%
	Several days a week	14%	16%	21%	12%	15%	23%	29%	21%	28%
	Several days a month	14%	13%	13%	15%	14%	18%	20%	32%	25%
	Never	49%	45%	36%	48%	47%	40%	26%	33%	30%
Evaporative or swamp cooler	Have in home	33%	43%	47%	42%	39%	4%	15%	3%	5%
	Daily	48%	46%	49%	47%	47%	9%	21%	11%	10%
	Several days a week	15%	18%	19%	19%	19%	10%	15%	7%	10%
	Several days a month	9%	11%	9%	11%	10%	5%	9%	11%	8%
	Never	28%	25%	22%	23%	25%	76%	54%	71%	72%
Heat pump	Have in home	8%	5%	5%	6%	7%	4%	4%	5%	6%
	Daily	12%	7%	8%	8%	11%	6%	6%	6%	5%
	Several days a week	4%	4%	5%	5%	4%	4%	4%	6%	6%
	Several days a month	7%	4%	5%	4%	6%	5%	6%	12%	10%
	Never	76%	84%	81%	82%	79%	85%	83%	76%	79%
Ceiling or portable fans	Have in home	91%	82%	80%	87%	89%	86%	79%	82%	75%
	Daily	72%	68%	66%	72%	68%	66%	58%	52%	49%
	Several days a week	16%	17%	19%	15%	18%	22%	25%	25%	25%
	Several days a month	8%	8%	9%	7%	10%	9%	11%	17%	17%
	Never	4%	6%	6%	5%	5%	4%	7%	5%	8%

[1] Allows for multiple responses, columns may not add to 100%.

Thermostat for Heating and/or Cooling (Table 5.5-59)

- Hot and moderate climate region customers were more likely to report having a thermostat for both heating and cooling compared to cool climate region customers.
- Low-income and senior customers were more likely to report having a thermostat for heating only or not having a thermostat in their home.
- Very few respondents reported having a thermostat for cooling only.

Table 5.5-59: Thermostat in Home for Heating and/or Cooling

Climate Region	Segment	Thermostat for heating only	Thermostat for cooling only	Thermostat for both heating & cooling	No thermostat
Hot	Non-CARE/FERA	7%	2%	85%	6%
	CARE/FERA	15%	3%	69%	13%
	Below 100% FPG	18%	3%	60%	19%
	100 to 200% FPG	11%	3%	77%	10%
	Senior	12%	3%	77%	8%
Moderate	Non-CARE/FERA	9%	2%	84%	6%
	CARE/FERA	15%	4%	57%	24%
Cool	Non-CARE/FERA	38%	1%	47%	15%
	CARE/FERA	35%	3%	26%	36%

Thermostat Type (Table 5.5-60)

- Hot climate non-CARE/FERA customers were much more likely to report having a programmable or smart thermostat in their home compared to all other segments.
- CARE/FERA customers were most likely to have a standard thermostat.

Table 5.5-60: Thermostat Type in Home

Climate Region	Segment	A standard thermostat	A programmable thermostat	A smart thermostat
Hot	Non-CARE/FERA[1]	35%	43%	21%
	CARE/FERA	57%	39%	4%
	Below 100% FPG	62%	36%	2%
	100 to 200% FPG	54%	43%	3%
	Senior	55%	41%	3%
Moderate	Non-CARE/FERA	44%	49%	6%
	CARE/FERA	66%	32%	2%
Cool	Non-CARE/FERA	51%	43%	6%
	CARE/FERA	72%	26%	2%

[1] Control and Rate 1 groups were targeted with a smart thermostat rebate.

Thermostat Temperature Settings (Table 5.5-61)

- Surveyed customers in the cool climate region were more likely to report turning their thermostat to a low setting or completely off in the late afternoon and evenings during the summer.
- Low-income customers were more likely to report setting their thermostat to "off" or setting it to a lower temperature compared to non-CARE/FERA customers.
- There was very little variation between customers' reported thermostat settings on weekdays versus weekends.

Table 5.5-61: Thermostat Settings in Late Afternoons and Evenings on Weekdays and Weekends During Summer Months

		Hot					Moderate		Cool	
Weekday / Weekend	Temperature	Non-CARE/FERA	CARE/FERA	Below 100% FPG	100 to 200% FPG	Senior	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA
Weekday	Off	6%	8%	10%	8%	6%	7%	12%	19%	28%
	Below 68 F	1%	3%	4%	2%	2%	1%	3%	2%	4%
	69 F to 71 F	4%	7%	8%	6%	6%	5%	6%	5%	9%
	72 F to 74 F	12%	12%	13%	11%	11%	11%	14%	15%	15%
	75 F to 77 F	19%	20%	20%	19%	18%	25%	24%	26%	20%
	78 F to 80 F	41%	39%	33%	42%	41%	43%	34%	29%	20%
	81 F or higher	17%	11%	11%	12%	16%	8%	6%	5%	4%
Weekend	Off	6%	8%	10%	8%	6%	7%	11%	17%	27%
	Below 68 F	1%	3%	4%	2%	2%	1%	3%	2%	5%
	69 F to 71 F	5%	7%	8%	6%	6%	4%	7%	6%	9%
	72 F to 74 F	12%	12%	14%	12%	11%	13%	14%	16%	15%
	75 F to 77 F	22%	21%	21%	21%	19%	26%	27%	28%	21%
	78 F to 80 F	41%	38%	32%	40%	41%	42%	32%	26%	18%
	81 F or higher	14%	10%	11%	12%	16%	6%	7%	5%	4%

Smart Thermostats

In the web version of the survey, customers who reported having a smart thermostat installed in their home were asked about their overall satisfaction and their level of agreement with four statements regarding their smart thermostat. Due to small sample sizes, in this section only findings for non-CARE/FERA SCE customers in the hot climate region for the Control and Rate 1 treatment group are presented.[110]

Twenty-one percent of SCE non-CARE/FERA customers reported having a smart thermostat installed in their home (see Table 5.5-59 above). Significantly more Rate 1 treatment group customers reported having a smart thermostat installed compared to Control group customers (37% compared to 27%, respectively; not shown in table). Customers in the Control and Rate 1 treatment group who reported having a smart thermostat provided high satisfaction ratings with their smart thermostat (both groups providing an average rating of 9.0 on an 11-point scale, with 0 meaning “not satisfied at all” and 10 meaning “extremely satisfied”). Customers rated their level of agreement with four statements regarding aspects of their smart thermostat using an 11-point scale, with 0 meaning “do not agree at all” and 10 meaning “completely agree.” On average, SCE customers provided the highest agreement ratings to the statement “[my thermoset] is easy to use” and the lowest agreement ratings to the statement “[my thermostat] helps me lower my electricity bill” (Table 5.5-62). Agreement ratings did not differ significantly between the Control and Rate 1 treatment group.

Table 5.5-62: Respondents’ Average Level of Agreement with Aspects of Their Smart Thermostat [1,2]

Statement	Control (n=200)	Rate 1 (n=173)
Easy to use	8.7	8.6
Helps keep home at a comfortable temperature	8.1	8.3
Helps lower electricity bill	7.1	6.9
Helped manage electricity use during study	6.7	6.8

[1] Agreement ratings are based on an 11-point scale where 0 means ‘do not agree at all’ and 10 means ‘completely agree’.

[2] Asked to web survey respondents in the Control and Rate 1 groups who reported having a smart thermostat; Rate 2 and 3 groups not asked.

[110] For this analysis, any segments or rate treatment groups where sample sizes were too small to draw inferences (50 or fewer respondents) were excluded.

Newsletters and Websites

Nearly all web survey respondents (between 90% and 98%) reported receiving the TOU study welcome packet (Table 5.5-63). Slightly fewer respondents reported receiving the summer newsletter (between 70% and 84%) and between one-third and one-half (33% to 47%) reported receiving the fall newsletter.

Table 5.5-63: Percentage of Respondents Who Received TOU Study Information[1]

Climate Region	Segment	Welcome packet R1	Welcome packet R2	Welcome packet R3	Summer newsletter R1	Summer newsletter R2	Summer newsletter R3	Fall newsletter R1	Fall newsletter R2	Fall newsletter R3
Hot	Non-CARE/FERA	93%	93%	97%	72%	72%	81%	33%	34%	35%
	CARE/FERA	93%	94%	96%	81%	78%	81%	42%	37%	41%
	Below 100% FPG	93%	93%	94%	82%	74%	77%	45%	36%	42%
	100% to 200% FPG	94%	94%	98%	82%	77%	84%	46%	36%	41%
	Senior	93%	92%	96%	79%	75%	84%	42%	37%	40%
Moderate	Non-CARE/FERA	96%	94%	97%	74%	72%	78%	35%	33%	38%
	CARE/FERA	90%	91%	92%	78%	75%	83%	42%	39%	46%
Cool	Non-CARE/FERA	95%	95%	96%	74%	70%	81%	34%	35%	43%
	CARE/FERA	90%	91%	95%	74%	75%	84%	44%	43%	47%

[1] Asked to web survey respondents in the Rate groups; Control group not asked.

Respondents who reported receiving the TOU study welcome packet or the summer/fall newsletters found the informational materials to be moderately useful (using a 11-point scale with 0 meaning “not useful at all” and 10 meaning “extremely useful”;” Table 5.5-64). Respondents in the non-CARE/FARE segments found informational materials slightly less useful compared to those in the CARE/FERA segments. Usefulness ratings did not vary substantially between informational material type or Rate treatment group.

Table 5.5-64: Average Usefulness Rating for TOU Study Information[1,2]

Climate Region	Segment	Welcome packet R1	Welcome packet R2	Welcome packet R3	Summer newsletter R1	Summer newsletter R2	Summer newsletter R3	Fall newsletter R1	Fall newsletter R2	Fall newsletter R3
Hot	Non-CARE/FERA	6.7	6.8	6.9	6.3	6.5	6.4	6.2	6.4	6.1
	CARE/FERA	7.6	7.4	7.0	7.3	7.3	6.9	7.4	7.4	7.0
	Below 100% FPG	7.8	7.2	7.2	7.6	7.1	7.5	7.7	7.3	7.5
	100% to 200% FPG	7.4	7.2	6.9	6.9	7.0	6.7	7.1	7.1	6.8
	Senior	7.0	7.0	7.0	6.8	6.8	6.5	6.7	6.8	6.3
Moderate	Non-CARE/FERA	7.0	7.0	7.1	6.4	6.6	6.4	6.6	6.3	6.3
	CARE/FERA	7.6	7.7	7.4	7.3	7.6	7.4	7.0	8.1	7.4
Cool	Non-CARE/FERA	6.8	7.0	6.8	6.2	6.5	6.3	6.3	8.0	6.2
	CARE/FERA	7.8	7.8	7.6	7.7	7.5	7.6	7.7	7.6	8.0

[1] Usefulness ratings are based on an 11-point scale where 0 means ‘not at all useful’ and 10 means ‘extremely useful’.

[2] Asked to web survey respondents in the Rate groups who reported receiving each item; Control group not asked.

Between two-fifths and one-half of SCE respondents (between 38% and 53%) reported visiting the SCE My Account website since summer of 2016 (Table 5.5-65). Fewer SCE respondents reported visiting the rate plan study website since summer 2016 (between 11% and 32%). Overall, responses did not differ substantially between respondent segment or Rate treatment group.

Table 5.5-65: Percentage of Respondents Who Visited IOU and TOU Study Websites[1]

Climate		SCE My Account website			Rate plan study website		
Region	Segment	R1	R2	R3	R1	R2	R3
Hot	Non-CARE/FERA	58%	44%	48%	16%	11%	20%
	CARE/FERA	51%	51%	51%	22%	16%	27%
	Below 100% FPG	47%	47%	46%	28%	15%	32%
	100% to 200% FPG	49%	51%	46%	18%	14%	21%
	Senior	42%	38%	39%	15%	11%	20%
Moderate	Non-CARE/FERA	51%	50%	45%	13%	12%	17%
	CARE/FERA	53%	50%	45%	20%	19%	20%
Cool	Non-CARE/FERA	44%	46%	44%	14%	14%	18%
	CARE/FERA	51%	50%	40%	18%	20%	22%

[1] Asked to web survey respondents in the Rate groups; Control group not asked.

Respondents who reported visiting the SCE My Account website or the TOU rate plan study website found the websites to be moderately useful (using a 11-point scale with 0 meaning "not useful at all" and 10 meaning "extremely useful";" Table 5.5-66). Respondents in the non-CARE/FARE segments found the websites slightly less useful compared to those in the CARE/FERA segments. Usefulness ratings did not vary substantially between website type or Rate treatment group.

Table 5.5-66: Average Usefulness Rating for IOU and TOU Study Websites[1,2]

Climate		SCE My Account website			Rate plan study website		
Region	Segment	R1	R2	R3	R1	R2	R3
Hot	Non-CARE/FERA	6.9	7.2	5.7	6.7	6.9	6.5
	CARE/FERA	7.6	7.6	6.7	7.4	7.6	6.7
	Below 100% FPG	7.7	7.4	6.5	7.5	7.1	7.3
	100% to 200% FPG	7.5	7.4	6.2	7.0	7.3	6.8
	Senior	7.1	7.0	6.1	7.2	7.2	6.4
Moderate	Non-CARE/FERA	7.1	6.9	6.5	7.3	6.9	6.7
	CARE/FERA	7.7	7.9	7.2	6.7	7.8	7.7
Cool	Non-CARE/FERA	6.6	7.2	6.1	6.5	6.6	6.4
	CARE/FERA	7.8	8.0	7.3	7.3	7.9	7.4

[1] Usefulness ratings are based on an 11-point scale where 0 means 'not at all useful and 10 means 'extremely useful'.

[2] Asked to web survey respondents in the Rate groups who reported visiting each website; Control group not asked.

Respondents who received TOU study information in both English and in their native language were asked about the importance of receiving information in both languages (using a 11-point scale with 0 meaning “not important at all” and 10 meaning “extremely important”). On average, SCE respondents found having materials available in their native language to be of high importance (Table 5.5-67). Responses were consistent across segments and Rate treatment groups, except for the lower ratings in moderate and cool climate region non-CARE/FERA segments compared to the hot region segments. Due to small sample sizes, however, results should be interpreted carefully.

Table 5.5-67: Average Importance Rating for Receiving Information in Respondents Native Language[1,2,3]

Climate Region	Segment	Rate 1 n	Rate 1 Average	Rate 2 n	Rate 2 Average	Rate 3 n	Rate 3 Average
Hot	Non-CARE/FERA	--	--	6	9.7	9	8.1
	CARE/FERA	40	8.7	91	9.5	26	9.3
	Below 100% FPG	26	8.8	57	9.6	22	9.0
	100% to 200% FPG	16	8.4	30	9.4	12	9.0
	Senior	10	9.7	24	9.6	11	8.3
Moderate	Non-CARE/FERA	14	9.3	13	7.4	17	7.8
	CARE/FERA	74	9.2	81	9.3	67	9.1
Cool	Non-CARE/FERA	13	7.5	10	7.4	8	5.1
	CARE/FERA	86	9.2	83	9.2	57	8.7

[1] Importance ratings are based on an 11-point scale where 0 means ‘not at all important and 10 means ‘extremely important’.

[2] Blank cells in figure indicate sample size for that segment/Rate treatment group was fewer than five.

[3] Asked only to web survey respondents who are non-English speakers in the Rate groups and who reported receiving information from SCE.

Overall, SCE web survey respondents provided moderate to high satisfaction ratings with TOU study outreach (using a 11-point scale with 0 meaning “not satisfied at all” and 10 meaning “extremely satisfied;” Table 5.5-68). Respondents in the non-CARE/FARE segments reported being slightly less satisfied with TOU study outreach compared to those in the CARE/FERA segments.

Table 5.5-68: Average Satisfaction Rating for All TOU Study Outreach[1,2]

Climate Region	Segment	Rate 1	Rate 2	Rate 3
Hot	Non-CARE/FERA	7.5	7.7	7.3
	CARE/FERA	8.2	8.1	7.6
	Below 100% FPG	8.3	8.0	7.5
	100% to 200% FPG	8.1	7.9	7.5
	Senior	7.9	7.8	7.7
Moderate	Non-CARE/FERA	7.8	7.8	7.6
	CARE/FERA	8.3	8.4	8.1
Cool	Non-CARE/FERA	7.7	7.8	7.7
	CARE/FERA	8.5	5.4	8.3

[1] Satisfaction ratings are based on an 11-point scale where 0 means ‘not at all satisfied’ and 10 means ‘extremely satisfied’.

[2] Asked to web survey respondents in the Rate groups who reported receiving any outreach item; Control group not asked.

5.6 Synthesis for SCE Pilot

This section compares input from the load impact analysis, the bill impact analysis, and the survey analysis. The objective of these comparisons, at least in part, is to determine if the information and conclusions observed for individual metrics are supported by findings from other metrics or, alternatively, findings for one metric contradict those for another metric. We also look for clues from the survey findings that might help explain why load or bill impacts for one rate differ from those for other rates.

Readers are referred to the beginning of Section 4.6 for two important cautions when interpreting these results—namely that the timing of this analysis means that the negative bill impacts (and perceptions related to that) are probably as bad as they will be throughout the entire pilot period (except for the enrollment credits that were provided during the summer) and that, given the large samples underlying the survey analysis, statistically significant differences may not reflect meaningful differences from a policy perspective.

5.6.1 Synthesis

Tables 5.6-1 through 5.6-3 summarize some of the relevant findings from the load impact, bill impact and survey analysis. Readers are directed to Section 4.6.1 for an explanation of the variables and symbols contained in the tables. As a reminder, unlike with PG&E where two pilot rates had two pricing periods and one had three, all three of SCE's pilot rates had three pricing periods on weekdays and two on weekends. The shoulder periods for all three rates were long, beginning at 8 AM for two of the rates and at 11 AM for the third. Also, Rate 3 has no baseline credit whereas Rates 1 and 2 do.

Non-CARE/FERA Customers

As was seen in Sections 5.3.1 through 5.3.3, for the service territory as a whole, non-CARE/FERA customers had larger peak period load reductions than CARE/FERA customers in both absolute and percentage terms on Rates 1 and 2 and larger impacts in absolute terms on all three rates. For Rate 3, the absolute load impact between non-CARE/FERA and CARE/FERA customers was not statistically significant. However, these differences were not observed for all rates and all climate regions. As seen in Tables 5.6-1 through 5.6-3, n the hot climate region, there was no statistically significant difference between non-CARE/FERA and CARE/FERA customers for any of the rates in percentage terms and for Rates 1 and 2 in absolute terms. In the moderate and cool climate regions, the difference was statistically significant for some rates and not others. These findings contrast with those in PG&E's service territory, where the difference in impacts between the two segments were statistically significant in the nearly all rates and climate regions.

Peak period load reductions for non-CARE/FERA customers were all statistically significant but also quite modest in the hot climate regions for all three rates, ranging from 1.1% for Rate 1 to roughly 3.0% for Rates 2 and 3. The percentage change in daily electricity use in the hot region was not statistically significant for Rate 1 and equaled only 0.6% for Rate 2 and 1.8% for Rate 3. In the moderate and cool regions, percentage reductions in peak period electricity use were typically between 4% and 6% except for participants on Rate 3 in the moderate region where peak period reductions were only 1.4%.

Table 5.6-1: Load Impacts, Bill Impacts, and Selected Survey Findings for SCE Rate 1

Climate	Segment	Load Impacts		Bill Impacts			Survey							
		Peak Period Load Reduction	Net Decrease in Daily Usage	Summer Monthly Average Structural Bill Impact	Average Behavioral Bill Impact	Total Bill Impact	Respondents Reporting Being Uncomfortably Hot	Health Index	Bill Higher than Expected	Difficulty Paying Bills	Economic Index (Range 0-10)	Understanding TOU Pricing (None-Correct)	Satisfaction w/ Rate (11 pt. Scale)	Satisfaction w/ Utility (11 pt. Scale)
Hot	Non-CARE/FERA	1.1% ▼	-0.3% -	$28.23	$1.02 -	$29.25 ▲	12% -	14% -	40% ▲	29% -	2.3 -	14%	6.0 ▼	6.8 ▼
	CARE/FERA	1.8% ▼	0.2% -	$24.46	$0.49 -	$24.95 ▲	19% -	31% ▲	34% ▲	70% -	4.1 -	20%	6.8 ▼	7.5 ▼
Moderate	Non-CARE/FERA	5.5% ▼	3.5% ▼	$22.62	-$7.38 ▼	$15.24 ▲	12% -	19% -	33% ▲	29% -	2.4 -	9%	6.2 ▼	7.1 -
	CARE/FERA	3.3% ▼	0.5%	$17.81	-$0.70 -	$17.11 ▲	24% -	23% -	32% ▲	62% -	3.8 -	18%	7.3 ▼	7.8 -
Cool	Non-CARE/FERA	5.8% ▼	3.0% ▼	$11.42	-$4.42 -	$7.00 ▲	10% -	I/S	25% -	21% -	2.1 -	12%	6.6 -	7.1 -
	CARE/FERA	2.4% ▼	1.1% ▼	$10.45	-$0.40 -	$10.05 ▲	25% -	18% -	25% ▲	66% -	3.9 -	20%	7.8 -	8.2 -

Table 5.6-2: Load Impacts, Bill Impacts, and Selected Survey Findings for SCE Rate 2

Climate	Segment	Load Impacts		Bill Impacts			Survey							
		Peak Period Load Reduction	Net Decrease in Daily Usage	Summer Monthly Average Structural Bill Impact	Average Behavioral Bill Impact	Total Bill Impact	Respondents Reporting Being Uncomfortably Hot	Health Index	Bill Higher than Expected	Difficulty Paying Bills	Economic Index (Range 0-10)	Understanding TOU Pricing (None-Correct)	Satisfaction w/ Rate (11 pt. Scale)	Satisfaction w/ Utility (11 pt. Scale)
Hot	Non-CARE/FERA	2.9% ▼	0.6% ▼	$38.08	-$1.94 -	$36.13 ▲	13% -	9% -	44% ▲	31% -	2.5 -	24%	5.9 ▼	6.8 -
	CARE/FERA	3.5% ▼	1.9% ▼	$30.34	-$2.54 -	$27.80 ▲	21% -	26% -	39% ▲	72% -	4.2 -	31%	6.9 ▼	7.6 ▼
	Senior	4.1% ▼	1.4% ▼	$37.97	-$2.32 -	$35.65 ▲	14% -	16% -	36% ▲	39% -	2.8 -	30%	6.5 ▼	7.3 ▼
	HH < 100% FPG	3.1% ▼	1.3% ▼	$29.84	-$2.67 -	$27.17 ▲	22% -	23% -	40% ▲	65% -	4.0 -	34%	6.6 ▼	7.4 ▼
	100% FPG < HH < 200% FPG	N/A	N/A	$32.40	-$4.72 -	$27.67 ▲	20% -	17% -	43% ▲	62% -	3.8 ▲	27%	6.4 ▼	7.2 ▼
Moderate	Non-CARE/FERA	5.6% ▼	1.8% ▼	$30.72	-$5.52 ▼	$25.20 ▲	12% -	9% -	38% ▲	27% -	2.2 -	21%	6.4 -	7.1 -
	CARE/FERA	1.7% ▼	0.4% -	$22.81	-$0.55 -	$22.25 ▲	24% -	31% -	31% ▲	65% -	3.8 -	33%	7.2 ▼	8.0 -
Cool	Non-CARE/FERA	4.2% ▼	2.0% ▼	$14.85	-$3.49 -	$11.36 ▲	11% -	14% -	30% ▲	26% -	2.1 -	23%	6.7 -	7.4 -
	CARE/FERA	4.6% ▼	1.7% ▼	$12.14	-$1.32 -	$10.82 ▲	27% -	26% -	23% ▲	68% -	3.9 -	38%	7.7 -	8.1 -

Table 5.6-3: Load Impacts, Bill Impacts, and Selected Survey Findings for SCE Rate 3

Climate	Segment	Load Impacts		Bill Impacts			Survey							
		Peak Period Load Reduction	Net Decrease in Daily Usage	Summer Monthly Average Structural Bill Impact	Average Behavioral Bill Impact	Total Bill Impact	Respondents Reporting Being Uncomfortably Hot	Health Index	Bill Higher than Expected	Difficulty Paying Bills	Economic Index (Range 0-10)	Understanding TOU Pricing (None-Correct)	Satisfaction w/ Rate (11 pt. Scale)	Satisfaction w/ Utility (11 pt. Scale)
Hot	Non-CARE/FERA	3.0% ▼	1.8% ▼	$35.63	-$3.29 -	$32.33 ▲	14% -	12% -	54% ▲	33% -	2.6 -	15%	5.5 ▼	6.5 ▼
	CARE/FERA	-0.1% ▼	0.1% -	$31.56	$1.11 -	$32.67 ▲	26% ▲	29% ▲	49% ▲	73% -	4.4 ▲	29%	6.4 ▼	7.5 ▼
Moderate	Non-CARE/FERA	1.4% -	0.1% -	$20.51	-$0.42 -	$20.10 ▲	14% -	12% -	48% ▲	30% -	2.4 -	16%	6.0 ▼	6.9 -
	CARE/FERA	4.8% ▼	1.9% ▼	$22.38	-$2.01 -	$20.37 ▲	27% -	25% -	40% ▲	64% -	3.9 -	25%	6.9 ▼	7.7 ▼
Cool	Non-CARE/FERA	4.3% ▼	3.4% ▼	$9.29	-$4.24 ▼	$5.05 ▲	13% -	30% -	41% ▲	25% -	2.1 -	13%	6.3 ▼	7.1 -
	CARE/FERA	2.0% ▼	1.1% ▼	$14.18	-$1.08 -	$13.11 ▲	28% -	28% -	31% ▲	65% -	3.9 -	24%	7.4 ▼	7.9 -

Previously it had been speculated that the lower reductions relative to what was observed in PG&E's service territory, especially in the hot climate region, might be due, in part, to the fact that SCE's hot region has significantly more very hot days than PGE&'s hot region combined with the fact that the combined length of peak and shoulder periods at SCE means that customers face higher prices for the majority of the day, especially with Rates 1 and 2, compared with the high priced hours at PG&E. If this hypothesis were true, we would expect to see fewer customers in SCE's service territory reporting that they adjusted their thermostat settings, did precooling or turned their air conditioners off than we would see at PG&E. Evidence from the survey does not strongly support this hypothesis although there are some differences in behavior worth noting.

Table 5.6-4 shows the percent of non-CARE/FERA customers in PG&E's and SCE's hot climate regions reporting that they often increased their thermostat temperature during afternoons and evenings, often turned their units off in afternoons and evenings or often precooled their home by running their air conditioners earlier in the day. These are taken from Tables 4.5-37 for PG&E and 5.5-37 for SCE. The behaviors are not mutually exclusive so we also included a cumulative total at the bottom. As seen at the bottom of the table, it does appear that even in the absence of TOU prices, control customers in PG&E's hot region more frequently report taking one or more of the behaviors than do SCE control customers. Taking averages across the three rates, the one behavior with the biggest difference between the two service territories is turning off air conditioning, where the average for PG&E is 40% and the average for SCE is 32%.

Table 5.6-4: Reported Air Conditioning Behavior

Reported Behavior	PG&E Hot Climate Region (% of customers)				SCE Hot Climate Region Percent of Customers)			
	Control	R1	R2	R3	Control	R1	R2	R3
Often increased thermostat settings	49%	52%	53%	56%	46%	52%	52%	49%
Often turned air conditioning off	39%	38%	41%	42%	28%	32%	33%	31%
Often pre-cooled house earlier in day	28%	36%	34%	41%	30%	36%	35%	39%
All (sum, not average)	116%	126%	128%	139%	104%	120%	120%	119%

Given the small load impacts in the hot climate region, bill impacts due to behavior change were quite small. In the case of Rate 1, the behavioral change actually contributed to a bill increase rather than a reduction in the structural bill increase. Average monthly bill increases in the hot climate region for this customer segment ranged from roughly $29 to more than $36. In the cool climate region, average bill increases ranged from a low of roughly $5 for Rate 3 to a high of more than $11 for Rate 2. Between 10% and 14% of non-CARE/FERA customers reported being uncomfortably hot as a result of trying to save on electricity bills. Oddly, this percent didn't vary materially across climate regions, which is quite different from what was seen in PG&E's service territory, where the percent reporting that they were uncomfortable was around 17% in the hot climate region, 7% in the moderate region, and 2% in the cool region. Importantly, the only instance in which the percent of customers increased by a statistically significant amount for those on the TOU rate compared with the control group was in the hot climate region for CARE/FERA customers on Rate 3. The Rate 3 percent was 26% and the control group percent was 21%. None of the differences were statistically significant for non-CARE/FERA customers in any climate region or rate combination.

The percent of non-CARE/FERA customers reporting that their bills were higher than expected ranged from 40% to 54% in the hot climate region, with the highest percent being for Rate 3. This percent was relatively high even in the moderate and cool regions, ranging from a low of 25% in the cool region for Rate 1 participants to a high of 48% in the moderate region on Rate 3. These percentages were both statistically and materially different from the percent of control customers reporting higher than expected bills, which was roughly half as high as for TOU rate customers. Comparing the simple average of these percentages across climate regions for each rate indicates that many more Rate 3 customers (48%) thought their bills were higher than expected than Rate 1 (33%) or Rate 2 (37%) customers. Recall that Rate 3 is the tariff that does not have a baseline credit.

These findings should be carefully considered when developing ME&O materials for default pricing and when scheduling the roll out for default pricing. Managing customer's expectations around the fact that summer bills might be higher under TOU pricing compared with the historical pattern (while also reminding them that winter bills are expected to be lower) might help reduce the number of customers reporting that their bills were higher than expected (and perhaps improve satisfaction with the rate). Reminding customers about tools they can use to mitigate seasonal variation in bills, such as balanced payment plans, might also help[111]. Finally, avoiding rolling out default pricing just prior to or during early summer would let customers enjoy the lower priced periods before experiencing the higher priced periods.

There was no statistically significant increase (relative to the control group) in customers reporting difficulty paying bills or in the economic index for non-CARE/FERA customers on Rates 1, 2, or 3 in any climate region. For difficulty paying bills, 30% of non-CARE/FERA control group customers in the hot climate region reported having difficulty paying bills while 33% of Rate 3 customers reported difficulty. For the economic index, the control group value is 2.4 and the Rate 3 group value is 2.6.

As in PG&E's service territory, non-CARE/FERA customers scored lower (which is better) on the metric related to understanding TOU rate periods compared with CARE/FERA customers. Taking a simple (not population weighted) average of scores across the three climate regions for each rate, non-CARE/FERA customers had averages of 11.7, 22.7 and 14.7 for Rates 1, 2 and 3, respectively. CARE/FERA customers had averages of 19.3, 34.0 and 26.0. It's not obvious why Rate 1 scored lower than Rates 2 and 3 on this factor, since all three rates have three pricing periods. Rate 2 has a shorter, three-hour peak period compared with Rate 1's six hour period and Rate 3's five hour period. The combination of peak and shoulder periods is the same for Rates 1 and 2 but shorter for Rate 3.

Finally, non-CARE/FERA customers had statistically significant lower satisfaction ratings for the TOU rate compared with the control group for all three rates in the hot climate region. Rate 1 and Rate 3 customers had statistically significantly lower satisfaction ratings for SCE compared with the control group in the hot climate region. The satisfaction rating for the rates was also statistically significantly lower for non-CARE/FERA customers on Rates 1 and 3 in the moderate climate region but not for Rate 2. Non-CARE/FERA customers on Rate 3 in the hot climate region had the lowest average satisfaction

[111] An investigation of whether offering balanced payment programs to TOU customers reduces demand response and/or impacts attrition is planned for the default pilots that will be implemented in 2018.

rating for any segment, climate region, and treatment with a value of 5.5. The control group average value for this segment, at 6.2, was almost a full point higher. The average satisfaction rating for SCE was not significantly lower for non-CARE/FERA customers in the moderate or cool zones for any of the rate treatments.

CARE/FERA Customers

As discussed above, load impacts for CARE/FERA customers are not statistically different from those for non-CARE/FERA customers for a number of climate regions and rates. This is in stark contrast to the findings in the PG&E service territory where the differences were significant in nearly all cases. This contrast is hard to explain. We have reviewed the demographic data for the two service territories and there are some differences that may explain some of the difference in outcomes for the two jurisdictions. For example, there is a smaller differential in the saturation of central air conditioning between CARE/FERA and non-CARE/FERA households in SCE's territory compared with PG&E's territory. In PG&E's territory, 85% of non-CARE/FERA customers in the hot climate region had central air conditioning, while 68% of CARE/FERA customers had central air conditioning, a ratio of 1.3. In the moderate climate region, the saturations are 49% and 32%, a ratio of 1.5. The comparable values in SCE's hot region are 84% and 74% in the hot region (a ratio of 1.1) and in the moderate region, the saturations are 87% and 66%, a ratio of 1.3. It is also worth noting the dramatic difference in air conditioning saturation in the moderate regions for the two utilities, with SCE's being much higher. This difference is even greater in the cool region, where the saturation in PG&E's service territory is around 7% and in SCE's service territory, it is roughly 39%.

Another significant difference is in housing type. In SCE's hot climate region, 76% of non-CARE/FERA households live in single family dwellings while only 65% of CARE/FERA do, a ratio of 1.2, while in PG&E's hot climate region, 84% of non-CARE/FERA customers live in single family dwelling while only 55% of CARE/FERA households do, a ratio of 1.5. This difference is likely due to the fact that SCE screened out all households that did not have at least 12 months' worth of usage data while PG&E did not.

In light of the relatively modest load reductions for CARE/FERA customers, it is not surprising to see that there were few instances where there was a difference in the percent of customers reporting being uncomfortable due to reducing air conditioning use between treatment and control customers. The only instance in which there was a statistically significant difference between control and treatment customers was for customers in the hot climate region on Rate 3. Both Rates 1 and 3 showed differences in the health index that were statistically different between customers on the TOU and OAT rates; meaning more treatment customers that require cooling for a disability and have air conditioning needed to seek medical attention because of the heat when compared to the control group.

Average monthly structural bill increases for CARE/FERA customers in the hot climate region ranged from $25 for Rate 1 to almost $32 for Rate 3. CARE/FERA customers were able to offset only a fraction of that increase through changes in behavior. Average bill increases were in the $20 range in the moderate climate region and a bit over $10 in the cool climate region. In spite of these significant bill increases compared to the OAT, the only case where there was a statistically significant increase in the economic index was in the hot climate region for Rate 3. There were no statistically significant increases in difficulty paying bills for CARE/FERA customers in any climate region on any rate. However, for every rate and climate region, significantly more CARE/FERA customers on TOU rates said their bills were higher than expected relative to those on the OAT.

As was true in PG&E's service territory, the percent of CARE/FERA customers that could not identify any hours that fall within the peak period was significantly higher than for non-CARE/FERA customers. In nearly every climate region for every rate, CARE/FERA customers had statistically significant lower satisfaction with their rate plan compared with those on the OAT but, again, the differences are not large. CARE/FERA customers on Rate 3 were less satisfied with SCE compared to the control group in the hot and moderate climate regions. Satisfaction with SCE was lower than control customer satisfaction for CARE/FERA customers on all three rates in the hot region.

Senior Households

Senior households in the hot climate region had average load reductions comparable to the general population on Rate 2. Load impacts for senior households who are and are not CARE/FERA customers were similar to load impacts for CARE/FERA and non-CARE/FERA households in the hot climate region overall. Given these small reductions in use, it is not surprising that there was no statistically significant difference in the health index percentage or in customers reporting being uncomfortable for TOU customers compared with OAT customers.

Senior households in the hot climate region had the largest average monthly bill increases compared to any other segment on Rate 2, with structural bill increases of nearly $38 per month. Only a small fraction of the structural bill increase was offset by changes in usage behavior for senior households in hot climate regions. Not surprisingly, senior households in the hot climate region said that their bills were higher than expected. As suggested in the discussion above for non-CARE/FERA customers, managing customer's expectations about bill volatility across seasons under TOU rates is an important lesson that can be taken into the design of ME&O materials for default pricing. Senior households on TOU rates were also less satisfied with their rate plan and with SCE than were senior households on the OAT.

Households with Incomes Below 100% of FPG

Households with incomes below 100% of FPG in the hot climate region on Rate 2 had peak period load reductions of around 3% and daily load reductions of 1.3%. These modest load reductions could be attributed, in part, to the fact that 34% of participants could not identify any peak period hours. In alignment with these modest changes in usage during the peak period, households did not experience a statistically significant increase in discomfort, nor did any households show a statistically different percentage of needing medical attention because it was too hot inside their home.

Households with incomes below 100% of FPG in the hot climate region experienced average monthly bill increase of roughly $27 for Rate 2. Surprisingly, these relatively large bill increases did not lead to statistically significant increases in the percent of customers reporting difficulty paying bills or in the economic index.

5.6.2 Key Findings

Key findings pertaining to load impacts from the SCE pilots include:

1. Customers can and will respond to TOU rates with peak periods that extend well into the evening hours – peak period load reductions averaged roughly 4% for Rates 1 and 2 and 3% for Rate 3.
2. For Rate 3, which has the same peak period on weekdays and weekends (although weekend peak period prices are less than weekday prices), peak period load reductions are similar on the two day types.
3. Statistically significant but small reductions in daily electricity use were found for all rates and climate regions except for Rate 1 in the hot climate region.
4. The pattern of load reductions across climate regions in both percentage and absolute terms was not consistent across rates and was quite different from the pattern seen in PG&E's service territory, which showed a significant decline in load reductions in both percentage and absolute terms moving from the hot to the cool climate regions. For SCE, peak period load reductions for customers on Rate 1 were largest in the moderate and cool regions and smallest in the hot region. For Rates 2 and 3, differences across climate regions were not always statistically significant.
5. There is no evidence that households who had previously purchased smart thermostats used these devices to materially change usage patterns in response to TOU rates. Plans for Nest to offer its "Time of Savings" support service next summer could change this outcome.
6. Unlike for PG&E's customers, where CARE/FERA customers had significantly lower peak period load reductions compared with non-CARE/FERA customers, the load impacts for CARE/FERA and non-CARE/FERA customers in SCE's service territory were often not statistically significantly different.
7. Senior households did not have any statistically significant reductions in either peak period or daily usage on Rates 1 and 3. For Rate 2, the load reductions were similar to those for the hot general population.
8. Households with incomes below 100% of FPG on Rate 2 in SCE's hot climate region had no statistically significant reduction in peak period or daily electricity use.

Key findings pertaining to bill impacts include:

1. Average monthly bills were higher under TOU rates than under the OAT for all customer segments and all climate regions – the average monthly bill increase ranged from a low of $5.05 for non-CARE/FERA customers in the cool climate region on Rate 3 to a high of $39.37 for senior households in the hot climate region on Rate 3.
2. These bill impacts represent the three summer months from July through September for Rates 1 and 2 and August and September for Rate 3 and, except for the enrollment bill credits, are most likely the worst that is expected to occur over the course of the pilot.
3. Average bill increases due to the change in the tariff are reduced modestly by changes in usage behavior but no segment is able to come close to offsetting the structural change by changing usage behavior.
4. Over the course of a year, many customers on SCE pilot rates would expect to see a very modest increase or decrease in bills on Rates 1 and 2 although even on these rates, more customers see annual bill increases larger than $3 per month than are in the neutral impact zone of ±3% and relatively few customers see bill reductions that exceed $3 per month – on Rate 3, between 60% and 90% of customers would see bill increases larger than $3 per month even on an annual basis.

Key findings from the survey research include the following:

1. **Hardship:** Rate 3 CARE/FERA customers in the hot region and Rate 2 customers between 100% and 200% of FPG had higher economic index scores when compared to their control groups. This increase in economic index scores is equivalent to a customer noting difficulty paying one additional bill over the summer, or using one additional non-income based method to pay their bills. About 10% more Rate 1 and Rate 3 CARE/FERA customers in the hot climate region sought medical attention due to excessive heat when compared to their control groups.[112]
2. **Satisfaction:** Across most groups, particularly CARE/FERA and low income customers, satisfaction with their rate and with SCE was lower for TOU customers when compared to control group customers. These differences are small and not necessarily meaningful. For example, non-CARE/FERA customers on Rate 1 gave an average rating of 6.0, while control group customers' average rating 6.2. This 0.2 decrease is statistically significant but is not necessarily meaningful.
3. **ME&O and understanding of rates:**
   - Though agreement ratings for "items were easy to understand" were high (generally between 7.3 to 8.2), customer's understanding of their rates indicate a disconnect between customer's rating of understandability and actual understanding (with 9% to 38% of customers unable to identify peak hours). The percent of customers who could not identify any peak period hours was much higher for CARE/FERA customers than for non-CARE/FERA customers.
   - When asked if customers agreed that peak and off peak times were easy to remember, Rate 3 customers provided lower agreement ratings than Rate 1 and 2 customers.
   - Customers on TOU rates were more likely to take time-specific actions than customers in the control condition. For example, while a similar proportion of customers from control and rate groups indicated they turned off their lights to conserve energy, a larger proportion of treatment customers indicated they shifted doing laundry, running the dishwasher, and increased their thermostat during peak hours. This trend suggests that while fewer rate customers understood the nuances of their rates, they did know and act on actions that helped them shift use. This trend is particularly striking for non-CARE/FERA customers in the hot region, but less prominent for CARE/FERA and less than 100% FPG customers in the hot region.

[112] These customers all had air conditioning and noted someone in their household had a disability that required them to keep their house cool.

6 SDG&E Evaluation

This report section summarizes the design and evaluation of the SDG&E pilot. It begins with a summary of the rate and other treatments that were tested in the pilot. This is followed by a brief overview of the pilot implementation process, which includes a discussion of enrollment rates and customer attrition. Section 6.3 presents the load impact estimates for each rate and complementary treatment and Section 6.4 summarizes the bill impacts. Section 6.5 presents the survey results, including key findings regarding hardship for selected customer segments. The final section contains a high level summary and synthesis of the survey and impact findings.

6.1 Pilot Treatments

SDG&E filed its TOU Pilot Plan advice letter on December 30, 2015.[113] In order to address some concerns raised by Energy Division and to clarify items contained in the initial plan, SDG&E filed a revised plan in an advice letter submitted on January 22, 2016[114]. SDG&E's pilot plan was approved with modifications on March 17, 2016.[115]

Emphasis on Evening Peak Periods

SDG&E tested two tariffs, with each having the same peak-period covering late afternoon and evening hours from 4 to 9 PM. Rate 1 is a three-period tariff and Rate 2 has two rate periods.

SDG&E's pilot primarily focused on recruiting customers onto one of two rate options, summarized in Table 6.1-1 and Figures 6.1-1 and 6.1-2. Rate 1 has three rate periods in all seasons and all days of the week. The peak period, from 4 to 9 PM, is constant across all days of the week and seasons. The timing and length of the off-peak and super-off-peak periods are also constant across seasons but differ on weekdays and weekends. The peak to super-off-peak price ratio (without the baseline credit) is roughly 1.9 to 1 in summer and a very modest 1.06 to 1 in spring and winter. The summer peak to off-peak price ratio is roughly 1.6 to 1.

Table 6.1-1: Summary of SDG&E's TOU Rates

Rate Description		Rate 1	Rate 2
Rate Periods	Summer	3	2
	Winter	3	2
Highest Price Differential (¢)	Summer	26.9	23.6
	Winter	2.2	1.5
Peak Period		4-9 PM	4-9 PM
Duration of Peak		5 Hours	5 Hours
Super Off-Peak?		Yes	No
Super On-Peak?		No	No

113 Advice Letter 2835-E.

114 Advice Letter 2835-E-A.

115 Adoption of residential time-of-use pricing pilots pursuant to Decision 15-07-001, Resolution E-4769 (Public Utilities Commission of The State of California March 17, 2016).

Figure 6.1-1: SDG&E Pilot Rate 1[116]

Tariff	Season	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00
Weekday	Summer	Super Off Peak (29.71¢)						Off Peak (34.91¢)										Peak (56.57¢)					Off Peak (34.91¢)		
	Winter	Super Off Peak (35.12¢)						Off Peak (36.2¢)										Peak (37.31¢)					Off Peak (36.2¢)		
Weekend	Summer	Super Off Peak (29.71¢)														Off Peak (34.91¢)		Peak (56.57¢)					Off Peak (34.91¢)		
	Winter	Super Off Peak (35.12¢)														Off Peak (36.2¢)		Peak (37.31¢)					Off Peak (36.2¢)		

Figure 6.1-2: SDG&E Pilot Rate 2

Tariff	Season	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00
Weekday	Summer	Off Peak (32.94¢)																Peak (56.57¢)					Off Peak (32.94¢)		
	Winter	Off Peak (35.77¢)																Peak (37.31¢)					Off Peak (35.77¢)		
Weekend	Summer	Off Peak (32.94¢)																Peak (56.57¢)					Off Peak (32.94¢)		
	Winter	Off Peak (35.77¢)																Peak (37.31¢)					Off Peak (35.77¢)		

The primary difference between SDG&E's Rate 2 and Rate 1 is that Rate 2 has only two rate periods whereas Rate 1 has three. Rate 2 has the same peak period, from 4 to 9 PM, as Rate 1 and the peak period prices are also the same as Rate 1. The peak period, and peak period prices, are the same all year. In summer, the peak-to-off-peak price ratio for Rate 2 is roughly 1.7 to 1.

Rates 1 and 2 have baseline credits to reflect the tiered structure of the standard rate. The credits for up to 130% of baseline are 20.32¢ and 18.64¢ for the summer and winter seasons respectively. This credit significantly reduces average prices, especially for lower usage customers. For reference, Table 6.1 2 shows the tiered rate that control customers were placed on.

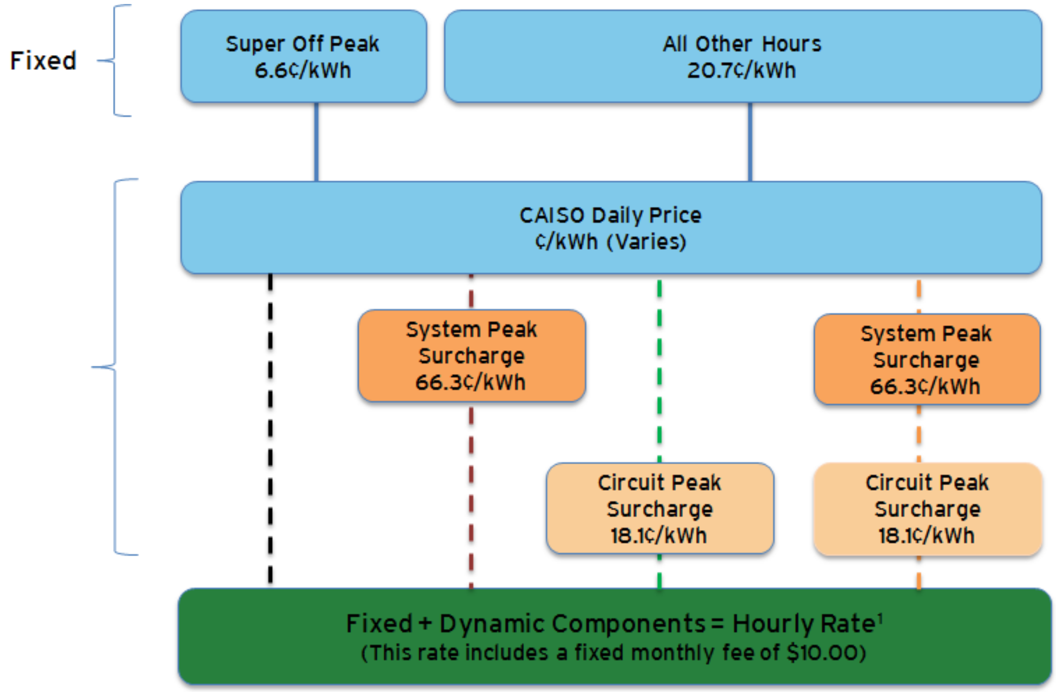
Table 6.1-2: 2016 Schedule DR & Schedule DR-LI Tariffs

Tier	Baseline	Summer		Winter	
		DR	DR-LI	DR	DR-LI
1	0-130%	19.13¢	18.34¢	17.55¢	16.76¢
2	> 130%	39.46¢	38.67¢	36.19¢	35.39¢

SDG&E's pilot plan also calls for testing a third dynamic hourly rate option that is much more complex than Rates 1 and 2. This rate is intended for customers who adopt innovative technology and have an understanding of their energy usage. Figure 6.1-3 shows the different components of the rate, which consist of a fixed monthly service fee, energy usage charges, hourly prices tied to the CAISO wholesale market, and two hourly adders, one tied to system peak and the other tied to local circuit peaks. These hourly adders are called day ahead. Credits can also be applied to encourage increased usage on surplus energy days. Given the complexity of this rate and the narrow, specialized population to which it is targeted, this rate should be thought of as more of a proof of concept than as a rate that would be applicable to a broad cross section of customers. Recruitment onto Rate 3 did not start until September. As such, load impacts for this rate are not included in this report.

[116] The prices shown in the figures are the filed prices. Prices are allowed to fluctuate as rate changes occur over time in the SDG&E's OAT.

Figure 6.1-3: SDG&E Rate 3



In addition to the above rate options, SDG&E's pilot is testing the impact of weekly usage alerts, known as Weekly Alert Emails (WAE), on demand response under TOU rates. The WAE used in summer 2016 provided weekly emails to participants that report the prior week's electricity usage by rate period. A new WAE was launched in mid-October. This version includes a bill-to date forecast, an updated usage chart displaying usage by peak period, and a doughnut chart illustrating the total amount of usage by peak period for the billing period. A random sample of 2,500 Rate 2 customers was chosen to receive the WAEs on a default basis. SDG&E had email addresses on just over 70% of this sample, so WAE's actually were delivered to roughly 1,775 customers out of the target group of 2,500.

A final test being done by SDG&E will assess the take rate for smart thermostats by customers who are already on a TOU rate. SDG&E offered two different rebates, $100, and $200, to both TOU treatment and control customers who purchase a smart thermostat. Marketing for this treatment began on October 1 and ran through the end of December.

6.2 Implementation Summary

The targeting and sampling plan for SDG&E's pilot differs from that of PG&E and SCE in that there is no oversampling of selected customer segments in the hot climate region for purposes of assessing hardship. SDG&E only has about 16,000 accounts in total in its hot climate region, which drops to less than 10,000 when all relevant exclusions are applied. The number of accounts that are senior households or CARE customers above and below 100% of FPG is much fewer. Therefore SDG&E attempted to recruit all remaining customers in their hot climate zone to enroll in its rate 2 to meet the 1,250 enrollment goal. Because of the small population in the "hot" climate zone, no specific targets were set for overall enrollment or for any subpopulations in SDG&E's hot climate zone; the target of 1,250 was a goal, but not a regulatory requirement.

Table 6.2-1 shows the targeted enrollment for SDG&E's pilot rates, including oversampling for usage alerts for Rate 2. An extra 2,500 participants were recruited for the usage alert treatment track and placed on Rate 2 in the moderate and cool climate zones. The target enrollment numbers for SDG&E's moderate and cool climate regions for CARE/FERA and non-CARE/FERA customers are larger than they were for PG&E and SCE because the power analysis done by Nexant for SDG&E showed that larger samples would be needed to obtain the same level of statistical confidence for load impact estimates.[117]

Table 6.2-1: Target Enrollment for SDG&E Pilots

Approved High Scenario All					
Climate Zone	**Segment**	**Rate 1**	**Rate 2**	**Control**	**Total**
Hot	Total	0	1250	0	1250
Moderate	non-care	938	1563	938	3439
	Care	938	1563	938	3439
	Total	1876	3126	1876	6878
Cool	non-care	938	1563	938	3439
	Care	938	1563	938	3439
	Total	1876	3126	1876	6878
All	Total	3752	7502	3752	15006

As did SCE and PG&E, SDG&E conducted a pretest to determine expected acceptance rates under different marketing materials, incentive levels, delivery channels and with and without bill protection. The test was conducted in March. Three marketing formats were tested; one with graphics (Letter 1), one with similar content but without graphics (Letter 2), and one without graphics but with a larger font size (Letter 3). Incentive levels of $200 and $300 were tested and the $200 incentive level was tested with and without bill protection. Based in part on the pretest and in part on conforming to what the other utilities were doing, SDG&E based it's recruitment on a $200 incentive with bill protection. SDG&E also concluded from the pretest that it would be cost effective to initially use email solicitation for customers for whom SDG&E had email addresses and to use direct mail as a follow up to those who did not open or click through the email solicitation.

Prior to pulling the recruitment sample for Pilot Rates 1 and 2, selected customers were screened out from participating in the pilot.[118] A detailed accounting of all exclusion criteria is contained in Section 4.1 of Appendix Volume 1. After applying the exclusions, the eligible population equaled roughly 820,000, or about 64% of SDG&E's 1.3 million residential customers.

[117] See power analysis memo in Appendix G of Appendix Volume 1. The request to approve the larger sample sizes was made in a letter from SDG&E to Energy Division dated April 1. This letter did not include a request for additional funding for the pilots. Permission was granted by the Commission in a letter from the Energy Division to SDG&E dated April 8, 2016.

[118] SDG&E did not initially screen out "vulnerable" customers (those requiring an in home visit prior to disconnection) from its first wave recruiting list. That screen was performed after the first wave went out. Vulnerable customers were excluded from the recruiting lists for the second wave.

6.2.1 Customer Recruitment

Recruitment for SDG&E's pilot began on April 19 with an email sent out to all those in the sample for whom SDG&E had email addresses. Customers who had not opened the email or clicked through to view the content were sent a second email solicitation on April 22 and those who did not open or click through the second email were sent a letter solicitation on May 3. The first tranche of customers for whom SDG&E did not have email addresses received a recruitment letter on April 20 and a second tranche of customers were sent a letter on April 25. These letters included a link to the online enrollment form as well as a business reply card. Follow up letters were sent to both groups on April 27.

The emails and letters prominently displayed the $200 incentive that participants could earn by being in the study. They also explained what is meant by TOU rates, without providing specific prices, summarized the requirements of the study, and provided instructions on how to participate and what would happen next if they were accepted into the pilot. The fact that bill protection makes this a no risk offer was also discussed.

Table 6.2-2 shows the number of customers that received solicitations, the number who accepted, and the acceptance rate for each target segment. The overall acceptance rate was 7%. The acceptance rate for CARE customers was twice the rate for non-CARE customers. Acceptance rates did not vary across the moderate and cool climate regions. The acceptance rate in the hot climate region, 9%, was actually higher than in the other two climate regions.

Table 6.2-2: SDG&E Offers and Acceptances by Partition and Strata

Category	Hot Climate Region	Moderate Climate Region		Cool Climate Region		Total
	General	CARE	Non-CARE	CARE	Non-CARE	
Offers	9,444	83,552	125,038	86,060	119,555	423,649
Acceptances	865	8,417	6,322	8,817	6,483	30,904
Acceptance Rate	9%	10%	5%	10%	5%	7%

The first WAEs were sent to customers who were recruited for that treatment on August 12. Due to system issues and rate changes, this was launched slightly later than originally planned. After assigning customers to the control group, alerts went to roughly 1,800 or 72% of the 2,500 randomly selected customers for whom SDG&E had email addresses that were obtained either through the normal course of business or through the enrollment survey. To date, usage alert opt out rates have been minimal (<10).

SDG&E's goal for Rate 3, which is called Whenergy HourX, is to enroll a minimum of 50 customers and a maximum of 200. Recruitment for Rate 3 officially began on September 2, with a targeted group of approximately 300 Sempra employees. These employees are a mix of EV owners as well as solar customers. On September 12, a recruitment email was sent to a randomly selected sample of 100 SDG&E customers. The sample of 100, non-employee, customers included those who have a smart thermostat installed, have previously participated in SDG&E energy efficiency programs, on a residential rate, and have a valid email address on file. A concurrent, non-related, effort around enabling technology was conducted by a third party and has contributed an additional number of HourX participants.

Overall, SDG&E reached out to 435 customers. To be eligible for HourX all customers must currently have AC with a smart thermostat installed on or before October 1, 2016. HourX includes pilot bill protection, three rebate offerings, as well as the $200 in bill credits for responding to a series of surveys as a participant in the pilot (Pay-to Play).[119] Due to the complexity of HourX, a dedicated phone line and dedicated email inbox have been set up for customer inquiries. Similar to Rates 1 and 2, HourX has a microsite and smart app feature that provide HourX specific information. It includes the day ahead forecasted pricing, and tips and tools to help save energy while on the dynamic rate.

As mentioned above, SDG&E also tested whether being on a TOU rate increases the acceptance rate for smart thermostats based on two different incentive levels. Two random samples were drawn from the Rate 1 and Rate 2 treatment groups and from the control group. Initial solicitations were sent on October 1 with follow up communications sent on December 1. If SDG&E had an email address, the solicitations were sent via email—if not, they were sent via direct mail. A total of 14,224 solicitations were sent out, split almost evenly between an offer for a $200 rebate and an offer for a $100 rebate. For the $200 rebate, 2.6% of customers submitted applications for the rebate and incentives were paid to 165 customers (almost 90% of those who applied). The majority of those declined did not qualify, and the second largest group was rejected due to duplication of enrollment. For the $100 incentive group, the application rate was 1.4%, roughly half that for the $200 incentive group, and incentives were paid to 82 customers after turning down those that don’t qualify. The application rates for each rate group and for the control group were nearly identical. Put another way, customers on one of the TOU rates did not apply for a smart thermostat incentive at a higher rate than those who remained on the OAT. It should also be noted that the smart thermostat purchase rate nearly doubled when a $200 incentive was offered compared with a $100 incentive.

6.2.2 Rate Assignment and Enrollment

Not all customers who agreed to participate in the pilot were actually enrolled. Table 6.2-3 summarizes the reasons why roughly half of those who accepted the offer were not enrolled in the study.

One reason why some customers were not enrolled was because they became ineligible between when they were selected into the recruitment sample and when they accepted the offer, or between the time when they were assigned to a treatment condition and when enrollment was scheduled to occur. For example, a customer might have closed their account, become a net metered customer, or enrolled into the medical baseline program during this period, all of which would lead to being declared ineligible for the study after acceptance occurred.

As seen in Table 6.2-3, almost a thousand customers were deemed to be ineligible after accepting the recruitment offer but before being assigned to a treatment. This high number of households consisted of customers that had self-certified as seniors/disabled, thus requiring an in person visit prior to electricity being shut off. The intent was to screen these customers out prior to sending out recruitment letters, as PG&E and SCE did, thereby avoiding this exclusion post acceptance. However, during the recruitment process, SDG&E realized this screen had not been applied in the first recruiting wave, thus resulting in the high number of ineligibilities due to self-certification. Prior to sending the second wave of recruitment letters, SDG&E did screen for self-certified seniors/disabled.

[119] Note that SDG&E employees that go onto its Rate 3 (HourX) are not eligible for the $200 PTP incentive.

Table 6.2-3: Distribution of SDG&E Customers from Acceptance to Enrollment

Category	Hot Climate Zones, General	Moderate Climate Zones, CARE Customers	Moderate Climate Zones, Non-CARE Customers	Cool Climate Zones, CARE Customers	Cool Climate Zones, Non-CARE Customers	Total
Offers	9,444	83,552	125,038	86,060	119,555	423,649
Acceptances	865	8,418	6,323	8,817	6,483	30,906
Acceptance Rate	9%	10%	5%	10%	5%	7%
Ineligible Prior to Rate Assignment	35	426	68	394	55	978
Medical	30	392	35	369	27	853
NEM	0	2	5	1	5	13
Other	5	32	28	24	23	112
Opt-Out Prior to Rate Assignment	0	0	0	0	0	0
Number of customers whose acceptance cards were received after enrollment deadline	398	4,382	2,309	4,615	2,420	14,124
Customers Assigned to a Pilot Rate	432	3,610	3,946	3,808	4,008	15,804
Rate 1	0	977	1,064	1,029	1,084	4,154
Rate 2	432	1,659	1,817	1,750	1,843	7,501
Control	0	974	1,065	1,029	1,081	4,149
Target Enrollment	1,250	3,439	3,439	3,439	3,439	15,006
% of Target Achieved	35%	105%	115%	111%	117%	105%
Customers Transitioned to a Pilot Rate	423	3,470	3,856	3,680	3,911	15,340

By far the most significant reason why customers were not enrolled in the study was due to over recruitment. As seen in Table 6.2-3, SDG&E targeted to enroll roughly 15,000 customers but had almost 31,000 accept the offer. Due to the compressed recruitment schedule (SDG&E started recruiting customers later than PG&E and SCE), a large number of reply cards had not been received and processed prior to a determination to send a second tranche of recruitment letters. Given the impending launch date, once all target cells were exceeded, SDG&E chose a cutoff date after which all enrollees were declined. This cutoff was imposed in all treatment cells and climate regions.

Given the very small number of customers in SDG&E's hot climate region, SDG&E's original pilot plan was to accept all customers in the hot climate region, assign all to Rate 2, and then create a statistically matched control group from those who did not enroll for purposes of estimating load impacts. Reply cards for roughly half of the hot climate region customers were received and processed after the enrollment cut-off date, resulting in these customers being declined from participating in the study. After confirming that the pretreatment load shapes for both the accepted and declined groups were nearly identical, Nexant determined that this group could be used as a control for estimating load impacts. Customers who were declined participation in the study were sent a letter thanking them for their interest and directing them to SDG&E's website where they could learn more about TOU pricing plans that were available outside of the pilot. Unlike the control groups for the other rates, the control group in the hot region was not surveyed nor given an enrollment incentive since they were not officially enrolled in the pilot.

The roughly 15,800 customers who were accepted into SDG&E's rate pilot were notified and informed about their rate assignment through a multi-step process that resulted from several pricing changes for the pilot tariffs. Prior to the June 1 launch, SDG&E filed and received approval for its pilot tariffs. After further review and discussion with ORA and Energy Division, it was determined that SDG&E would make adjustments to its previously approved tariffs. The new pricing became effective June 23, 2016. At the same time, SDG&E was also implementing its next step in the tier collapse component of rate reform, moving from three tiers to two tiers. This created an additional pricing change beginning July 1, 2016.[120]

As a result of these price changes, customers were informed about their rate assignment and provided with detailed information through a three step process. Between May 16 and June 2, customers received a letter welcoming them to the study, indicating their treatment assignment (e.g., Rate 1, Rate 2, or control) and informing them of the timing associated with the peak rate period. The letters also indicated that more details would follow and reminded participants of some of the requirements and features of the study, including the incentive amount they would receive if they stayed in the pilot over the course of the study.

Welcome packages were originally planned to be sent out in mid-June but because of the multiple rate changes in June, they were put on hold and, instead, customers were sent another communication on July 5 indicating the prices being charged in each rate period. The letters indicated that welcome kits would be arriving soon. Welcome Kits were sent out starting on July 29 and most had been distributed by August 15. Spanish version Welcome Kits were sent on September 9.

[120] 1 SDG&E AL 2890-E-D; SDG&E AL 2861-E-A.

6.2.3 Customer Attrition

Opt-Out Rates Were Quite Low

Only about 1.6% of customers dropped off the pilot rates at SDG&E over the roughly six month period from enrollment in June through the end of December. Opt-out rates were slightly higher in the hot and moderate climate regions compared with the cool region. There was no significant difference in opt-out rates across the two tariffs.

Table 6.2-4 shows customer attrition from the SDG&E pilot between when customers were assigned to a rate and when the most recent data update was received by Nexant on December 31, 2016. Attrition over that period was the result of changes in eligibility, customers closing their account due to moving, and customers dropping out of the pilot. Attrition is divided into three periods: the time between rate assignment and when customers were notified of their rate assignment; the time between notification and being transferred onto the new rate according to each customer's next billing cycle; and the time between transfer onto the rate and December 31, 2016.

Over this period, 1,178 customers, or just under 7.5%, left the pilot due either to ineligibility or proactively dropped out. Of the 1,178, roughly 65% left because they moved location. Only 248 customers, or roughly 1.6% of the total enrolled population, proactively dropped out of the pilot over this period.

Table 6.2-4: Customer Attrition

Attrition Reason	Hot Climate Zones, General	Moderate Climate Zones, CARE Customers	Moderate Climate Zones, Non-CARE Customers	Cool Climate Zones, CARE Customers	Cool Climate Zones, Non-CARE Customers	Total
Customers assigned to rate treatment or control	432	3,610	3,946	3,808	4,008	15,804
Customers transitioned to pilot rate (or control customers)	423	3,470	3,856	3,680	3,911	15,340
Customers enrolled as of 12-31-2016	399	3,313	3,642	3,527	3,745	14,626
Ineligible Post-Rate Assignment	**7**	**26**	**71**	**13**	**50**	**167**
Ineligibles, Pre-Notification	0	7	12	0	15	34
Ineligibles, Pre-Rate Change	2	3	14	2	3	24
Ineligibles, Post-Rate Change	5	16	45	11	32	109
Moved Post-Rate assignment	**12**	**208**	**144**	**235**	**164**	**763**
Moves, Pre-Notification	7	91	53	87	68	306
Moves, Pre-Rate Change	0	26	2	29	1	58
Moves, Post-Rate Change	5	91	89	119	95	399
Opt-Out Post-Rate Assignment	**14**	**63**	**89**	**33**	**49**	**248**
Opt-Outs, Pre-Notification	0	11	6	8	9	34
Opt-Outs, Pre-Rate Change	0	0	2	0	0	2
Opt-Outs, Post-Rate Change	14	52	81	25	40	212
Total	33	297	304	281	263	1,178
Attrition rate	8%	8%	8%	7%	7%	7%

Figures 6.2-1 through 6.2-3 show the cumulative opt-out rates over time for each test cell and climate region. The cumulative number of opt-outs is similar in the hot and moderate climate regions, between 2.5% and 3.5%. The control group in the hot climate region is made up of customers who were turned away from the pilot, therefore they cannot opt out. The opt-out rate in the cool climate region is very low for all customer segments, only reaching about 1.5% by the end of 2016. In the moderate and cool climate regions, non-CARE/FERA customers had slightly higher opt-out rates than CARE/FERA customers. Opt-out rates appear to level off near the beginning of November, when customers were transitioned to the winter rate period.

Figure 6.2-1: SDG&E Opt Outs by Month – Hot Climate Region

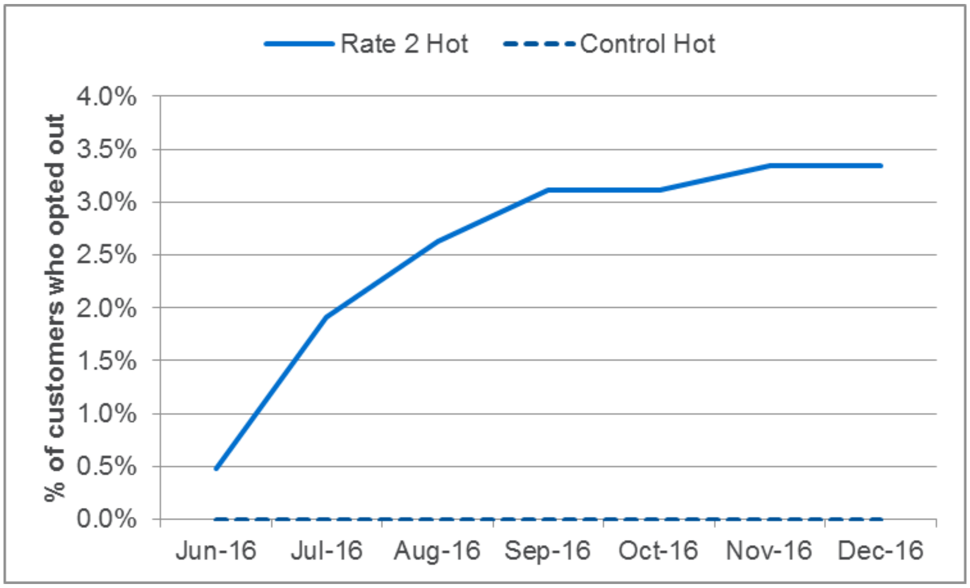


Figure 6.2-2: SDG&E Opt Outs by Month – Moderate Climate Region

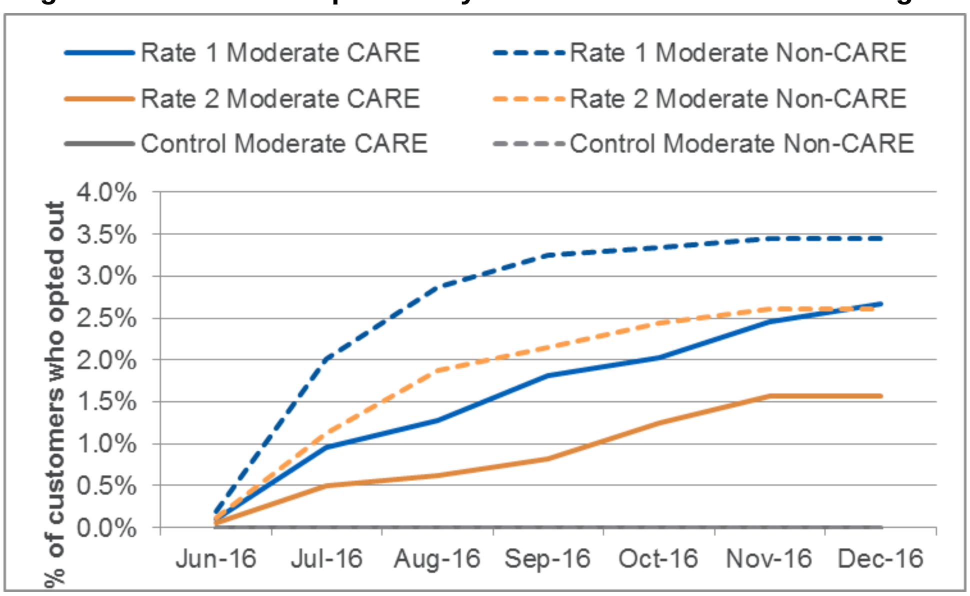
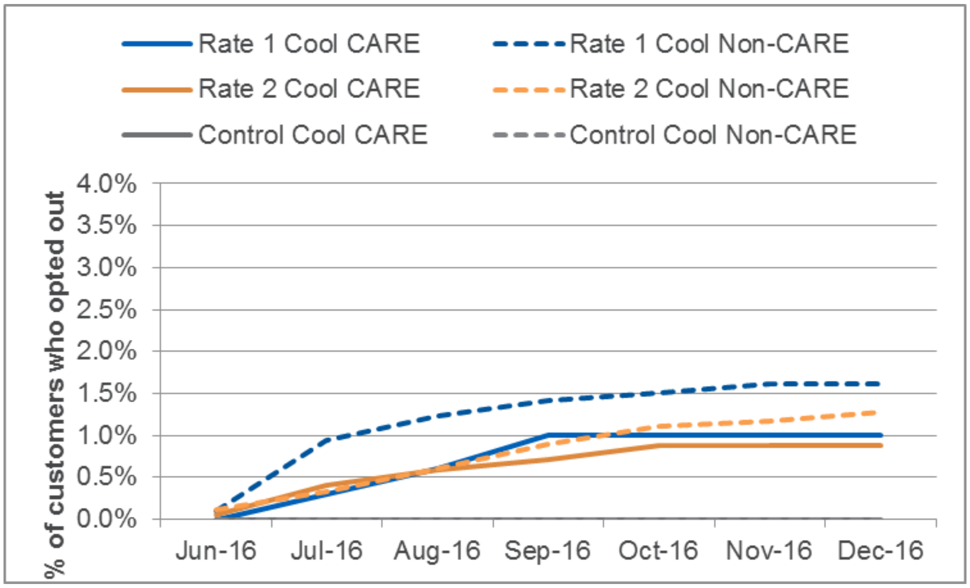


Figure 6.2-3: SDG&E Opt Outs by Month – Cool Climate Region



Figures 6.2-4 through 6.2-6 show the overall attrition rate over time for each climate region, customer segment, and TOU rate. Generally attrition rates are fairly steady in the time period between June 2016 and December 2016. Attrition rates are greatest among the control groups in the moderate and cool climate regions because account closure data is currently not complete for Rate 1 and Rate 2 customers. Among treated customers, those in the moderate and hot climate region have similar attrition rates. Attrition rates are lowest in the cool climate region.

Figure 6.2-4: SDG&E Attrition by Month – Hot Climate Region

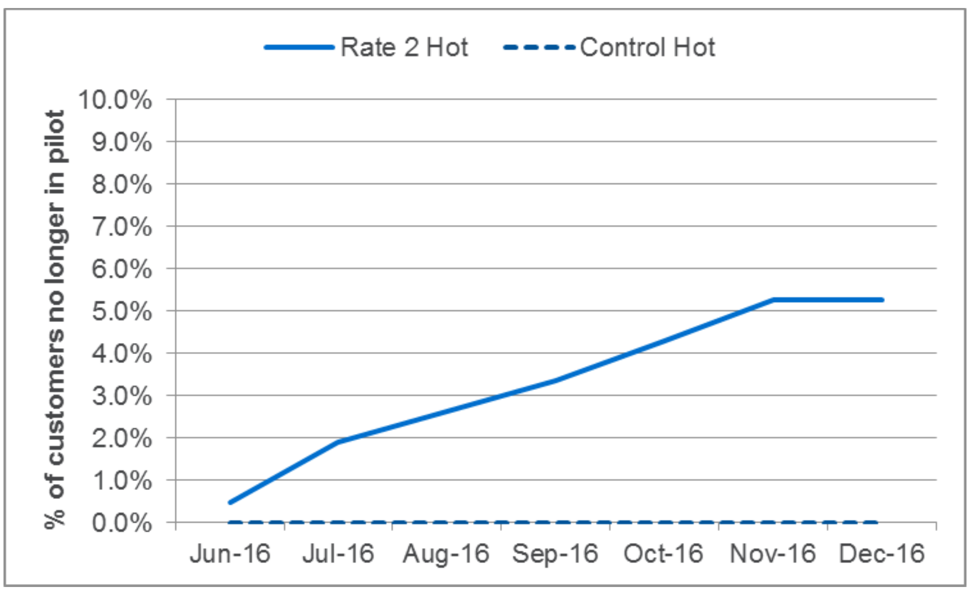


Figure 6.2-5: SDG&E Attrition by Month – Moderate Climate Region

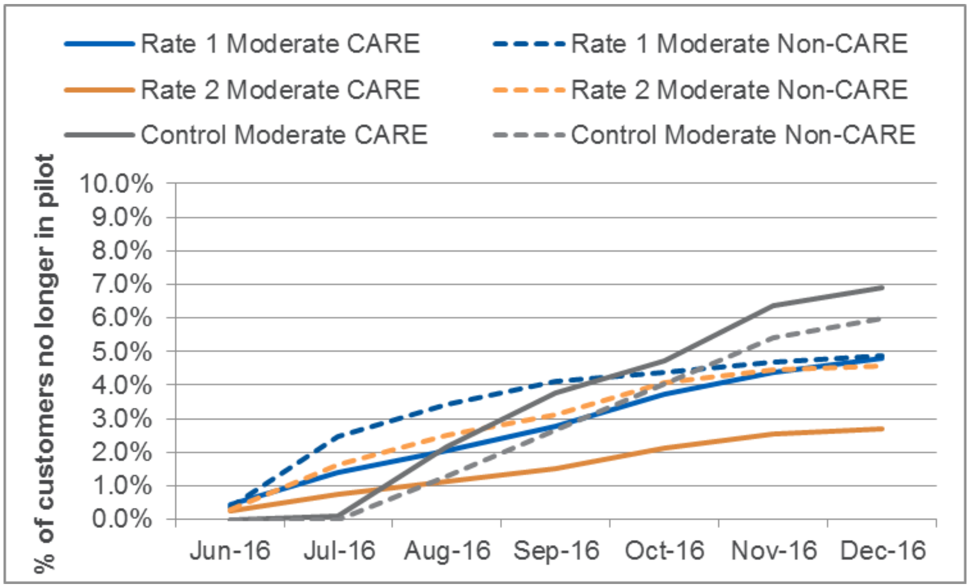
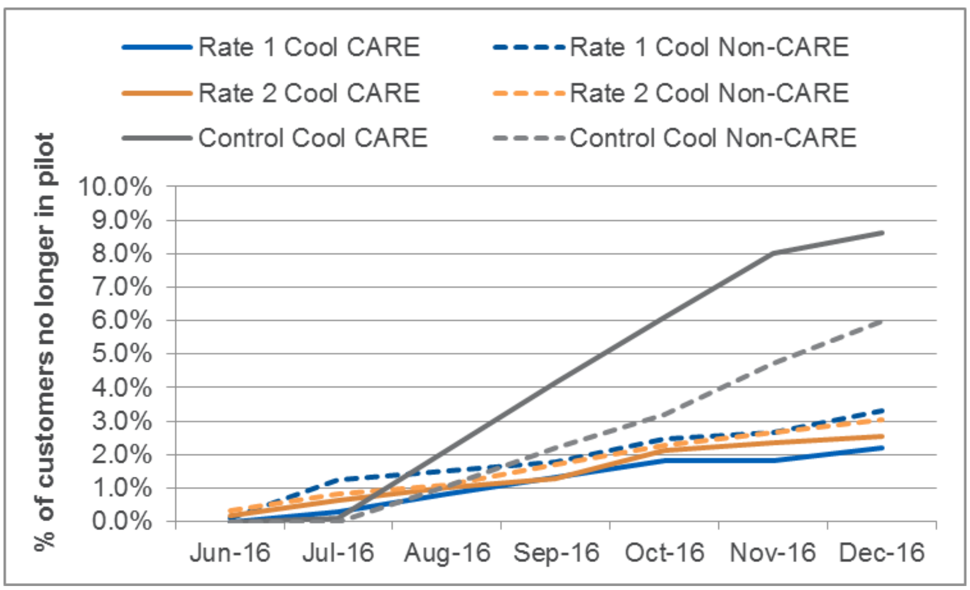


Figure 6.2-6: SDG&E Attrition by Month – Cool Climate Region



6.2.4 Pilot Outreach and Education

Whether in person, over the phone, via the microsite, smartphone app, email, or direct mail — messaging that clearly explains the pilot and its purpose, the specific pilot rates and possible behavior modifications that can ultimately lead to bill savings opportunities is critical to customer acceptance not only of the pilot, but of time-of-use in general. In addition to the notification and welcome kit information that was sent to pilot customers, SDG&E made plans to communicate with pilot customers every 6 to 8 weeks in what is called Whenergy Updates. These updates were sent via email, direct mail or both.

As smartphones are a key communication channel, SDG&E has implemented an option for pilot customers to subscribe to receive push notifications from their smartphone app to remind them of TOU period changes. In the August Whenegy Update, customers received a personalized PIN so they would receive notifications and information specific to their assigned pilot rate. In addition to these notifications, app users could also go to their MyAccount to review their energy usage and pay their bill online.

In order to tailor communications to pilot customers, SDG&E segmented customers into twelve (12) categories as shown below. Splitting customers between the high and low usage groups, SDG&E was able to create three communication segments—High Usage, Low Usage and Techie.

Segment	Summer	AC Prediction	Tech Prediction
1	Higher Use	AC	Higher Tech
2	Higher Use	AC	Low/Avg Tech
3	Higher Use	No AC	Higher Tech
4	Higher Use	No AC	Low/Avg Tech
5	Medium Use	AC	Higher Tech
6	Medium Use	AC	Low/Avg Tech
7	Medium Use	No AC	Higher Tech
8	Medium Use	No AC	Low/Avg Tech
9	Low Use	AC	Higher Tech
10	Low Use	AC	Low/Avg Tech
11	Low Use	No AC	Higher Tech
12	Low Use	No AC	Low/Avg Tech

6.2.5 Operational Challenges and Lessons Learned

SDG&E began enrolling pilot participants in June 2016. Since that time, SDG&E has gained important regarding key operational challenges that may arise when transitioning residential customers to TOU rates. This report section identifies some of the operational challenges that SDG&E experienced during the opt-In pilots and the lessons learned that can be applied to residential TOU transition efforts. SDG&E's challenges and learnings are grouped into three key themes:

- Customer Experience
- SDG&E Business Processes
- Rates and Products

Each of these themes is discussed in greater detail below with examples that provide situations, behaviors, outcomes, and applicability to residential TOU transition efforts.

Customer Experience

Below is a brief summary of key customer experience challenges and their corresponding lessons learned:

- **Challenge:** Manually managing customer exceptions consumed project time and resources, while not providing the best possible customer experience
  - **Lesson Learned:** Pre-identifying any exceptions and developing standardized work plans will allow SDG&E to minimize the impact of exceptions during default enrollment
- **Challenge:** Resource constraints necessitated involving third parties to help implement the rollout, increasing risk of customer confusion
  - **Lesson Learned:** To enroll customers on a much larger scale, additional resources will be required to complete the tasks in-house, or closely manage any third parties
- **Challenge:** Delays in creating, designing, and producing educational materials led to customer confusion
  - **Lesson Learned:** Ensure that all educational content is widely available through many channels and allow greater time for the conceptualization of new education and outreach materials.

These challenges and lessons learned are explained in greater detail below.

The majority of customers participating in SDG&E's TOU Opt-In Pilots had a positive customer experience and several shared positive feedback directly with SDG&E. However, SDG&E did experience some difficulty anticipating and managing customer exceptions throughout the TOU Opt-In Pilots, and certain exception management and systems challenges impacted a small percentage of customers.

As noted above, exception management challenges included issues with alerts, notifications, and customer tracking. SDG&E learned that it will be impossible to individually manage and resolve exceptions for a large scale transition. As a result, SDG&E will be dedicating time and resources to pre-identify these exceptions (and any others that may occur) to develop standardized processes to prevent or mitigate customer impact. Additionally, SDG&E faced some exceptions as a result of gaps in operational readiness. Certain customers incorrectly triggered credit strategies as a result of current credit processes. While these issues did not have a large impact on overall customer satisfaction, they did require a large amount of manual time and resource dedication to resolve. Many of these issues required custom solutions, which took unexpected time and effort from the team.

Risks to the consistency of SDG&E customer experience were introduced by internal bandwidth constraints. Due to existing workloads of internal resources, third parties were required to help implement the rollout, introducing risks to the pilot customer experience (which SDG&E effectively managed with close scrutiny). While this third party use was effective, there are other instances where a third party's involvement may confuse customers, especially if there is any discrepancy in messaging or branding. SDG&E will need to ramp up a third party for customer messaging and branding in future TOU transition efforts.

Another challenge to the customer experience occurred with the creation and rollout of the customer Welcome Kit. Due to issues with suppliers, Welcome Kits were delayed for the first wave of Opt-In Pilot customers. This caused some confusion as customers were looking for educational materials on their new rate, and some customers called the contact center requesting introductory information. SDG&E learned that it is important to have a mitigation plan to handle any potential communication delays, including having back-up education content that is easily accessible. This lesson can be carried forward for residential TOU transition planning.

SDG&E Business Processes

Below is a brief summary of key business process challenges and their corresponding lessons learned:

- **Challenge:** Unanticipated manual processing and billing strained project resources and timelines
  - **Lesson Learned:** Invest more time and resources in implementing new systems, testing current systems, and designing processes to reduce manual effort
- **Challenge:** More detail was needed for process design than SDG&E initially anticipated
  - **Lesson Learned:** A workflow management system would allow for greater automation and introduce fewer opportunities for error through the transition's lifecycle

These challenges and lessons learned are explained in greater detail below:

During the opt-In pilots, SDG&E learned the importance of minimizing the manual time and attention required per customer. For future programs, SDG&E is planning to dedicate more time for project design, more thoroughly test systems, and improve current billing processes and procedures.

With any project, managing time and quality is always a challenge. The compressed timeline to implement the opt-in pilot led to a shortage of time for planning, project design, and customer recruitment. Having a longer project lead time would allow for improved business processes that produce greater accuracy, improved customer clarity, and an overall improvement in customer experience. Investing more time and resources in planning would improve efficiency later in the project, alleviating resourcing pressure and mitigating the risk of missing deadlines. The ability to use that time to conduct more frequent knowledge sharing sessions among cross-functional teams would help ensure that all departments fully understood and are synchronized with the pilot's goals, objectives, and schedule. These are lessons that SDG&E is already taking into account for residential TOU transition planning.

Due to timing constraints, a workflow management system (WMS) to manage the customer journey could not be fully implemented. While SDG&E's processes worked well, a dedicated WMS would have provided an operational benefit throughout the entire pilot lifecycle. With respect to recruitment and enrollment, a WMS system would allow for hardcopy scanning into an electronic database to supplement online customer enrollment. Without a scanning feature, paper customer applications had to be manually entered, which was a time-consuming process. SDG&E continued to receive new Opt-In Pilot applications past the deadline for enrollment. These applications also had to be manually handled, and the functionality of a WMS would allow for greater accuracy and efficiency. By incorporating the time needed to implement a WMS into the planning phases of future programs, SDG&E will have flexibility to augment business processes with a workflow management system.

SDG&E underestimated the scope and magnitude of this pilot and was not able to perform full end-to-end testing of existing systems or establish and test new processes for exceptions. Due to system limitations at the onset of the pilot, various manual processes (or semi-manual processes) had to be developed to support billing functions such as rate changes, calculation and application of bill protection, bill messaging and application of policy adjustments and bill credits (i.e., from survey participation), and identification and resolution of system issues that could cause delayed bills. For the pilot, SDG&E was able to monitor the known issues and deploy semi-standardized work-arounds, but this is not sustainable for the scale of residential TOU transition. Knowing these issues ahead of time will allow for appropriate planning, resourcing, and mitigation efforts.

Rates and Products

The points below are key rate and product challenges and their corresponding lessons learned:

- **Challenge:** Some customers did not immediately understand how to manage their energy in response to the TOU concept
  - **Lesson Learned:** Some customers will require additional educational and personalized attention along with simple energy saving tips

These challenges and lessons learned are explained in greater detail below.

While many customers were interested in the Opt-In Pilot and expressed a desire to be in a pilot group, some customers had difficulty understanding the TOU concept and time periods. SDG&E did have customers call into the contact center to ask about the on-peak and off-peak time periods, as well as the best ways to conserve energy. This feedback indicated a lack of clarity around TOU rates, so SDG&E identified a need for additional education and personalized solutions during the upcoming residential TOU transition. By increasing the availability of relevant educational information on digital and self-service platforms, customers can gain answers and information without overloading the contact center. During residential TOU transition planning, this enhancement will be critical due to the high volume of impacted customers and the limited contact center resources.

SDG&E has also benefited from the opportunity to collaborate with SCE and PG&E. SDG&E has found it beneficial to regularly meet with SCE and PG&E to raise issues and collaborate on solutions to common problems given the parallel schedule and nature of the IOUs' pilot projects. This opportunity to work jointly would be valuable for similar projects in the future.

6.3 Load Impacts

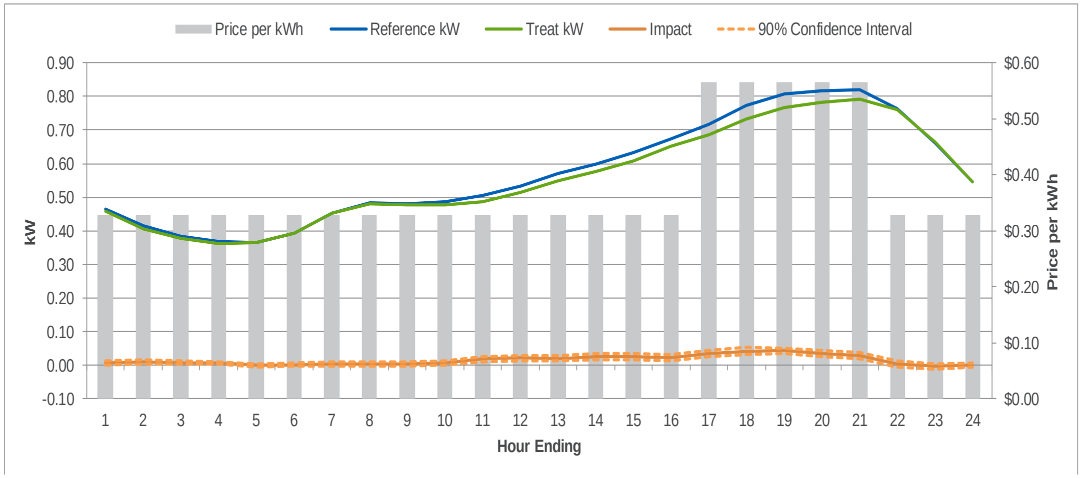
This section summarizes the load impact estimates for the two rate treatments tested by SDG&E. Load impacts are reported for each rate period for the average weekday, average weekend, and for the average monthly peak day for the summer months of July, August, September, and October for CARE/FERA and non-CARE/FERA customers in SDG&E's moderate and cool climate regions. As discussed previously, SDG&E's hot climate region is quite small and the sample of customers recruited into the pilot is not large enough to support estimation of load impacts separately for CARE/FERA and non-CARE/FERA customers nor to support segmentation of the sample into seniors or various income groups as was done in the hot regions for PG&E and SCE. All customers in the hot region were placed on Rate 2 or were in the control group.

As with PG&E and SCE, electronic tables that contain estimates for each hour of the day for each day type and climate zone and for each month separately are also available upon request through the CPUC. Figure 6.3-1 shows an example of the content of these tables for SDG&E Rate 2 for all eligible customers in the service territory. Pull down menus in the upper left hand corner allow users to select different climate regions, day types (e.g., weekdays, weekends, monthly peak day) and time period (individual months or the average of July through October).

Figure 6.3-1: Example of Content of Electronic Tables Underlying Load Impacts Summarized in this Report (SDG&E Rate 2, Average Summer Weekday, All Customers)

Segment	All
Rate	Rate 2
Month	Summer 2016
Day Type	Average Weekday
Treated Customers	7,206

Period	Reference kW	Treat kW	Impact	Percent Impact	90% Confidence Interval	
Peak	0.79	0.75	0.036	4.6%	0.03	0.04
Partial Peak	N/A	N/A	N/A	N/A	N/A	N/A
Off-Peak	0.51	0.51	0.01	1.8%	0.01	0.01
Super Off-Peak	N/A	N/A	N/A	N/A	N/A	N/A
Daily kWh	13.71	13.36	0.35	2.6%	0.32	0.39



Hour Ending	Reference kW	Treat kW	Impact	Percent Impact	90% Confidence Interval		Price	Period
1	0.47	0.46	0.01	1.4%	0.00	0.01	$0.33	Off-Peak
2	0.41	0.41	0.01	2.2%	0.00	0.01	$0.33	Off-Peak
3	0.38	0.38	0.01	1.7%	0.00	0.01	$0.33	Off-Peak
4	0.37	0.36	0.01	1.7%	0.00	0.01	$0.33	Off-Peak
5	0.36	0.37	0.00	-0.1%	0.00	0.00	$0.33	Off-Peak
6	0.39	0.39	0.00	0.1%	0.00	0.01	$0.33	Off-Peak
7	0.45	0.45	0.00	0.6%	0.00	0.01	$0.33	Off-Peak
8	0.48	0.48	0.00	0.5%	0.00	0.01	$0.33	Off-Peak
9	0.48	0.48	0.00	0.7%	0.00	0.01	$0.33	Off-Peak
10	0.49	0.48	0.01	1.4%	0.00	0.01	$0.33	Off-Peak
11	0.50	0.49	0.02	3.5%	0.01	0.02	$0.33	Off-Peak
12	0.53	0.51	0.02	3.8%	0.01	0.03	$0.33	Off-Peak
13	0.57	0.55	0.02	3.5%	0.01	0.03	$0.33	Off-Peak
14	0.60	0.58	0.02	4.0%	0.02	0.03	$0.33	Off-Peak
15	0.63	0.61	0.02	3.9%	0.02	0.03	$0.33	Off-Peak
16	0.67	0.65	0.02	3.2%	0.01	0.03	$0.33	Off-Peak
17	0.72	0.68	0.03	4.7%	0.02	0.04	$0.56	Peak
18	0.77	0.73	0.04	5.4%	0.03	0.05	$0.56	Peak
19	0.81	0.77	0.04	5.2%	0.03	0.05	$0.56	Peak
20	0.82	0.78	0.03	4.3%	0.03	0.04	$0.56	Peak
21	0.82	0.79	0.03	3.5%	0.02	0.04	$0.56	Peak
22	0.76	0.76	0.00	0.3%	-0.01	0.01	$0.33	Off-Peak
23	0.66	0.66	0.00	-0.5%	-0.01	0.00	$0.33	Off-Peak
24	0.55	0.55	0.00	0.1%	-0.01	0.01	$0.33	Off-Peak
Daily kWh	13.71	13.36	0.35	2.6%	0.32	0.39	N/A	N/A

As was true for PG&E and SCE, when aggregating across CARE/FERA and non-CARE/FERA customers within a climate region to produce regional values, or when aggregating across climate regions to produce service territory level estimates, weights representing the share of each segment or region among pilot eligible customers were constructed. Table 6.3-1 shows the weights population counts and weights that were used for aggregating across segments and climate regions.

Table 6.3-1: Weights Used for Aggregating up to Climate Region and Service Territory

Segment		Eligible for Pilot Participation	Population Weight	Climate Region Weight
Hot		9,141	1%	100%
Moderate	CARE	75,910	9%	24%
	Non-CARE	243,241	30%	76%
Cool	CARE	78,756	10%	17%
	Non-CARE	398,139	49%	83%
Total		805,187	100%	n/a

The remainder of this section is organized by rate treatment—that is, load impacts are presented for each relevant climate region and each customer segment for each of the two rates. Following the summary for each rate, load impacts are compared across rates.

As discussed at the outset of Section 6, in addition to the two rate treatments, SDG&E tested the incremental impact of Weekly Alert Emails (WAEs) sent to customers on a default basis. Results of this analysis are presented in Section 6.7.3.

6.3.1 Rate 1

SDG&E's Rate 1 is a three-period rate with a peak period from 4 to 9 PM on weekdays and weekends. On weekdays, the off-peak (or shoulder) period runs from 6 AM to 4 PM and 9 PM to midnight. On weekends, this period is much shorter, running from 2 to 4 PM and 9 PM to midnight. In summer, for electricity usage above 130% of the baseline quantity, prices equal roughly 56.6 ¢/kWh in the peak period, 34.9 ¢/kWh in the off-peak (or shoulder) period and 29.7 ¢/kWh in the super off-peak period. For usage below 130% the baseline quantity, a credit of 20.3 ¢/kWh is applied.

Key Findings for SDG&E Rate 1

On average, SDG&E customers on Rate 1 reduced peak period usage by 5.4% in the moderate/cool climate regions combined. The absolute load reduction was nearly twice as large in the moderate region compared with the cool region. The average reduction in daily electricity use equaled more than 2%. Both percentage and absolute load reductions were smaller for CARE/FERA customers than for non-CARE/FERA customers for the cool and moderate climate regions combined.

Figure 6.3-2 below shows the average peak-period load reduction in percentage terms for Rate 1 for customers in the moderate and cool climate regions, separately and combined. Figure 6.3-3 shows the absolute load impacts for each region. As with the other IOUs, the lines bisecting the top of each bar in the figures show the 90% confidence band for each estimate.

Figure 6.3-2: Average Percent Load Impacts for Peak Period for SDG&E Rate 1[121] (Positive values represent load reductions)

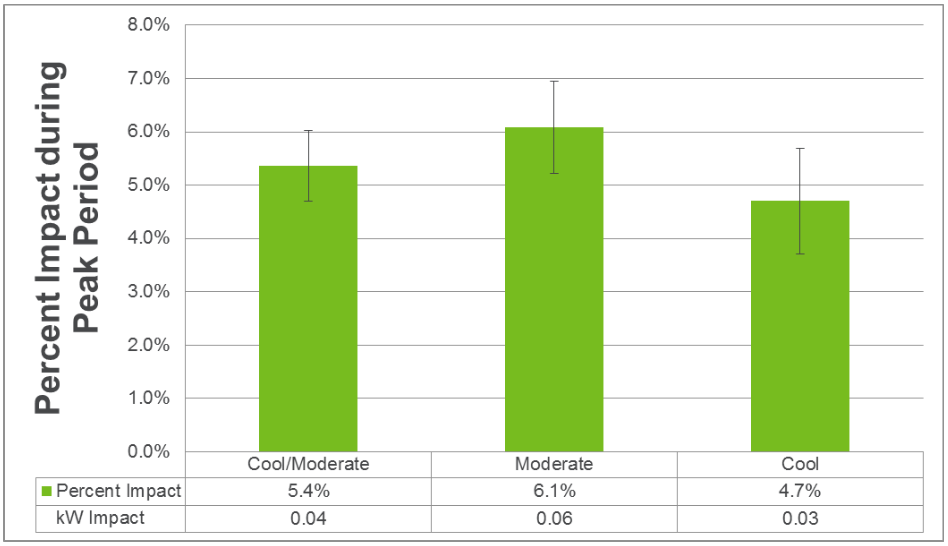
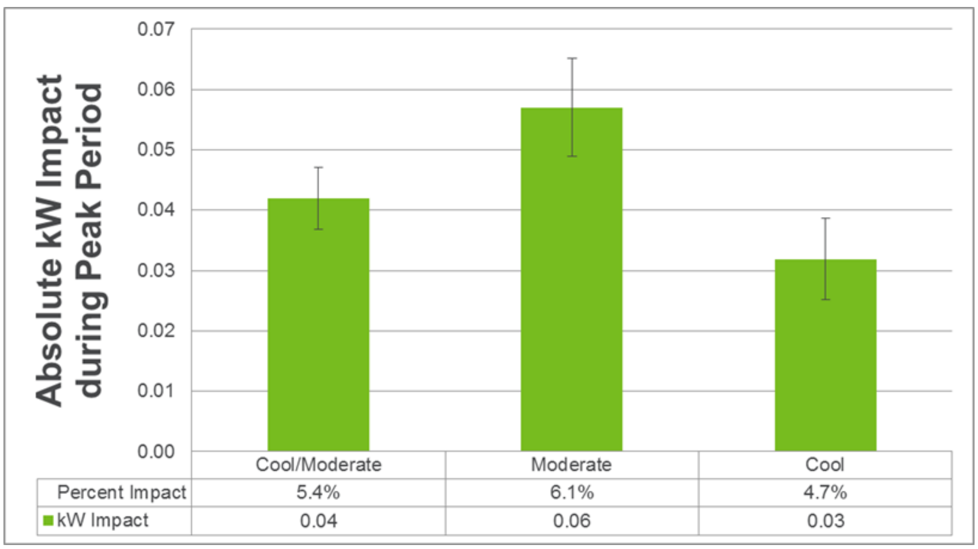


Figure 6.3-3: Average Absolute Load Impacts for Peak Period for SDG&E Rate 1 (Positive values represent load reductions)



As seen in the figures, the average peak load impacts for the cool and moderate climate regions, separately and combined, are statistically significant at the 90% level of confidence in both percentage and absolute terms. On average, pilot participants in both climate regions combined reduced electricity use by 5.4% or 0.04 kW across the five hour peak period from 4 to 9 PM. Customers in the moderate climate region reduced their usage by 6.1% or 0.06 kW, which is an absolute impact twice as large as the cool climate region. This difference is statistically significant at the 90% confidence level in absolute terms although not in percentage terms. The difference in percentage impacts across the moderate and cool climate regions is also statistically significant.

[121] SDG&E Rate 1 summer impacts represent July through October 2016

Table 6.3-1 shows the average percent and absolute load impacts for Rate 1 for each rate period for weekdays and weekends and for the average monthly system peak day for the cool and moderate climate regions. The percent reduction equals the load impact in absolute terms (kW) divided by the reference load. Shaded cells in the table contain load impact estimates that are not statistically significant at the 90% confidence level. The percentage and absolute values in the first row of Table 6.3-1, which represent the load impacts in the peak period on the average weekday, equal the values shown in Figures 6.3-2 and 6.3-3, discussed above.

The reference loads shown in Table 6.3-1 represent estimates of what customers on the TOU rate would have used if they had not responded to the price signals contained in the TOU tariff. As seen in the table, average hourly usage during the peak period is roughly 0.78 kW for the moderate and cool climate regions combined and around 0.57 kW for the 24 hour average weekday. In the moderate climate region, average usage in the peak period is larger at 0.94 kW than in the cool climate region (0.68 kW).

As seen in Table 6.3-1, on the average weekday, there were statistically significant reductions in usage during the peak and off-peak periods and for the day for both climate regions, and statistically significant increases in usage in the super-off-peak period from midnight to 6 AM on weekdays and the monthly system peak day. On weekends, there was decrease in super off-peak usage in the moderate climate region and an increase in usage in the cool region. For the two regions combined, the change in usage in the super off-peak period was not statistically significant, as highlighted in gray. Load impacts were greatest for customers in the moderate climate region during the peak period on monthly system peak days, at 6.5% or 0.09 kW.

For the moderate and cool climate regions combined, there was a 2.4% reduction in daily electricity use on the average weekday. In the moderate climate region it is 3.3% and in the cool climate region it is 1.6%. While the daily reduction in energy use for Rate 1 is small in percentage and absolute terms, this average is spread over 24 hours each day, so the average reduction in electricity use on weekdays equals roughly 0.24 kWh. Over four months, this adds up to about 19 kWh per customer.

Table 6.3-1: Rate 1 Load Impacts by Rate Period and Day Type (Positive values represent load reductions, negative values represent load increases)

Rate 1												
Day Type	Period	Hours	Cool/Moderate			Moderate			Cool			
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	
Average Weekday	Peak	4 PM to 9 PM	0.78	0.04	5.4%	0.94	0.06	6.1%	0.68	0.03	4.7%	
	Off-Peak	6 AM to 4 PM, 9 PM to 12 AM	0.56	0.01	2.1%	0.65	0.02	3.4%	0.51	0.01	1.0%	
	Super Off-Peak	12 AM to 6 AM	0.40	-0.01	-1.6%	0.44	-0.01	-1.8%	0.37	0.00	-1.4%	
	Day	**All Hours**	0.57	0.01	2.4%	0.66	0.02	3.3%	0.51	0.01	1.6%	
Average Weekend	Peak	4 PM to 9 PM	0.78	0.04	5.6%	0.93	0.05	5.9%	0.68	0.04	5.4%	
	Off-Peak	2 PM to 4 PM, 9 PM to 12 AM	0.67	0.01	1.6%	0.79	0.01	1.9%	0.60	0.01	1.3%	
	Super Off-Peak	12 AM to 2 PM	0.48	0.00	0.4%	0.54	0.01	1.8%	0.44	0.00	-0.8%	
	Day	**All Hours**	0.58	0.01	2.1%	0.67	0.02	3.0%	0.52	0.01	1.4%	
Monthly System Peak Day	Peak	4 PM to 9 PM	1.12	0.05	4.2%	1.40	0.09	6.5%	0.92	0.02	1.8%	
	Off-Peak	6 AM to 4 PM, 9 PM to 12 AM	0.72	0.02	2.7%	0.87	0.03	3.8%	0.63	0.01	1.6%	
	Super Off-Peak	12 AM to 6 AM	0.44	-0.01	-1.7%	0.49	-0.01	-2.0%	0.40	-0.01	-1.4%	
	Day	**All Hours**	0.73	0.02	2.5%	0.88	0.03	3.9%	0.63	0.01	1.2%	

* Gray shaded cells are not statistically significant

Figures 6.3-4 and 6.3-5, respectively, show the percentage and absolute peak period load impacts for Rate 1 for CARE/FERA and non-CARE/FERA customers for the moderate and cool climate regions combined and separately. In the combined region, both the percent and absolute load impacts were greater for non-CARE/FERA customers than for CARE/FERA customers and the differences are statistically significant. The difference between the two segments is statistically significant in absolute terms in both climate regions but the difference in percentage terms is not statistically significant in the moderate region. The largest load reduction came from non-CARE/FERA customers in the moderate climate region, with impacts of 6.3% or 0.06 kW, while the impact for CARE/FERA customers in the same region was equal to 5.2% or 0.04 kW.

Figure 6.3-4: Average Percent Load Impacts for Peak Period for SDG&E Rate 1 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)

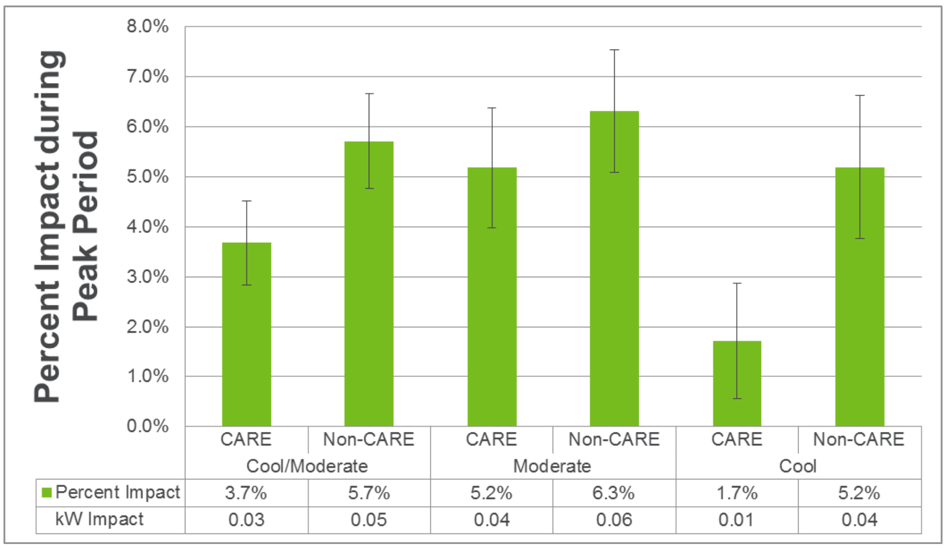


Figure 6.3-5: Average Absolute Load Impacts for Peak Period for SDG&E Rate 1 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)

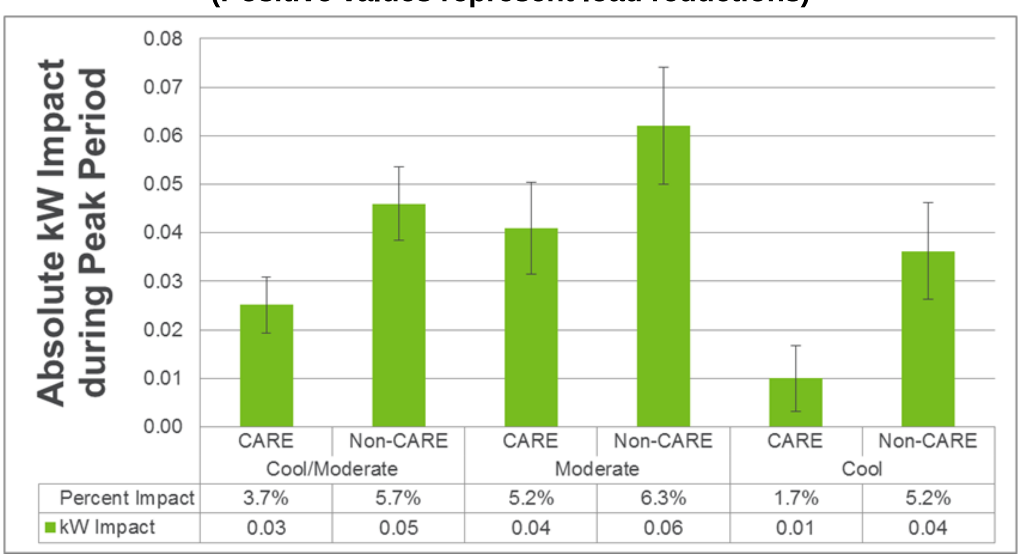


Table 6.3-2 shows the estimated load impacts for each rate period and day type for the moderate and cool climate zones separately and combined for non-CARE/FERA customers. Table 6.3-3 shows the same but for CARE/FERA customers. For both climate regions, non-CARE/FERA customers have greater peak period demand than CARE/FERA customers. For example, on the average weekday in the two climate zones combined, peak period demand is equal to 0.81 kW for non-CARE/FERA customers and 0.68 kW for CARE/FERA customers. Average overall weekday consumption is similar between the two groups, 0.58 kW and 0.52 kW for non-CARE/FERA and CARE/FERA customers, respectively. This indicates that non-CARE/FERA customers have a higher concentration of electricity use in the peak period, which may have made it easier to reduce their consumption during that time.

Customers in the CARE/FERA and non-CARE/FERA segments had load impacts of 2.1% during the off-peak period on average weekdays, and 1.9% and 1.5% (respectively) on the average weekend. Both non-CARE/FERA and CARE/FERA customers were able to reduce their overall daily consumption on all three day types by about 2% or more. In the moderate climate region, CARE/FERA and non-CARE/FERA customers reduced their average weekend electricity consumption by 3% (about 0.02 kW).

Table 6.3-2: Rate 1 Load Impacts by Rate Period and Day Type – Non-CARE/FERA (Positive values represent load reductions, negative values represent load increases)

Rate 1												
Day Type	Period	Hours	Cool/Moderate, Non-CARE			Moderate, Non-CARE			Cool, Non-CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	0.81	0.05	5.7%	0.98	0.06	6.3%	0.70	0.04	5.2%
	Off-Peak	6 AM to 4 PM, 9 PM to 12 AM	0.58	0.01	2.1%	0.67	0.02	3.7%	0.52	0.00	0.9%
	Super Off-Peak	12 AM to 6 AM	0.40	-0.01	-1.7%	0.45	-0.01	-2.4%	0.37	0.00	-1.3%
	Day	**All Hours**	0.58	0.01	2.5%	0.68	0.02	3.5%	0.52	0.01	1.7%
Average Weekend	Peak	4 PM to 9 PM	0.80	0.05	6.1%	0.98	0.06	6.2%	0.70	0.04	6.0%
	Off-Peak	2 PM to 4 PM, 9 PM to 12 AM	0.69	0.01	1.5%	0.82	0.01	1.6%	0.61	0.01	1.5%
	Super Off-Peak	12 AM to 2 PM	0.49	0.00	0.3%	0.56	0.01	1.7%	0.45	0.00	-0.8%
	Day	**All Hours**	0.60	0.01	2.2%	0.70	0.02	3.0%	0.54	0.01	1.6%
Monthly System Peak Day	Peak	4 PM to 9 PM	1.16	0.05	4.0%	1.49	0.10	6.5%	0.96	0.02	1.7%
	Off-Peak	6 AM to 4 PM, 9 PM to 12 AM	0.74	0.02	2.9%	0.90	0.04	4.4%	0.64	0.01	1.6%
	Super Off-Peak	12 AM to 6 AM	0.44	-0.01	-1.5%	0.50	-0.01	-1.7%	0.41	-0.01	-1.3%
	Day	**All Hours**	0.75	0.02	2.6%	0.92	0.04	4.2%	0.65	0.01	1.2%

* Gray shaded cells are not statistically significant

Table 6.3-3: Rate 1 Load Impacts by Rate Period and Day Type –CARE/FERA (Positive values represent load reductions, negative values represent load increases)

Rate 1											
Day Type	Period	Hours	Cool/Moderate, CARE			Moderate, CARE			Cool, CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	0.68	0.03	3.7%	0.79	0.04	5.2%	0.58	0.01	1.7%
	Off-Peak	6 AM to 4 PM, 9 PM to 12 AM	0.52	0.01	2.1%	0.58	0.01	2.6%	0.45	0.01	1.6%
	Super Off-Peak	12 AM to 6 AM	0.37	0.00	-0.8%	0.41	0.00	0.0%	0.34	-0.01	-1.8%
	Day	**All Hours**	0.52	0.01	2.0%	0.58	0.02	2.9%	0.45	0.00	1.0%
Average Weekend	Peak	4 PM to 9 PM	0.67	0.02	3.4%	0.78	0.04	4.7%	0.57	0.01	1.7%
	Off-Peak	2 PM to 4 PM, 9 PM to 12 AM	0.60	0.01	1.9%	0.70	0.02	3.0%	0.52	0.00	0.4%
	Super Off-Peak	12 AM to 2 PM	0.44	0.00	0.9%	0.49	0.01	2.1%	0.39	0.00	-0.4%
	Day	**All Hours**	0.52	0.01	1.8%	0.59	0.02	3.0%	0.46	0.00	0.3%
Monthly System Peak Day	Peak	4 PM to 9 PM	0.93	0.05	5.2%	1.11	0.08	7.0%	0.74	0.02	2.6%
	Off-Peak	6 AM to 4 PM, 9 PM to 12 AM	0.64	0.01	1.9%	0.75	0.01	1.9%	0.53	0.01	1.9%
	Super Off-Peak	12 AM to 6 AM	0.41	-0.01	-2.4%	0.46	-0.01	-2.9%	0.36	-0.01	-1.9%
	Day	**All Hours**	0.64	0.01	2.2%	0.76	0.02	2.7%	0.54	0.01	1.4%

* Gray shaded cells are not statistically significant

6.3.2 Rate 2

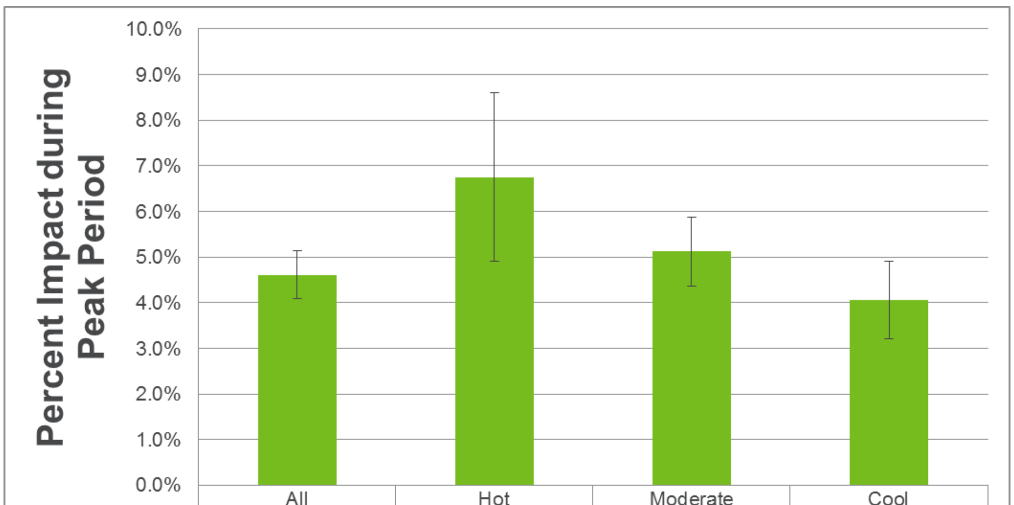
Key Findings for SDG&E Rate 2

On average, SDG&E customers on Rate 2 reduced peak period usage by 4.6%. In the hot climate region, the average reduction was almost 7%. Absolute load reductions were largest in the hot climate region, second largest in the moderate region and smallest in the cool region. CARE/FERA customers had lower absolute load impacts than non-CARE/FERA customers in the two climate regions combined, but in percentage terms, there was no statistically significant difference between the two segments in the combined climate regions.

SDG&E's Rate 2 differs from Rate 1 in that it is a two-period rate, rather than a three-period rate. Like Rate 1, the peak period is from 4 to 9 PM on weekdays and weekends. In summer, for electricity usage above 130% of the baseline quantity, prices equal roughly 56.6 ¢/kWh in the peak period and 32.9 ¢/kWh in the off-peak period. Like Rate 1, a credit of 20.3 ¢/kWh is applied to usage below 130% the baseline quantity.

Figures 6.3-6 and 6.3-7 show the percent and absolute load impacts for the weekday peak period for Rate 2 for SDG&E's service territory as a whole and for each climate region. For the service territory as a whole, load impacts were equal to 4.6% or 0.04 kW. Like Rate 1, customers in the moderate climate region had greater peak-period load reductions, at 5.1% or 0.05 kW, than customers in the cool climate region (4.1% and 0.03 kW). The differences in impacts between climate regions were statistically significant in absolute terms but not in percentage terms. Customers in the hot climate region had the greatest load impacts, 6.8%, or 0.08 kW. Although the confidence bands in the hot region are significantly larger than in the moderate or cool regions, the absolute impacts in the hot region were still statistically significantly larger than in the moderate or cool regions.

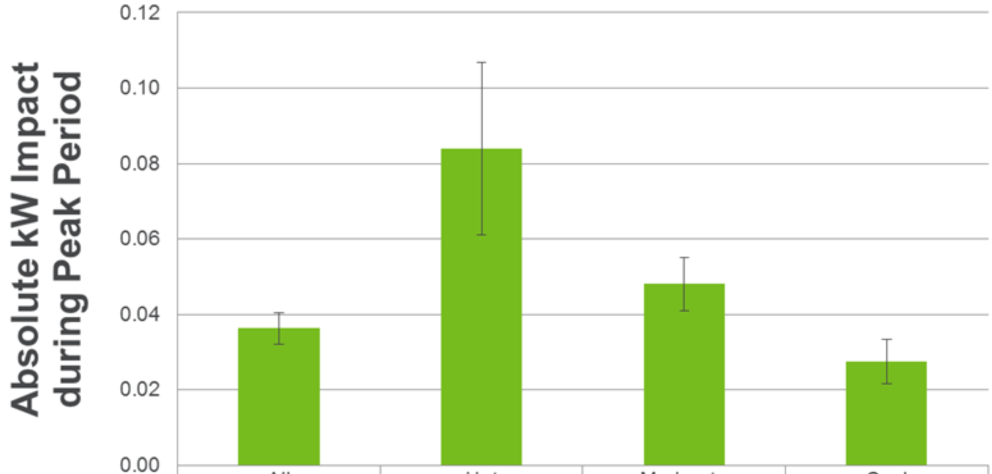
Figure 6.3-6: Average Percent Load Impacts for Peak Period for SDG&E Rate 2[122]
(Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	4.6%	6.8%	5.1%	4.1%
kW Impact	0.04	0.08	0.05	0.03

[122] SDG&E Rate 2 summer impacts represent July through October 2016

Figure 6.3-7: Average Percent Load Impacts for Peak Period for SDG&E Rate 2 (Positive values represent load reductions)



	All	Hot	Moderate	Cool
Percent Impact	4.6%	6.8%	5.1%	4.1%
kW Impact	0.04	0.08	0.05	0.03

Table 6.3-4 contains estimates of load impacts for all relevant rate periods and day types. Reference loads and load impacts in each rate period and over the course of the day were similar between weekends and weekdays for the service territory as a whole and also for each climate region. The overall conservation effect (e.g., the reduction in daily usage) was between 2.5% and 3.0% in nearly all regions. This conservation affect applied in the off-peak period in all regions. In the hot climate region, customers did not reduce their weekend off-peak electricity consumption by a significant amount.

Table 6.3-4: Rate 2 Load Impacts by Rate Period and Day Type
(Positive values represent load reductions, negative values represent load increases)

Rate 2														
Day Type	Period	Hours	All			Hot			Moderate			Cool		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	0.79	0.04	4.6%	1.24	0.08	6.8%	0.94	0.05	5.1%	0.68	0.03	4.1%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.51	0.01	1.8%	0.78	0.02	2.0%	0.58	0.01	1.5%	0.47	0.01	1.9%
	Day	**All Hours**	0.57	0.01	2.6%	0.87	0.03	3.4%	0.66	0.02	2.6%	0.51	0.01	2.5%
Average Weekend	Peak	4 PM to 9 PM	0.79	0.04	5.1%	1.29	0.10	7.5%	0.93	0.05	5.3%	0.68	0.03	4.8%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.53	0.01	2.2%	0.81	0.01	1.0%	0.60	0.01	2.0%	0.48	0.01	2.5%
	Day	**All Hours**	0.59	0.02	3.0%	0.91	0.03	3.0%	0.67	0.02	3.0%	0.52	0.02	3.1%
Monthly System Peak Day	Peak	4 PM to 9 PM	1.12	0.04	3.6%	1.49	0.13	8.4%	1.40	0.06	4.6%	0.92	0.02	2.5%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.63	0.01	1.6%	0.89	0.03	3.0%	0.75	0.01	1.4%	0.55	0.01	1.6%
	Day	**All Hours**	0.74	0.02	2.2%	1.02	0.05	4.7%	0.88	0.02	2.5%	0.63	0.01	1.9%

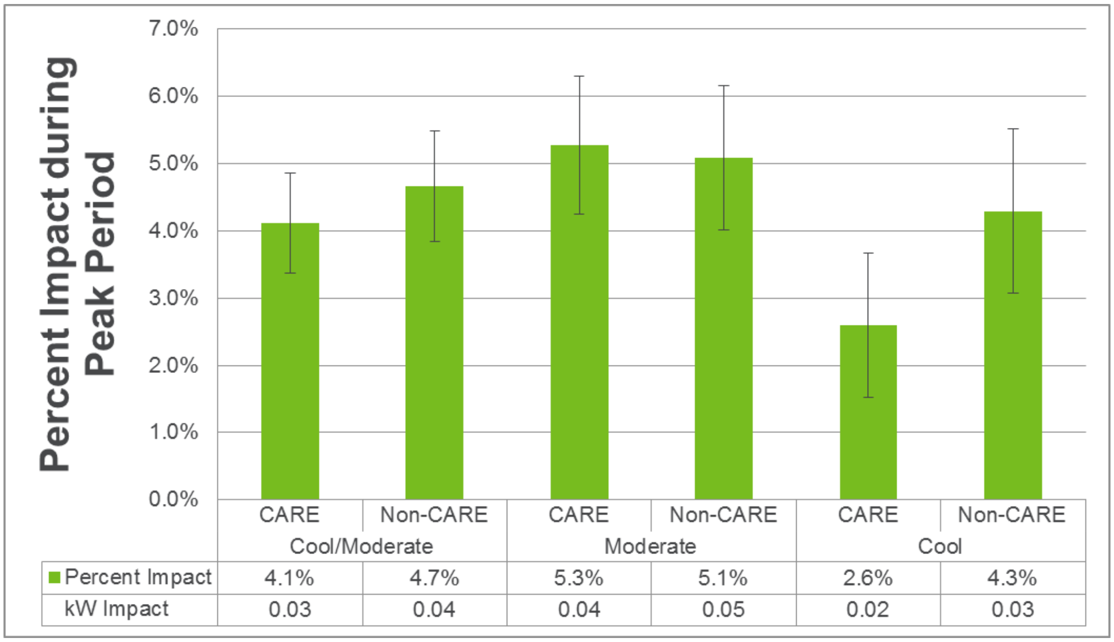
* Gray shaded cells are not statistically significant

Figures 6.3-8 and 6.3-9 show the peak period load reductions on weekdays for non-CARE/FERA and CARE/FERA customers and Tables 6.3-5 and 6.3-6 show the load impacts for each rate period and day type for the two segments. There are not enough customers in the hot climate region to segment between CARE/FERA and non-CARE/FERA, so these tables only include customers in the moderate and cool climate regions, separately and combined.

Like Rate 1, non-CARE/FERA customers in the cool climate region had greater impacts (4.3% and 0.03 kW) than their CARE/FERA counterparts (2.6% and 0.02 kW) and these differences are statistically significant in both absolute and percentage terms. This is not the case in the moderate climate region, where load impacts for CARE/FERA and non-CARE/FERA customers were very similar. The difference in load impacts for the cool/moderate climate region combined is statistically significant in absolute terms but not in percentage terms. Percentage impacts reflect the share or proportion of total load that customers are shifting or reducing. In this case, the proportion of load being shifted or reduced was similar between CARE/FERA and non-CARE/FERA customers in the combined cool/moderate climate region. However, non-CARE/FERA customers generally used more energy than CARE/FERA customers. Load impacts of a similar percentage or proportion, but from a higher level of load, will produce larger load impacts in absolute (kW) terms. As an example, consider two houses—one uses twice as much energy as the other. Each house has air conditioning that is 25% of the total household energy demand. The large house has an average demand of 4 kW, and an air conditioning load of 1 kW (25%); the small house has an average demand of 2 kW, and an air conditioning load of 0.5 kW (also 25%). If both houses were to respond to TOU peak period prices solely by adjusting their air conditioning use, the large house would have a load impact of 1 kW and the small house would have an impact of 0.5 kW. However, both of those impacts are 25% of the total household energy demand. While the kW impact from the larger house is twice the size of the impact from the smaller house, both impacts are identical in percentage terms, or in the proportion of household load that was reduced.

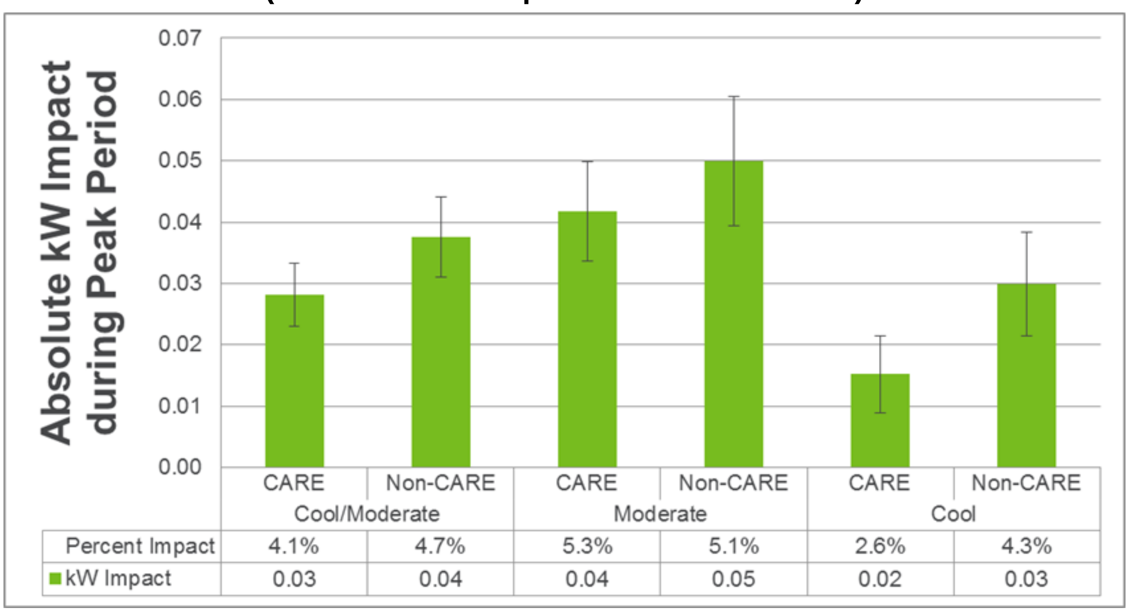
As seen in Table 6.3-5 and 6.3.2-6, non-CARE/FERA customers had greater on-peak and average weekday demand than CARE/FERA customers. Both groups reduced their overall consumption as well as their off-peak demand. For example, non-CARE/FERA customers in the moderate and cool climate regions combined reduced their average weekday electricity demand by 2.4% or 0.01 kW. CARE/FERA customers reduced their average weekday electricity demand by 3.1% or 0.02 kW. Reductions in daily electricity use were similar on weekends. CARE/FERA and non-CARE/FERA segments were not available in the hot climate region due to the small population of customers, resulting in insufficient sample size to allow for segmentation.

Figure 6.3-8: Average Percent Load Impacts for SDG&E Rate 2 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



	CARE (Cool/Moderate)	Non-CARE (Cool/Moderate)	CARE (Moderate)	Non-CARE (Moderate)	CARE (Cool)	Non-CARE (Cool)
Percent Impact	4.1%	4.7%	5.3%	5.1%	2.6%	4.3%
kW Impact	0.03	0.04	0.04	0.05	0.02	0.03

Figure 6.3-9: Average Absolute Load Impacts for SDG&E Rate 2 for CARE/FERA and non-CARE/FERA Customers (Positive values represent load reductions)



	CARE (Cool/Moderate)	Non-CARE (Cool/Moderate)	CARE (Moderate)	Non-CARE (Moderate)	CARE (Cool)	Non-CARE (Cool)
Percent Impact	4.1%	4.7%	5.3%	5.1%	2.6%	4.3%
kW Impact	0.03	0.04	0.04	0.05	0.02	0.03

Table 6.3-5: Rate 2 Load Impacts by Rate Period and Day Type – Non-CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 2											
Day Type	Period	Hours	Cool/Moderate, Non-CARE			Moderate, Non-CARE			Cool, Non-CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	0.81	0.04	4.7%	0.98	0.05	5.1%	0.70	0.03	4.3%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.52	0.01	1.5%	0.60	0.01	1.1%	0.47	0.01	1.9%
	Day	**All Hours**	0.58	0.01	2.4%	0.68	0.02	2.3%	0.52	0.01	2.5%
Average Weekend	Peak	4 PM to 9 PM	0.80	0.04	5.2%	0.98	0.05	5.2%	0.70	0.04	5.2%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.54	0.01	2.1%	0.62	0.01	1.5%	0.49	0.01	2.5%
	Day	**All Hours**	0.60	0.02	3.0%	0.70	0.02	2.6%	0.54	0.02	3.2%
Monthly System Peak Day	Peak	4 PM to 9 PM	1.16	0.04	3.5%	1.49	0.07	4.4%	0.96	0.03	2.6%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.65	0.01	1.5%	0.78	0.01	1.3%	0.57	0.01	1.6%
	Day	**All Hours**	0.75	0.02	2.1%	0.92	0.02	2.3%	0.65	0.01	1.9%

* Gray shaded cells are not statistically significant

Table 6.3-6: Rate 2 Load Impacts by Rate Period and Day Type –CARE/FERA Customers (Positive values represent load reductions, negative values represent load increases)

Rate 2											
Day Type	Period	Hours	Cool/Moderate, CARE			Moderate, CARE			Cool, CARE		
			Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact	Ref. kW	Impact kW	% Impact
Average Weekday	Peak	4 PM to 9 PM	0.68	0.03	4.1%	0.79	0.04	5.3%	0.58	0.02	2.6%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.47	0.01	2.8%	0.53	0.02	3.0%	0.42	0.01	2.4%
	Day	**All Hours**	0.52	0.02	3.1%	0.58	0.02	3.7%	0.45	0.01	2.4%
Average Weekend	Peak	4 PM to 9 PM	0.67	0.03	4.3%	0.78	0.05	5.9%	0.57	0.01	2.3%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.48	0.02	3.2%	0.54	0.02	4.0%	0.43	0.01	2.1%
	Day	**All Hours**	0.52	0.02	3.5%	0.59	0.03	4.5%	0.46	0.01	2.2%
Monthly System Peak Day	Peak	4 PM to 9 PM	0.93	0.04	3.9%	1.11	0.06	5.3%	0.74	0.01	1.8%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.57	0.01	1.9%	0.66	0.01	1.9%	0.48	0.01	1.9%
	Day	**All Hours**	0.64	0.02	2.5%	0.76	0.02	2.9%	0.54	0.01	1.9%

* Gray shaded cells are not statistically significant

6.3.3 Weekly Alert Emails

As mentioned earlier in this section, SDG&E's pilot tested whether offering Weekly Alert Emails increased load reductions for customers on TOU rates. These emails were offered on a default basis to the roughly 70% of customers for whom SDG&E had email addresses. Although customers could opt-out from receiving the alerts, almost no one did. The incremental impact was estimated by using the subset of customers on the TOU rates for whom SDG&E had email addresses but who did not receive the WAE's as the control group for those who do. Table 6.3-7 shows peak period impacts for customers who are not receiving alerts ("controls") and those who are ("recipients") and Table 6.3-8 contains estimated impacts for all rate periods and day types. As seen, the incremental impacts during the peak period were very small and, as shown by the fact that the 90% confidence interval includes 0, none of the incremental impacts were statistically significant. It is worth noting that the incremental impact for the combined cool/moderate climate region is very close to being statistically significant at the 90% confidence level and certainly would be significant based on an 90% confidence level. It should also be noted that, although the % increase in the impact is large in percentage terms, this is a bit misleading since the estimated values are based on a very small impact to begin with. That is, the denominator in the calculation is quite small so that even very small incremental effects represent a reasonably large percent of the impact.

As seen in Table 6.3-7, there are small but statistically significant increases in electricity use during the off-peak period in the cool/moderate regions combined on both weekdays and weekends and also in the cool region. In the moderate region, there is a slight decrease in usage in the off-peak period on weekdays and small decrease in the same period on weekends.

In October, SDG&E modified the WAE content and formatting. This new format may be more effective in impacting customer behavior.

Table 6.3-7: Incremental Impacts of SDG&E Weekly Alert Emails

Climate Zone	Number of Customers		kW Impact during Peak Period					% Increase in Impact
	Controls	Recipients	Controls	Recipients	Incremental	90% Confidence Interval		
Cool	1,784	953	0.023	0.028	0.005	-0.004	0.013	21%
Moderate	1,647	864	0.051	0.057	0.007	-0.004	0.017	13%
Cool/Moderate	3,431	1,816	0.034	0.040	0.006	-0.001	0.012	16%

Table 6.3-8: Incremental Impacts of SDG&E Weekly Alert Emails by Rate Period and Day Type

Rate 2											
Day Type	Period	Hours	WAE - Cool/Moderate			WAE - Moderate			WAE - Cool		
			Non-WAE Impact	Inc. Impact	% Inc. Impact	Non-WAE Impact	Inc. Impact	% Inc. Impact	Non-WAE Impact	Inc. Impact	% Inc. Impact
Average Weekday	Peak	4 PM to 9 PM	0.034	0.006	16.0%	0.051	0.007	12.9%	0.023	0.005	20.6%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.011	-0.004	-32.4%	0.008	0.004	55.8%	0.014	-0.009	-65.0%
	Day	**All Hours**	0.016	-0.002	-10.7%	0.017	0.005	28.3%	0.016	-0.006	-38.4%
Average Weekend	Peak	4 PM to 9 PM	0.039	-0.003	-6.5%	0.052	0.002	3.6%	0.029	-0.005	-18.7%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.015	-0.008	-54.5%	0.014	-0.005	-36.8%	0.015	-0.010	-65.2%
	Day	**All Hours**	0.020	-0.007	-35.0%	0.022	-0.004	-16.7%	0.018	-0.009	-49.6%
Monthly System Peak Day	Peak	4 PM to 9 PM	0.041	-0.005	-13.2%	0.075	-0.022	-28.5%	0.019	0.005	28.2%
	Off-Peak	12 AM to 4 PM, 9 PM to 12 AM	0.013	-0.004	-34.8%	0.013	-0.003	-21.8%	0.013	-0.006	-44.0%
	Day	**All Hours**	0.019	-0.005	-24.9%	0.026	-0.007	-25.8%	0.014	-0.003	-23.7%

* Gray shaded cells are not statistically significant

6.3.4 Comparison Across Rates

> **Comparison Across Rates**
>
> Both SDG&E tariffs have the same peak period, from 4 to 9 PM. There are no statistically significant differences in the average peak period or daily load reductions between Rates 1 and 2.

SDG&E's two pilot rates have the same peak period, from 4 to 9 PM, and the same peak-period prices. The primary difference between the two rates is that Rate 1 is a three period rate, with a shoulder period from 6 Am to 4 PM and 9 PM to midnight while Rate 2 is a two-period rate. Prices in the shoulder period for Rate 2 are 2 ¢/kWh higher than the off-peak price for Rate 2 and the super-off-peak price for Rate 1 is roughly 3 ¢/kWh less than the off-peak price for Rate 2. Given these differences, one might expect to see more load shifting away from the peak-period for Rate 2 than for Rate 1, since it should be easier to shift most loads in the hours surrounding the peak period than to shift from the peak to the super-off-peak period or from the shoulder to the super-off-peak period.

The comparisons across rates and climate regions is complicated for SDG&E because customers were placed on Rate 2 in all three climate regions but Rate 1 customers are only present in the moderate and cool regions. As such, when all participants are combined, Rate 2 impacts are based on customers in all three climate regions whereas Rate 1 impacts are only based on the moderate and cool regions combined. Having said that, the number of customers in SDG&E's hot region is so small relative to the other regions, when the hot region is combined with the moderate and cool regions using population weights, the impact of the hot region is minimal. As such, there is little bias in comparing the impacts for all participants combined for Rate 2 with the impacts for participants in the moderate/cool regions combined in the following figures.

As seen in Figures 6.3-10 and 6.3-11, the hypothesis that there would be more load shifting for Rate 2 compared with Rate 1 is not born out by the evidence. Indeed, the observed difference is in the other direction, although none of the differences are statistically significant.

Figure 6.3-10: Average Percent Peak Period Impacts Across Rates

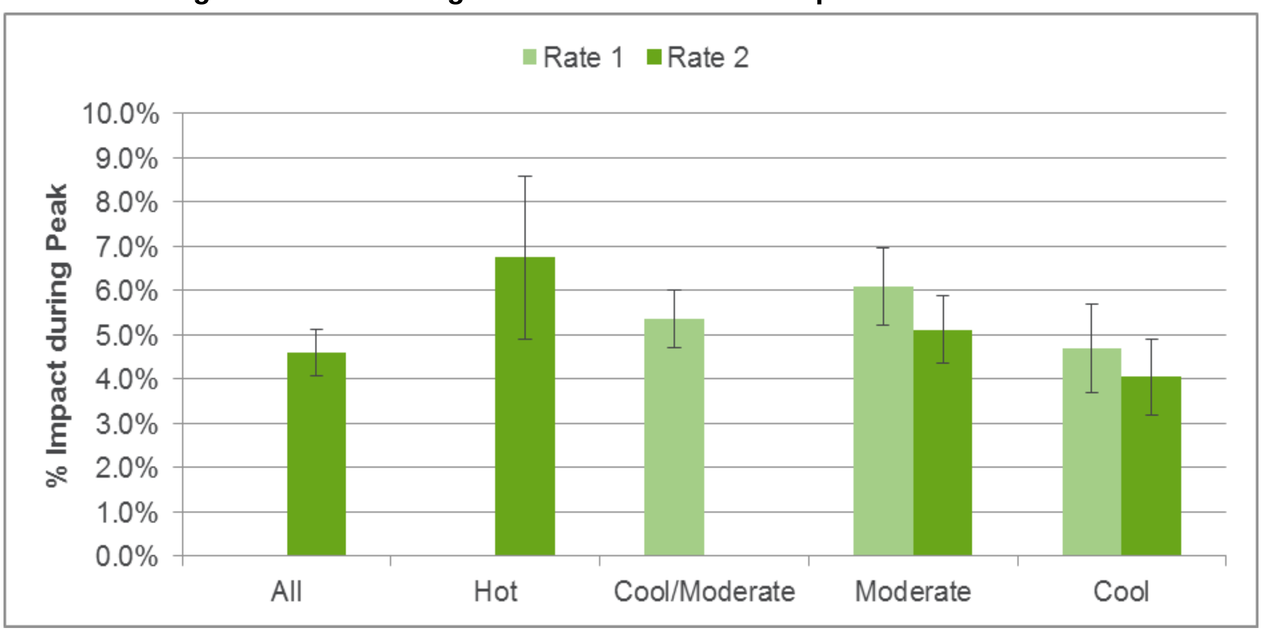
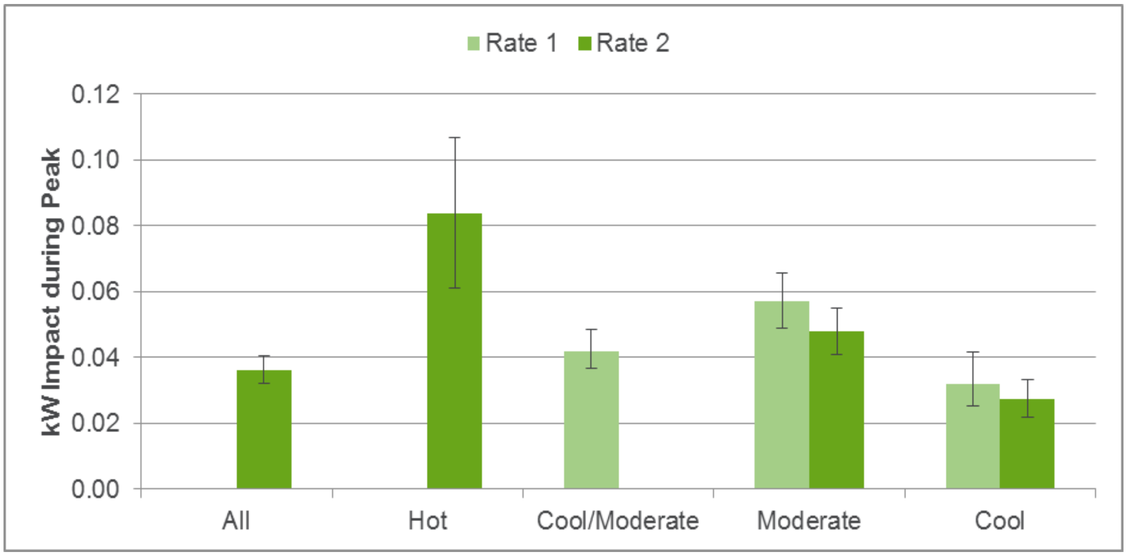


Figure 6.3-11: Average Absolute Peak Period Impacts Across Rates



Figures 6.3-12 and 6.3-13 show the reduction in daily electricity use under each rate option by climate region and for the service territory as a whole. As with the peak period impacts, none of the observed differences are statistically significant.

Figure 6.3-12: Average Percent Daily kWh Impacts Across Rates

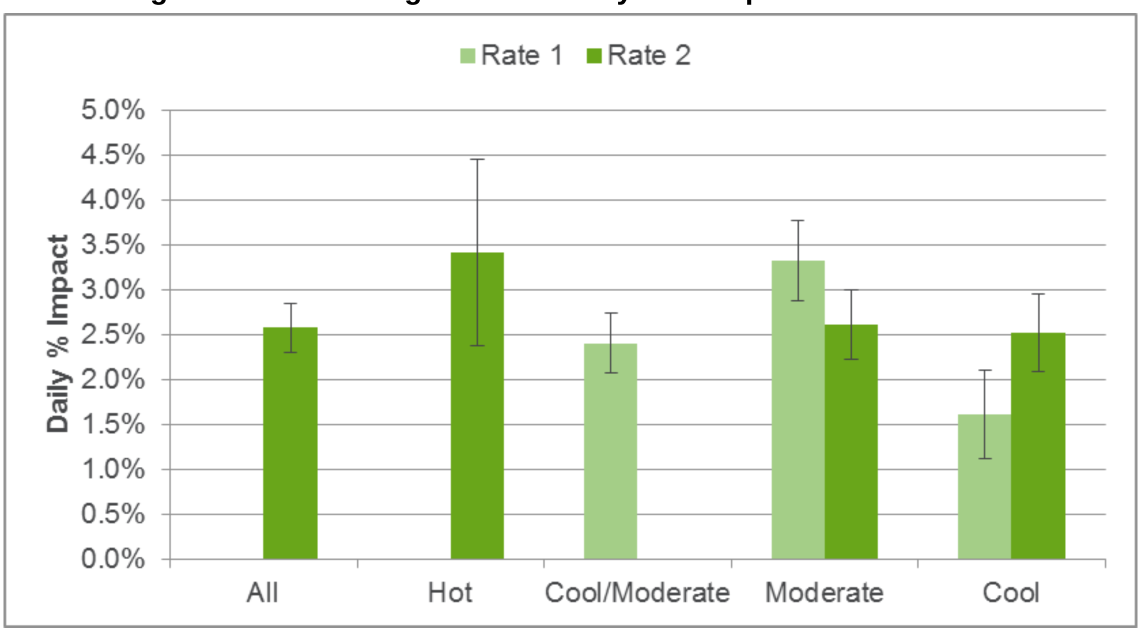
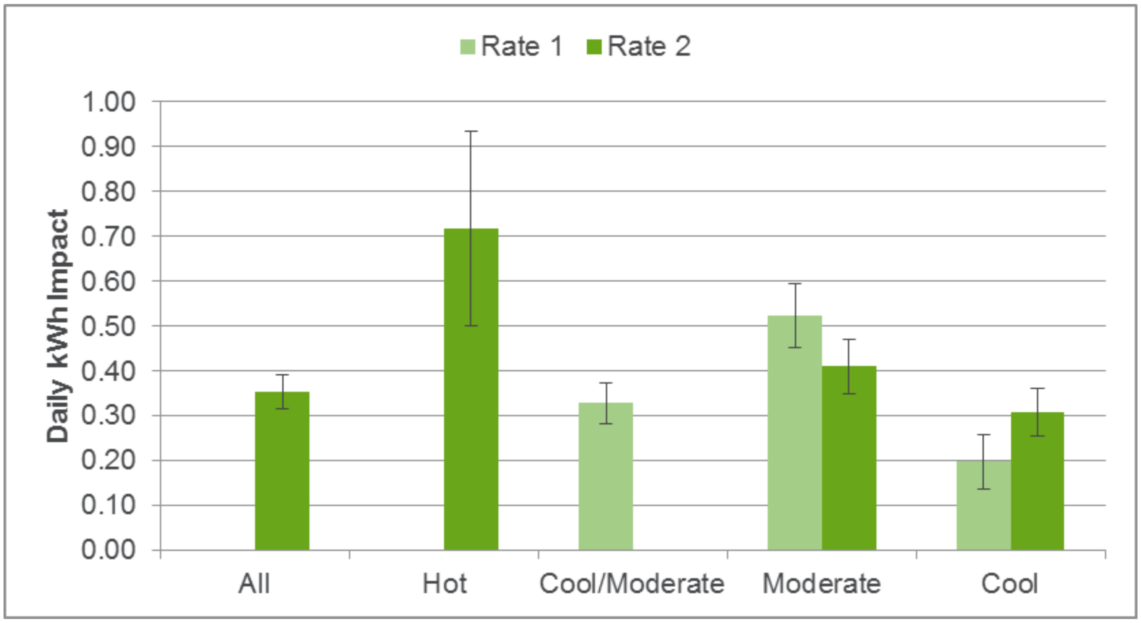


Figure 6.3-13: Average Absolute Daily kWh Impacts Across Rates



6.4 Bill Impacts

Bill Impacts Were Quite Small for the Majority of Pilot Participants

On an annual basis, a significant majority of pilot participants would see very modest structural changes in their bills. Unlike for PG&E and SCE, even during the summer period, the majority of pilot participants saw very modest changes in bills both with and without changes in usage. This difference results from the fact that SDG&E's OAT has prices that vary across seasons whereas PG&E and SCE do not.

This section summarizes the bill impact estimates for the two rate treatments tested by SDG&E. Bill impacts are reported for each climate region separately and combined, and for CARE/FERA and non-CARE/FERA customers in the moderate and cool climate regions. As discussed previously, SDG&E's hot climate region is quite small and the sample of customers recruited into the pilot is not large enough to support estimation of load impacts separately for CARE/FERA and non-CARE/FERA customers nor to support segmentation of the sample into seniors or various income groups as was done in the hot regions for PG&E and SCE. All customers in the hot region were placed on Rate 2 or were in the control group.

Bill impacts are reported as the average monthly impact for the summer months of July, August, September, and October[123] for each rate, climate zone, and customer segment summarized above. As described in Section 3.2, the following four analyses were conducted:

[123] Estimates were not produced for the month of June because enrollment changed dramatically from the beginning to the end of the month and the estimates would not be comparable to those for other months.

- **Structural benefiter/non-benefiter analysis based on pretreatment usage-** Displaying the proportions of structural benefiters and non-benefiters for each rate and relevant customer segment based on pretreatment data on an annual and summer season basis;
- **Estimation of the average bill impact due to changes in usage-** Displaying the average bill impact resulting from changes in behavior in response to the new price signals for each rate and relevant customer segment (after controlling for exogenous factors);
- **Estimation of the total bill impact due to both the difference in the tariffs (holding usage constant) and behavior change-** Displaying the bill impact for each rate and relevant customer segment due to structural differences in the rate mitigated by changes in behavior; and
- **Change in the distribution of bill impacts due to behavior change-** Displaying the distribution curves of bill impacts (percentage of customers with bill impacts within $10 incremental bins) with and without behavior change in the same graph to illustrate if the distribution for participants shifted to the left or changed shape compared with the distribution for control customers without behavior change.

A more detailed explanation of each type of analysis and how the analysis was conducted is contained in Section 3.2. The remainder of this section is organized according to the four analysis types summarized above—that is, bill impacts are presented for each rate, relevant customer segment, and climate region for each of the four analyses.

6.4.1 Structural Benefiter/Non-Benefiter Analysis Based on Pretreatment Usage

As with PG&E and SCE, the structural benefiter analysis was conducted for the summer and annual time periods using pretreatment data from the treatment group for each rate and relevant customer segment. Annual impacts were based on hourly load data from May 2015 through April 2016. Summer impacts were based on June 2015 through October 2015. Monthly bills were estimated for each treatment group customer on the OAT and TOU rate using the hourly load data. The difference in bills based on the TOU rate and the OAT determines if a customer is a structural benefiter, a structural non-benefiter, or falls in a neutral range defined as having a structural bill impact between ±$3.[124]

Final results from the structural benefiter / non-benefiter analysis are presented in column graphs and shown as percentages for the summer season and on an annual basis. For each rate and relevant segment, the percentage of customers who are non-benefiter, neutral (+/- $3), or benefiters based on their average monthly bills for the time period of interest are shown as individual columns. The three columns within each rate and segment combination total to 100%, thus showing the distribution of structural benefiters and non-benefiters for each rate and segment of interest.

Figure 6.4-1 presents the outcome of the structural benefiter analysis for Rate 1 for the cool and moderate climate regions combined for all customers as well as for CARE/FERA and non-CARE/FERA customers. The graph on the left presents the analysis on an annual basis, and the graph on the right presents the findings for the summer period. In the two climate regions combined, a large proportion of customers are in the neutral category and very few are benefiters. Over 90% of CARE/FERA customers in the cool and moderate climate regions have bill impacts in the neutral range. The pattern is similar on a

[124] See section 3.2.1 for additional details on the methodology.

summer basis, which is quite different from what was seen in the other utilities, where most customers were non-benefiters in the summer time frame.

Figure 6.4-1: Rate 1 Structural Benefiter / Non-Benefiter Analysis All | CARE/FERA | non-CARE/FERA

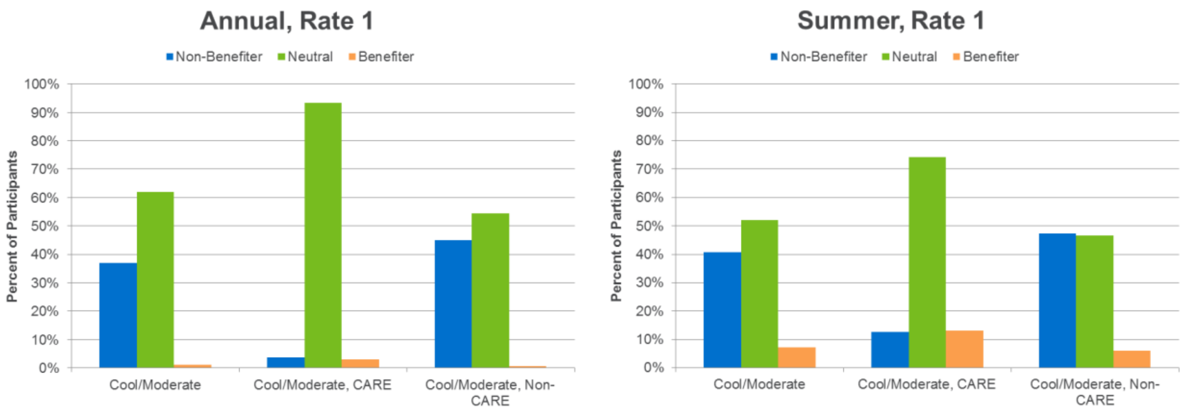


Figure 6.4-2 presents the outcome of the structural benefiter analysis for Rate 1 at the detailed segment level for the cool and moderate climate regions, separately. The findings at the aggregate level still hold, with most CARE/FERA customers in the neutral category, and a very small percentage of non-CARE/FERA customers in the benefiter category on an annual basis. About 15% of CARE/FERA customers in the moderate climate region are benefiters in the summer period.

Figure 6.4-2: Rate 1 Structural Benefiter / Non-Benefiter Analysis Detailed Segments by Climate Region

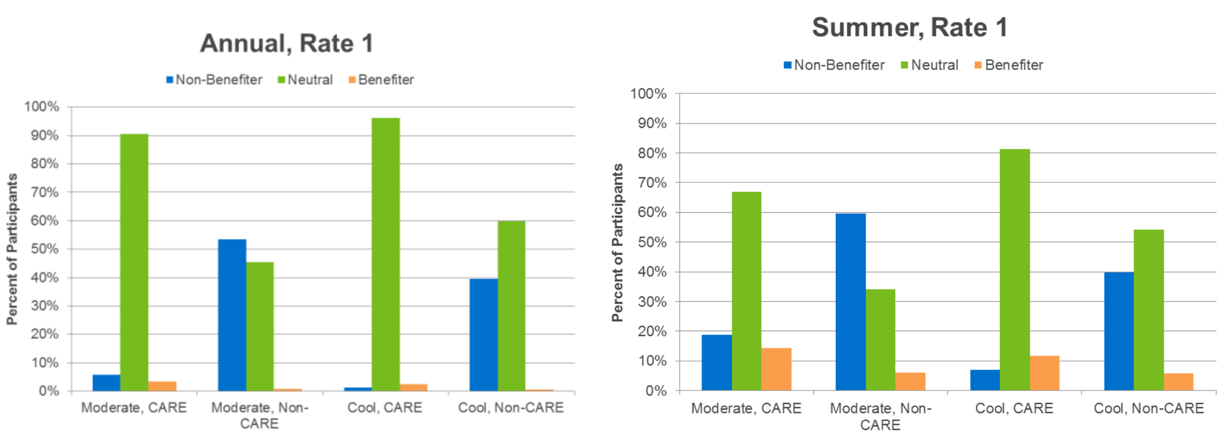


Figure 6.4-3 presents the outcome of the structural benefiter analysis for Rate 2 at the aggregate level across climate regions, and by CARE/FERA and non-CARE/FERA for the cool and moderate climate regions combined. The results are nearly identical to those for Rate 1. Once again, most CARE/FERA customers in the cool and moderate climate regions are in the neutral category on an annual basis. About half of non-CARE/FERA customers fall into the neutral band during the summer period, and about 45% fall into the non-benefiter category. The outcome is similar in the summer period.

Figure 6.4-3: Rate 2 Structural Benefiter / Non-Benefiter Analysis
All | CARE/FERA | Non-CARE/FERA

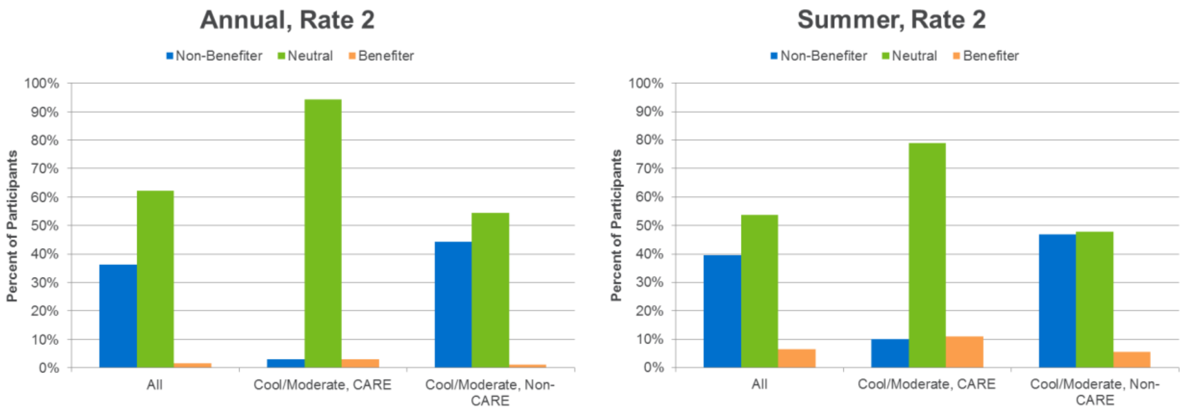
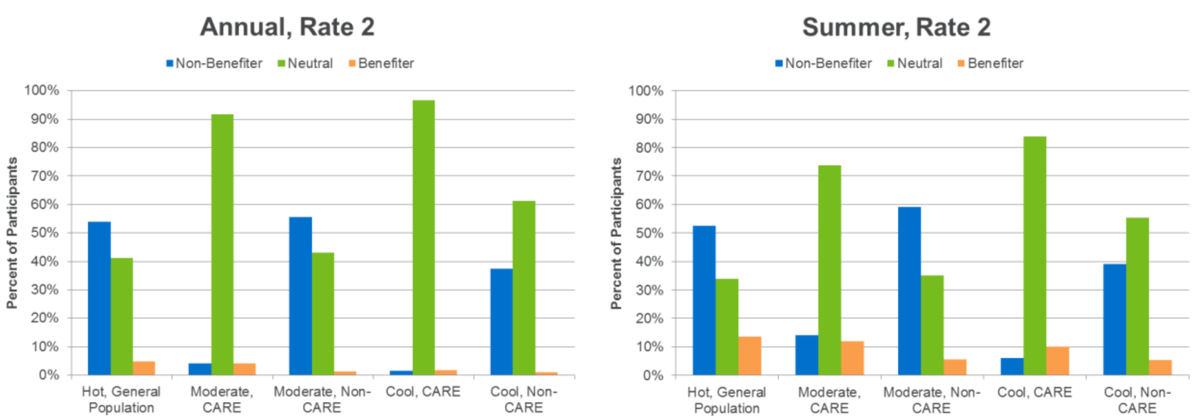


Figure 6.4-4 presents the outcome of the structural benefiter analysis for Rate 2 at the detailed segment level by climate region. As mentioned previously, the hot climate region is too small to segment by CARE/FERA status. Just over 50% of customers in the hot climate region are non-benefiters in the summer and annual time frames. As with Rate 1, most CARE/FERA customers in the cool and moderate climate regions fall into the neutral category on an annual and summer basis.

Figure 6.4-4: Rate 2 Structural Benefiter / Non-Benefiter Analysis
Detailed Segments by Climate Region



Overall, a general pattern of structural benefiters and non-benefiters emerged that was constant across rates. Generally, CARE/FERA customers tend to have very small bill impacts compared to non-CARE/FERA customers, as shown by their larger share of customers in the neutral category on an annual and summer basis. These results stand in contrast to those from PG&E and SCE who had very large proportions on non-benefiters in nearly all customer segments during the summer period.

The next section presents the analysis showing how much customers were able to reduce their bills as a result of behavior change. Section 6.4.3 combines the findings from the structural benefiter analysis with the average bill impact findings to provide the full picture of how much of the structural loss customers were able to offset based on changing their energy usage behavior.

6.4.2 Estimation of the Average Bill Impact Due to Changes in Usage

As described in Section 3.7.2, the average bill impact due to customers changing their energy usage in response to the TOU rate was estimated by calculating the difference in bills calculated using the TOU rate and post-enrollment usage for both the control and treatment group minus the difference in bills on the TOU rate using pretreatment usage for both the control and treatment groups. The control group bill calculated on the TOU rate represents the bill that would be expected if a customer was billed on the TOU rate, but didn't change their energy use behavior. The bill for the treatment group customers on TOU rate reflects any behavioral changes in response to being on the TOU rate. By subtracting the treatment group's average bill from the control group's average bill—and removing any pre-existing differences—we are able estimate the average bill impact attributable to the treatment group's change in behavior resulting from exposure to the pilot rate, after controlling for exogenous factors. [125] A positive impact indicates that customers successfully reduced their bills relative to the control group who did not respond to a TOU rate.

Bill impacts due to behavior change are presented on a column graph and shown as dollar impacts for the average summer monthly bill for July, August, September, and October 2016 for Rates 1 and Rate 2. The error bars on the graph represent the 90% confidence interval. Therefore, any impacts with error bars that cross below zero are not statistically significant at the 90% confidence level. Impacts are organized by rate, climate region, and segment. The bill impact in percentage terms that corresponds to the dollar amount is also included in the figure to provide context.

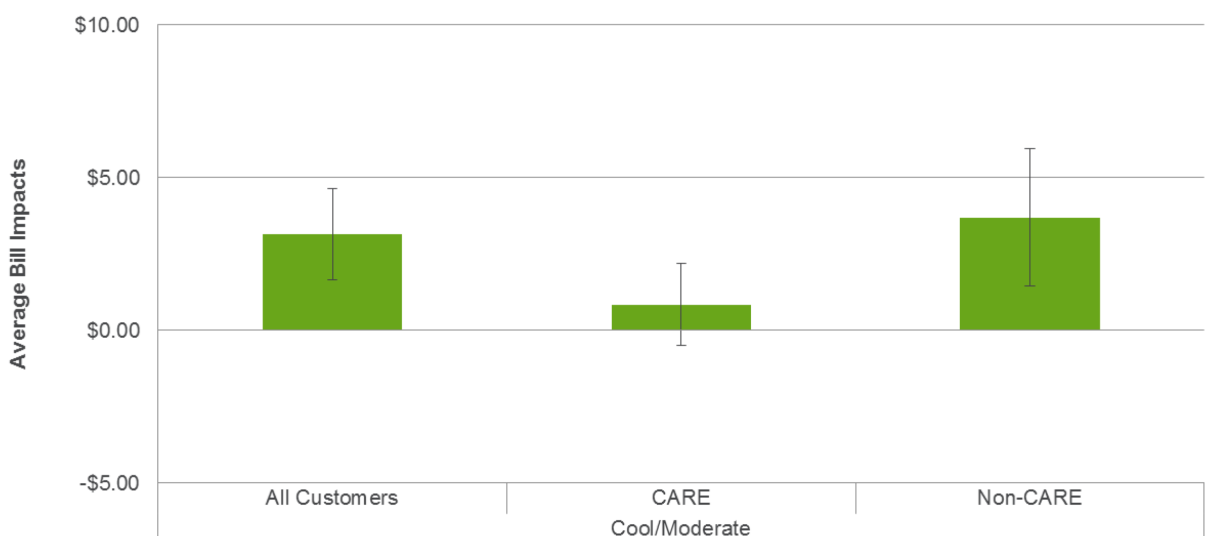
As with PG&E and SCE's bill impacts, aggregate level results were weighted following the same approach as used in the load impacts.[126] The weights are representative of the mix of customers eligible to participate in the pilot, not just those who enrolled. Consequently, some of the individual segments shown in the detailed findings section may have more or less weight than other segments when they are combined together to develop the aggregate results. As described earlier, it is important to note that small bill impacts do not necessarily indicate customers did not change their behavior. As seen in the load impact section, load reductions in peak or shoulder periods, which would lead to lower bills all other things equal, are sometimes offset by load increases in the off-peak period. Depending on the relative magnitude of each change, bill impacts could go up, down, or remain largely unchanged even though customers made significant changes in behavior. It is also important to note that the values shown here represent changes in bills due to change in behavior – they do not represent the total change in the bill. The total changes in the bill will be presented in the next section.

[125] See section 3.2.2 for additional details on the methodology.

[126] See section 3.1 for a detailed discussion of the weighting approach.

Figure 6.4-5 provides the overall results for customers in the cool and moderate climate regions on Rate 1. Through changing their energy use the average Rate 1 customer was able to reduce what their average monthly bill would have otherwise been by $3.14, or 3.1%. Though small, this result is statistically significant at the 90% confidence level. Average hourly peak period load impacts for Rate 1 customers were 5.4% or 0.04 kW. For the five hour peak period, the average daily energy savings is approximately 0.2 kWh (5 hours times 0.04 kW). If we assume four weeks in a month, and five days a week, the result is twenty days where we would expect to observe the peak period reductions. Multiplying 20 days by the 0.2 kWh we expect to find about 4 kWh savings from the peak period per month. When factoring in both the CARE/FERA and non-CARE/FERA rates, the average summer weekday peak period price per kWh on Rate 1 is about $0.56. An impact of 4 kWh per month at $0.56 per kWh equals a total estimated peak period bill reduction of $2.24. When factoring in slight decreases in energy use during off-peak hours, the $3.14 monthly bill impact appears quite reasonable. Bill impacts due to behavior change for CARE/FERA customers are much smaller than the territory-wide average customer impact at $0.85 (1.4%) and were not statistically significant. Non-CARE/FERA customer bill impacts were statistically significant at $3.70 (3.3%) per month.

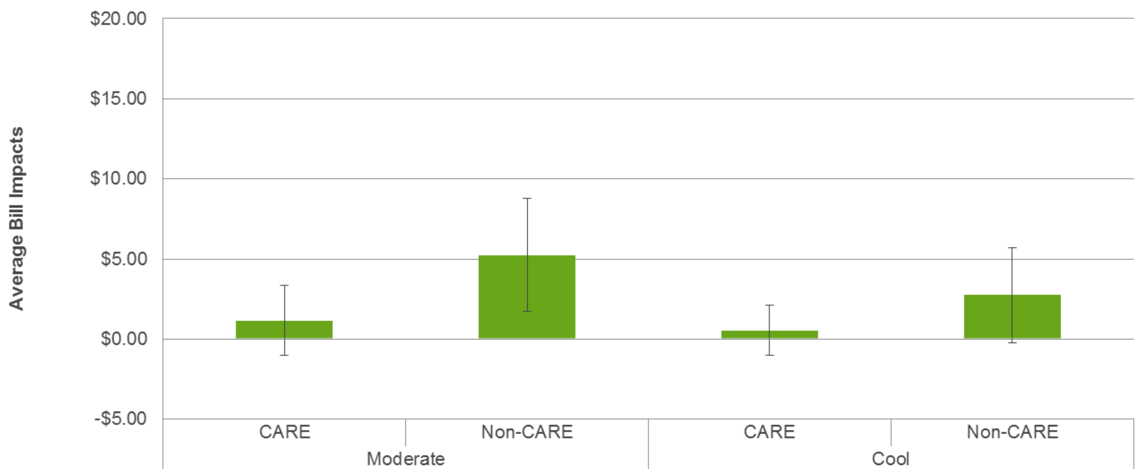
Figure 6.4-5: Rate 1 Average Bill Impacts from Behavior Change
All | CARE/FERA | Non-CARE/FERA
(Positive values represent bill reductions)



Cool/Moderate	All Customers	CARE	Non-CARE
Bill Impact	$3.14	$0.85	$3.70
Percent Impact	3.1%	1.4%	3.3%

Figure 6.4-6 presents the detailed results by climate region and segment for customers on Rate 1. CARE/FERA customers did not have significant bill reductions over the months of July through October in the cool and moderate climate regions. Non-CARE/FERA customers in the moderate climate region had the greatest impacts, $5.25, or 3.9%.

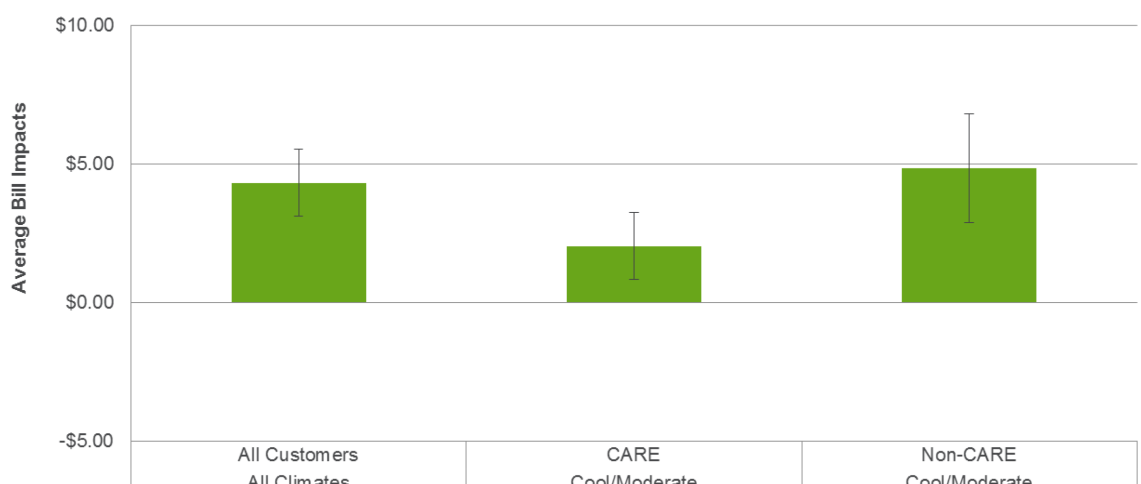
Figure 6.4-6: Rate 1 Average Bill Impacts from Behavior Change
Detailed Segments by Climate Region
(Positive values represent bill reductions)



	Moderate		Cool	
	CARE	Non-CARE	CARE	Non-CARE
Bill Impact	$1.16	$5.25	$0.55	$2.75
Percent Impact	1.7%	3.9%	1.2%	2.8%

Figure 6.4-7 provides the overall results for customers on Rate 2, which includes customers in the hot climate region. Non-CARE/FERA customers in the moderate and cool climate regions exhibited similar bill impacts to those on Rate 1, with reductions of $4.86 or 4.2% attributable to behavior change. The bill reductions for CARE/FERA customers in the cool and moderate climate regions were statistically significant for customers on Rate 2 and were equal to $2.06 or 3.4%.

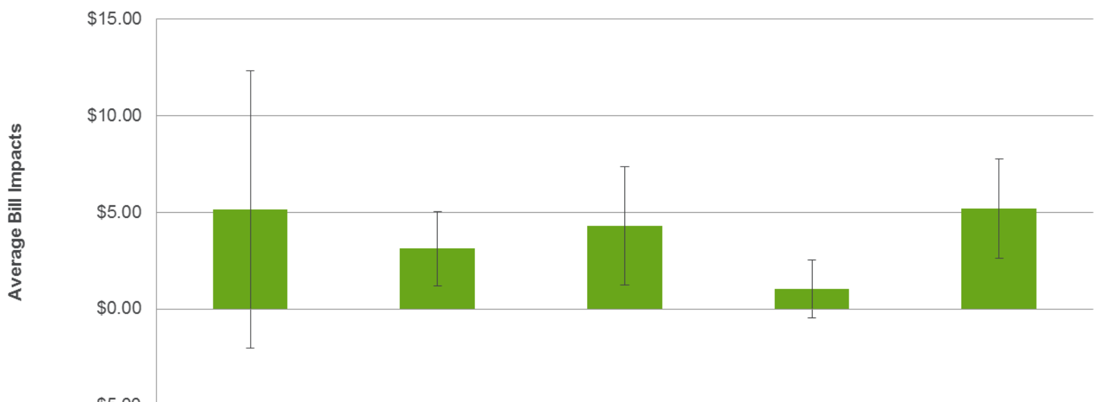
Figure 6.4-7: Rate 2 Average Bill Impacts from Behavior Change
All | CARE/FERA | Non-CARE/FERA
(Positive values represent bill reductions)



	All Customers All Climates	CARE Cool/Moderate	Non-CARE Cool/Moderate
Bill Impact	$4.33	$2.06	$4.86
Percent Impact	4.1%	3.4%	4.2%

Figure 6.4-8 provides the detailed level results by climate region and CARE/FERA status for customers on Rate 2. Customers in the hot climate region exhibited large bill reductions due to behavior change of over $5, however these reductions were not statistically significant, likely due to the small sample size of customers in that region. Similar to what was seen on Rate 1, CARE/FERA customers in the cool climate region did not reduce their bills by a significant amount due to behavior change. The two segments in the moderate climate region exhibited similar bill reductions on an absolute basis, $3.12 for CARE/FERA customers and $4.30 for non-CARE/FERA customers.

Figure 6.4-8: Rate 2 Average Bill Impacts from Behavior Change Detailed Segments by Climate Region
(Positive values represent bill reductions)



	General	CARE	Non-CARE	CARE	Non-CARE
	Hot	Moderate		Cool	
Bill Impact	$5.13	$3.12	$4.30	$1.03	$5.21
Percent Impact	3.5%	4.4%	3.2%	2.1%	5.0%

Generally speaking, non-CARE/FERA customers exhibited larger bill reductions due to changes in energy usage behavior, compared to CARE/FERA customers. Bill reductions fell between about 1% and 5% across all customer segments and rates, but many were not statistically significant.

6.4.3 Estimation of the Total Bill Impact Due to Differences in the Tariffs (Holding Usage Constant) and Behavior Change

Total bill impacts experienced by customers on a TOU rate can be decomposed into two components: the structural impact, and the behavioral impact. The structural impact represents the change in customer bills based solely on the change in the underlying structure of the rate. In this case, it is the change from the OAT to the time-differentiated TOU pilot rates. The behavioral impact represents how the customer changed their energy usage in response to the new pricing structure of the rate—which includes higher prices in the afternoon and evening and lower prices at other times of the day. During the summer period, many customers on the TOU rates experienced a structural increase in their bills. However, customers also had an opportunity to offset that increase by changing their energy use behavior in response to the new price signals. As noted above, it is the combination of structural and behavioral bill impacts that produces the total bill impact experienced by the average study participant on each rate.

The results from this analysis represent the average monthly bill across the summer months of July, August, September, and October 2016. Three different bills were calculated for each customer segment:[127]

- **No Change in Behavior or Tariff [1]:** This represents what the treatment group bills would have been in the post-treatment period if they were on the OAT and had not changed their behavior
- **No Change in Behavior, Change in Tariff [2]:** This represents what the treatment group bills would have been in the post-treatment period if they were on the TOU rate and had not changed their behavior
- **Change in Behavior and in Tariff [3]:** This represents what the treatment group bills were in the post-treatment period on the TOU rate with a change in behavior

Based off of components defined above, the following metrics were calculated:

- The difference between **[1]** and **[2]** is the structural bill impact (based on post-treatment usage after adjusting for any pretreatment difference between control and treatment customers);
- The difference between **[1]** and **[3]** is the bill impact due to structural differences in the rates, but mitigated by changes in behavior; and
- The difference between **[2]** and **[3]** is the amount customers were able reduce their bills by changing their behavior.

In the bill impact analysis, a major policy question was to better understand the relationship between the structural bill impacts, and how customers were able to respond. This relationship is represented by the "percentage of structural loss mitigated by change in behavior" shown in the data table at the bottom of the figures below. Put differently, this percentage represents how much of the structural bill increase from the TOU rate the average customer was able to offset. Results are organized by rate, climate region, and segment; similarly to the other bill impact analysis sections.

Figure 6.4-9 presents a set of three average monthly bills as defined above for all customers, CARE/FERA customers, and non-CARE/FERA customers on Rate 1 in the cool and moderate climate regions combined. The blue bar represents a typical summer monthly bill for a customer still on the OAT and not responding to a TOU rate— noted as "No Change in Behavior or Tariff." For the average customer on Rate 1, this dollar amount was $98.09 per month. The green bar represents what a typical summer monthly bill would be for a customer who was billed on a TOU rate, but didn't change their energy use behavior— noted as "No Change in Behavior, Change in Tariff." This dollar amount is $102.07 for the average Rate 1 customer. The difference between the two values, $3.98, is the average increase a customer would see in their bills by changing from the OAT to Rate 1, and not changing their energy use behavior; this is also referred to as the customer's structural loss. The orange bar represents the average Rate 1 customer's bill after factoring in the change in rate from the OAT to the Pilot Rate 1, and then also taking into account any changes in energy use behavior— noted as "With Change in Behavior and Tariff." This bill amount averaged $98.93 for the typical Rate 1 customer. Based off these values, it is possible to estimate the total change in bills including both the change in tariff and in behavior, which

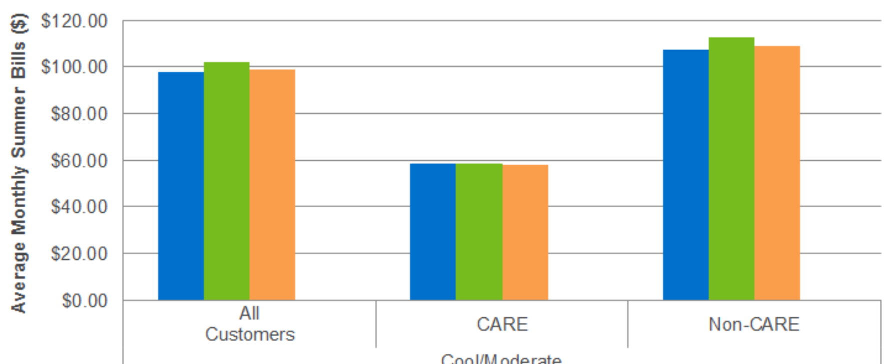
[127] See section 3.2.3 for additional details on the methodology.

was a bill increase of $0.84 per month (less than 1%). The total change in bill is calculated by subtracting the blue ($98.09) from the orange ($98.93).

An additional important metric is the percent of the structural loss—increase in the bills due strictly to the change in tariff—that can be offset or mitigated by customers changing their energy use behavior. As noted above, the average structural loss for Rate 1 customers was $3.98. The amount customers were able to reduce their bills by changing their behavior—compared to what it would have been without any behavior change—is obtained by subtracting the orange bar (“With Change in Behavior and Tariff”: $98.93) from the green bar (“No Change in Behavior, Change in Tariff”: $102.07), which equals $3.14. Based on these values, customers were able to offset $3.14out of the $3.98 structural loss, or 78.9%. This value is provided at the bottom of the data table in each figure for convenience.

Non-CARE/FERA customers were able to avoid nearly all of their structural loss, which was equal to about $4.96. The structural losses experienced by customers in SDG&E’s Rate 1 are much smaller than those experienced by participants in PG&E and SCE’s pilots. As such, the percent of structural loss mitigated by changes in behaviors are quite large (over 70%) even though the dollar amounts are rather small.

Figure 6.4-9: Rate 1 Total Bill Impact Due to Differences in the Tariff and Behavior Change (All | CARE/FERA | Non-CARE/FERA)

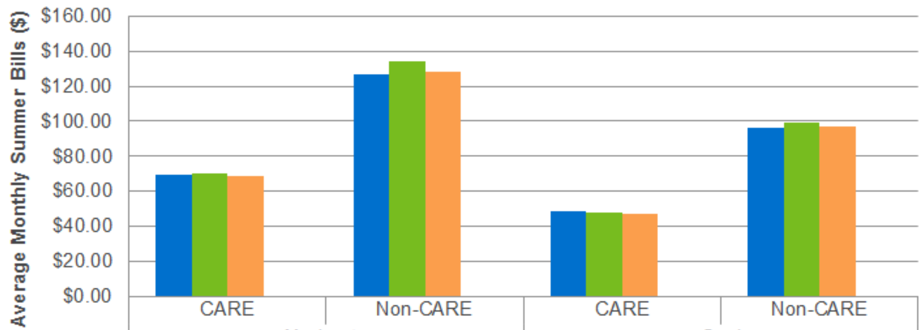


	All Customers	CARE	Non-CARE
No Change in Behavior or Tariff	$98.09	$58.74	$107.57
No Change in Behavior, Change in Tariff	$102.07	$58.69	$112.53
With Change in Behavior and Tariff	$98.93	$57.84	$108.84
% of structural loss mitigated by change in behavior	78.9% *	-1657.4%	74.6% *

* Indicates statistically significant result

Figure 6.4-10 presents the three sets of average monthly bills as defined above for the detailed segments for the cool and moderate climate regions on Rate 1. CARE/FERA customers in the moderate climate region were able to completely avoid any structural loses with changes in behavior – however the structural loss these customers faced was very small and not statistically significant. CARE/FERA customers in the cool climate region experienced a structural gain and were able to gain even more by changing their energy usage behavior, but again these results were not statistically significant.

Figure 6.4-10: Rate 1 Total Bill Impact Due to Differences in the Tariff and Behavior Change (Detailed Segments by Climate Region)

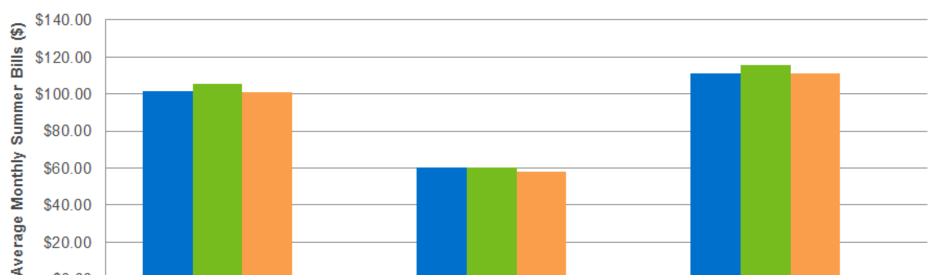


	Moderate: CARE	Moderate: Non-CARE	Cool: CARE	Cool: Non-CARE
No Change in Behavior or Tariff	$69.36	$126.45	$48.50	$96.04
No Change in Behavior, Change in Tariff	$69.86	$133.89	$47.92	$99.49
With Change in Behavior and Tariff	$68.71	$128.64	$47.36	$96.73
% of structural loss mitigated by change in behavior	228.0%	70.5% *	-94.1%	79.9%

* Indicates statistically significant result

Figure 6.4-11 presents the three sets of average monthly bills for all customers, and for CARE/FERA and non-CARE/FERA customers in the cool and moderate climate region combined. On average, customers on Rate 2 faced a structural bill increase of $3.81 or 3.8%. Rate 2 customers were able to completely avoid the structural losses through changes in behavior and reduced their bills from $105.48 to $101.15. Non-CARE/FERA customers in the moderate and cool climate region were able to do the same, and reduced their structural loss of $4.71 to a gain of $0.15.

Figure 6.4-11: Rate 2 Total Bill Impact Due to Differences in the Tariff and Behavior Change (All | CARE/FERA | Non-CARE/FERA)



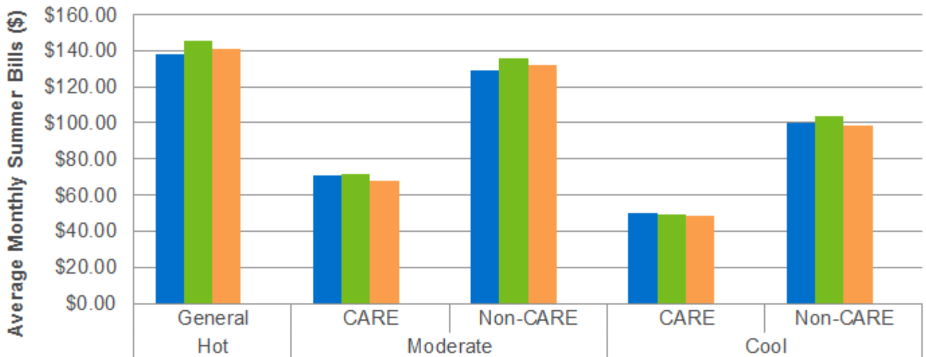
	All Customers All Climates	CARE Cool/Moderate	Non-CARE Cool/Moderate
No Change in Behavior or Tariff	$101.67	$60.38	$111.11
No Change in Behavior, Change in Tariff	$105.48	$60.24	$115.82
With Change in Behavior and Tariff	$101.15	$58.18	$110.95
% of structural loss mitigated by change in behavior	113.5% *	-1516.8% *	103.2% *

* Indicates statistically significant result

Figure 6.4-12 presents the three sets of average monthly bills for the detailed segments by climate region on Rate 2. Customers in the hot climate region experienced the largest potential structural losses, $7.52, or 5.4%. Through behavior change, these customers were able to reduce their TOU bills from

$145.78 to $140.65, which was a 68% reduction of their structural loss. CARE/FERA customers in the cool and moderate climate regions experienced structural gains and then were able to gain even more.

Figure 6.4-12: Rate 1 Total Bill Impact Due to Differences in the Tariff and Behavior Change (Detailed Segments by Climate Region)



	Hot	Moderate		Cool	
	General	CARE	Non-CARE	CARE	Non-CARE
No Change in Behavior or Tariff	$138.26	$71.07	$129.15	$50.07	$100.09
No Change in Behavior, Change in Tariff	$145.78	$71.36	$136.01	$49.52	$103.48
With Change in Behavior and Tariff	$140.65	$68.24	$131.71	$48.49	$98.27
% of structural loss mitigated by change in behavior	68.2%	1084.0% *	62.6% *	-190.3%	153.3% *

* Indicates statistically significant result

Generally, structural losses were very small for customers on SDG&E's Rate 1 and Rate 2. This is very different from what customers in the other two utilities' pilots experienced. Structural bill impacts for customers in PG&E and SCE's pilots were closer to $20, while those in SDG&E's pilot are generally just over $3.00. Because of this, many customers in SDG&E's pilot were able to save money by moving to a TOU tariff and changing their behavior.

6.4.4 Change in the Distribution of Bill Impacts Due to Behavior Change

The fourth analysis presents the distribution of bill impacts[128] for customers with and without behavioral change, and is designed to show how the distribution shifts when customers respond to the rates by changing behavior. Similar to the other analyses, impact distributions are based on the average summer monthly bills for July, August, September, and October. Bill impacts were estimated for two cases—with and without behavior change. Both are based on the structural bill impact calculations; however, impacts with behavior change show how behavioral impacts are able to affect the structural impact distribution. Customers were segmented into ranges of bill impacts. The percentage of customers in each $10 increment from negative $100 to positive $100 per month (with and without behavior change) was determined with and without behavior change. The underlying calculations used to develop the distributions are based off of a difference-in-differences approach that compares the treatment and control customers based on both pre- and post-treatment bill impacts.[129]

[128] Bill impacts without behavior change represent the structural bill impact distribution; bill impacts with behavior change show how behavioral impacts affect the structural bill impact distribution.

[129] See section 3.2.4 for additional details on the methodology.

The two distributions are presented on a line graph, with the height of the line at any given $10 increment representing the percentage of customers experiencing a bill impact of the corresponding dollar amount. In this case, the bill impact is measured as the difference between the TOU bill and the OAT bill. If the line for the group with changes in behavior is to the left of the line representing the group with no change in behavior, it shows that at least some customers were able to modify their energy usage such that they had lower total bill impacts compared to if they had not changed their behavior.

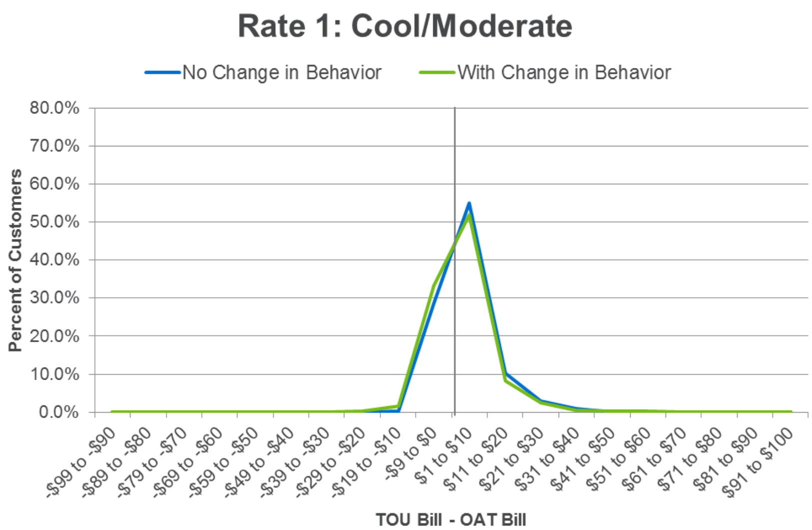
Figure 6.4-13 presents the distribution of bill impacts with and without energy use behavior change. The blue line represents the structural bill impacts that result when customers are billed on the TOU rate and do not change their energy use behavior. The green line shows the total bill impacts when customers have responded to the TOU rate and, in some cases, changed their energy use behavior. Bill impacts are calculated as the difference between the TOU bill and the OAT bill. Each point along the line graph represents the percentage of customers within a specific bill impacts bin or range. For example, on Rate 1, approximately 3% of the customers have structural bill impact of $21 to $30 per month—the blue line. In other words, approximately 3% of the Rate 1 customers would experience an increase of $21 to $30 per month on Rate 1 compared to the OAT without changing their behavior. The green line represents the total bill impacts when customers have had the opportunity to respond to the TOU rate. In this case, the percent of customers experiencing an increase of $21 to $30 per month on Rate 1 compared to the OAT is 2.5%, showing a slight decrease.

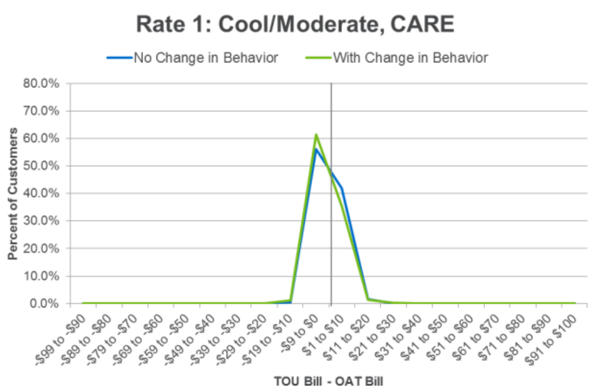
It is important to note that customers could move up or down through the incremental impact bins, and could potentially move more than one bin—meaning that a customer could potentially experience a bill increase due to their behavioral response, or they could jump down several bins and go from a $31 to $40 per month bill impact down to $11 to $20 impact, for example. In the case of the average Rate 1 customers, there is an increase in the percent of customers with a total bill decrease of between $0 and $9 per month. With no change in behavior, 28% of customers were in this bin and with behavior change 33% of customers are now in this bin.

As noted in the previous section, most customers did not face large structural bill increases. This is also apparent in the graph below, where the distribution is very narrow compared to those for PG&E and SCE. The shifts are also rather small compared to the other two utilities. It’s important to remember that instances where the green line is to the right of or above the blue line in the lower bill impact ranges indicate more customers have moved into that bin, likely from higher impact bins.

Figure 6.4-13: Rate 1 Change in the Distribution of Bill Impacts Due to Behavior Change All | CARE/FERA | Non-CARE/FERA

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0.0%	0.0%
-$89 to -$80	0.0%	0.0%
-$79 to -$70	0.0%	0.0%
-$69 to -$60	0.0%	0.0%
-$59 to -$50	0.0%	0.0%
-$49 to -$40	0.0%	0.0%
-$39 to -$30	0.0%	0.0%
-$29 to -$20	0.1%	0.2%
-$19 to -$10	0.3%	1.5%
-$9 to $0	28.6%	33.4%
$1 to $10	55.1%	51.9%
$11 to $20	10.3%	8.3%
$21 to $30	3.0%	2.5%
$31 to $40	1.0%	0.6%
$41 to $50	0.1%	0.2%
$51 to $60	0.1%	0.2%
$61 to $70	0.1%	0.0%
$71 to $80	0.0%	0.0%
$81 to $90	0.0%	0.0%
$91 to $100	0.0%	0.0%





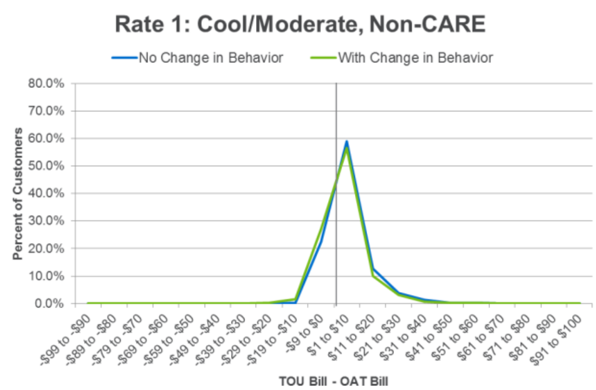


Figure 6.4-14 provides the distribution of bill impacts for the detailed segmetns by climate zone. It is interesting to note that most of the distribution of bill impacts due to behavior change for CARE/FERA customers in the cool climate region falls to the left of the gray line, indicating that most customers are structural benefiters of the TOU rate. This is in line with what was presented in Section 6.4.1, where most customers in this segment were in the nuetral or structural benefiter category. The opposite is true for non-CARE/FERA customers in both climate region, which shows that most customers are non-benefiters, although there bill impacts are quite small, both with and without changes in behavior.

Figure 6.4-14: Rate 1 Change in the Distribution of Bill Impacts Due to Behavior Change Detailed Segments by Climate Region

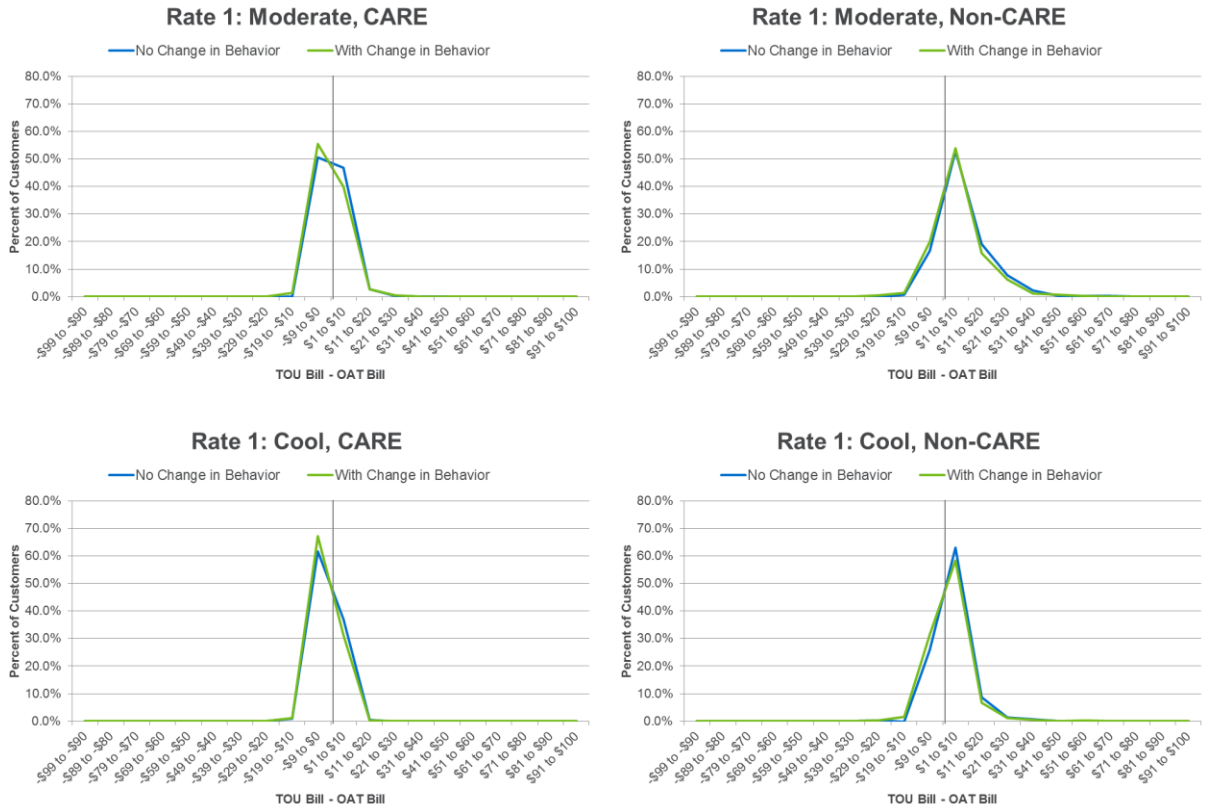
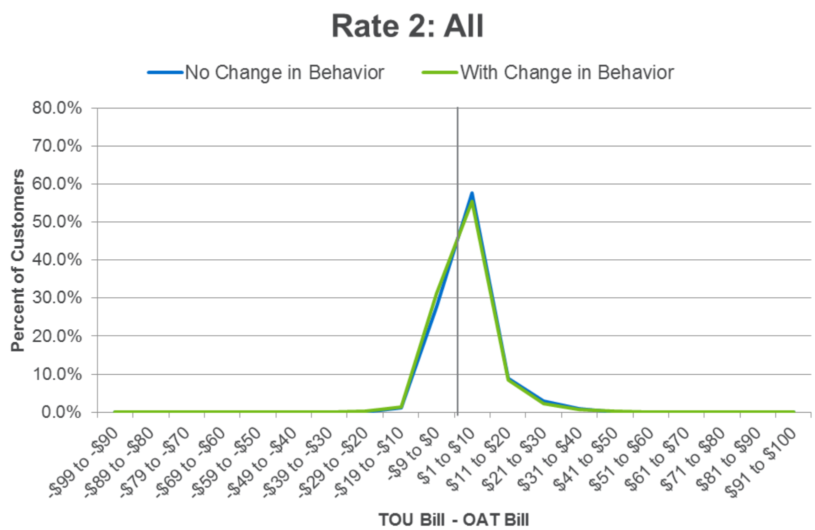
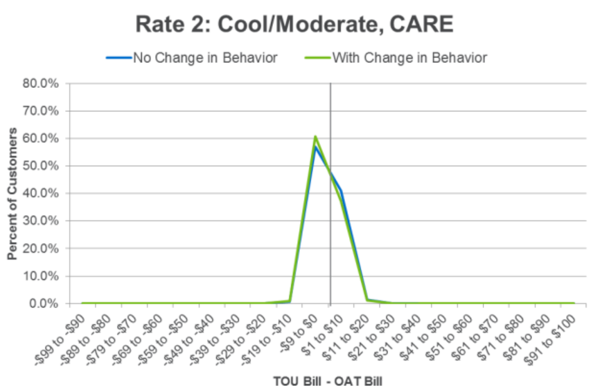


Figure 6.4-15 provides the distribution of bill impacts for all customers and CARE/FERA and non-CARE/FERA customers in the moderate and cool climate regions on Rate 2. Without changes in behavior, 58% of customers faced bill impacts between $1 and $10. With changes in behavior, this was reduced to 55% of customers. A similar shift occurred in the $11 to $20 range. The distributions of bill impacts for CARE/FERA and non-CARE/FERA customers in the cool and moderate climate regions are very similar to those for Rate 1.

Figure 6.4-15: Rate 2 Change in the Distribution of Bill Impacts Due to Behavior Change All | CARE/FERA | Non-CARE/FERA

Pilot Bill - Tiered Bill	No Change in Behavior	With Change in Behavior
-$99 to -$90	0.0%	0.0%
-$89 to -$80	0.0%	0.0%
-$79 to -$70	0.0%	0.0%
-$69 to -$60	0.0%	0.0%
-$59 to -$50	0.0%	0.0%
-$49 to -$40	0.0%	0.0%
-$39 to -$30	0.0%	0.0%
-$29 to -$20	0.0%	0.2%
-$19 to -$10	1.2%	1.5%
-$9 to $0	27.8%	31.3%
$1 to $10	57.7%	55.4%
$11 to $20	8.9%	8.4%
$21 to $30	3.0%	2.2%
$31 to $40	0.9%	0.8%
$41 to $50	0.1%	0.2%
$51 to $60	0.1%	0.1%
$61 to $70	0.0%	0.0%
$71 to $80	0.0%	0.0%
$81 to $90	0.0%	0.0%
$91 to $100	0.0%	0.0%





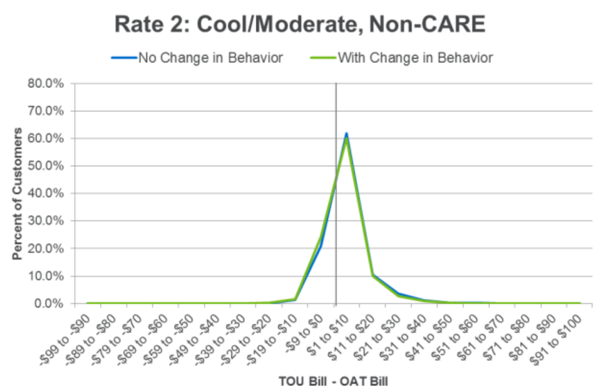
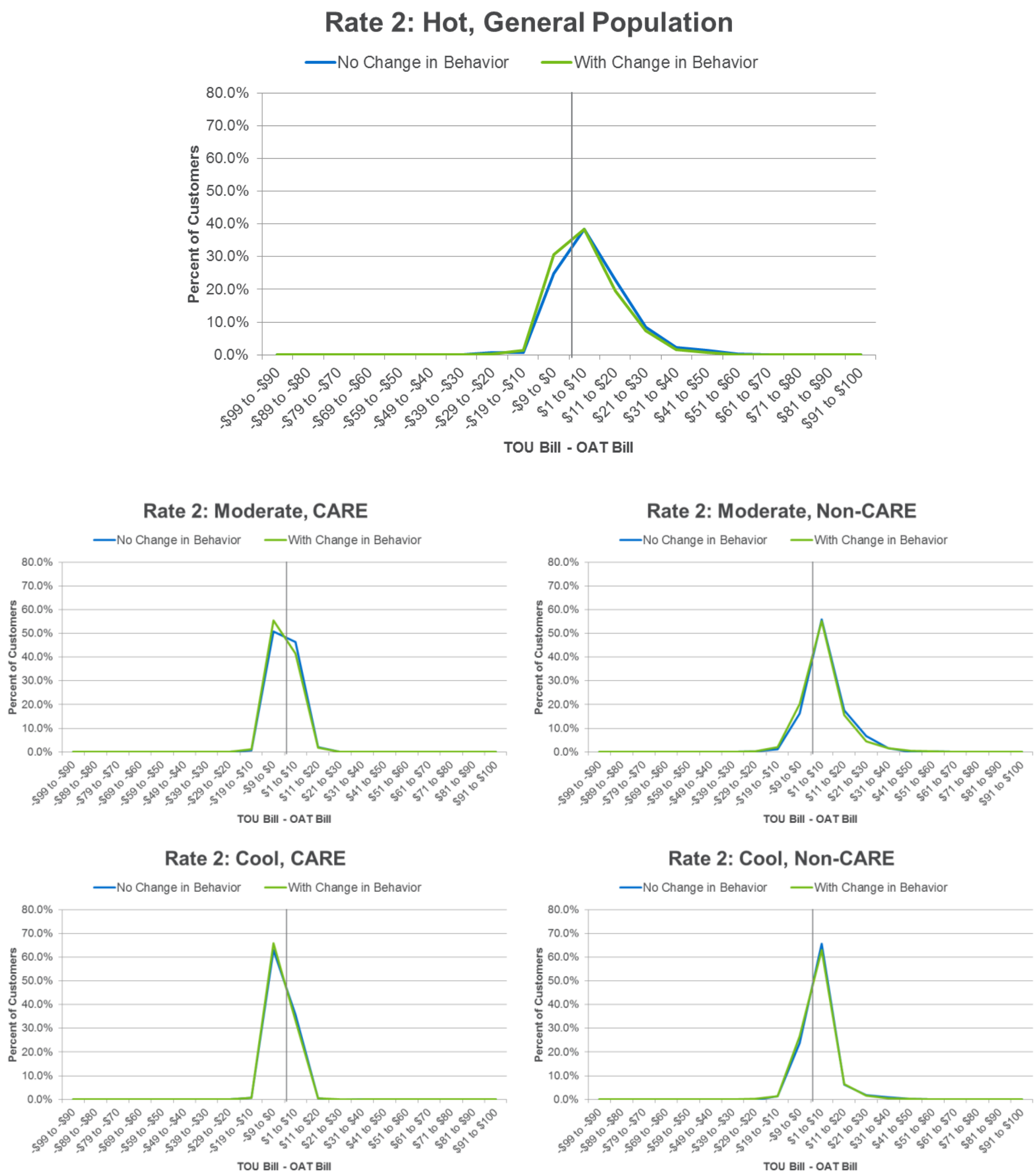


Figure 6.4-16 shows the distributions of bill impacts for the detailed segments by climate region for Rate 2. In the hot climate region, the percent of customers facing structural bill decreases of $0 to $9 increased from 25% to 31%. The shifts in the cool climate region were very small for CARE/FERA and non-CARE/FERA customer. With and without behavior change, over 60% of non-CARE/FERA customers in the cool climate region faced bill impacts of $1 to $10, which is rather small.

Figure 6.4-16: Rate 2 Change in the Distribution of Bill Impacts Due to Behavior Change Detailed Segments by Climate Region



6.5 Survey Findings

This section summarizes the survey findings for the three rate treatments tested by SDG&E. The CPUC resolution approving SDG&E's pilot requires that survey findings be reported for CARE/FERA and non-CARE/FERA customers for each rate for moderate and cool climate regions.

Sub-Appendix D in Appendix 1 describes the reporting requirements for SDG&E's opt-in pilot.

6.5.1 Findings Relevant to 745c Decision

Descriptive Statistics of Economic/Health Scores

To assess whether any of the pilot TOU rates caused economic difficulty, differences in average economic index scores were compared between the rate treatment and control groups for the segments shown in Table 6.5-1.

Table 6.5-1: Segments Tested by Rate

Climate	Segment	Control vs. Rate 1	Control vs. Rate 2
Moderate	Non-CARE/FERA	X	X
	CARE/FERA	X	X
	CARE/FERA – on or eligible	X	X
Cool	Non-CARE/FERA	X	X
	CARE/FERA	X	X
	CARE/FERA – on or eligible	X	X

[1] Higher mean index scores = more economic difficulty.

[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting used to adjust for oversampling of sub-segments in the hot climate region or oversampling of CARE/FERA customers in all climate regions.

Values for descriptive statistics provided in Table 6.5-2**Error! Reference source not found.** and Figure 6.5-3 are shown for all respondents combined, including control and treatment customers, with no weighting applied. Unlike for SCE and PG&E, there was no oversampling of selected segments in the hot climate region at SDG&E. As such, the CARE/FERA and non-CARE/FERA statistics represent the population of enrolled customers even without weighting. However, since CARE/FERA customers were oversampled relative to their share of the general population, and since the SDG&E population is not evenly distributed across climate regions, the "All SDG&E Sample" statistics do not represent the general population without weighting.

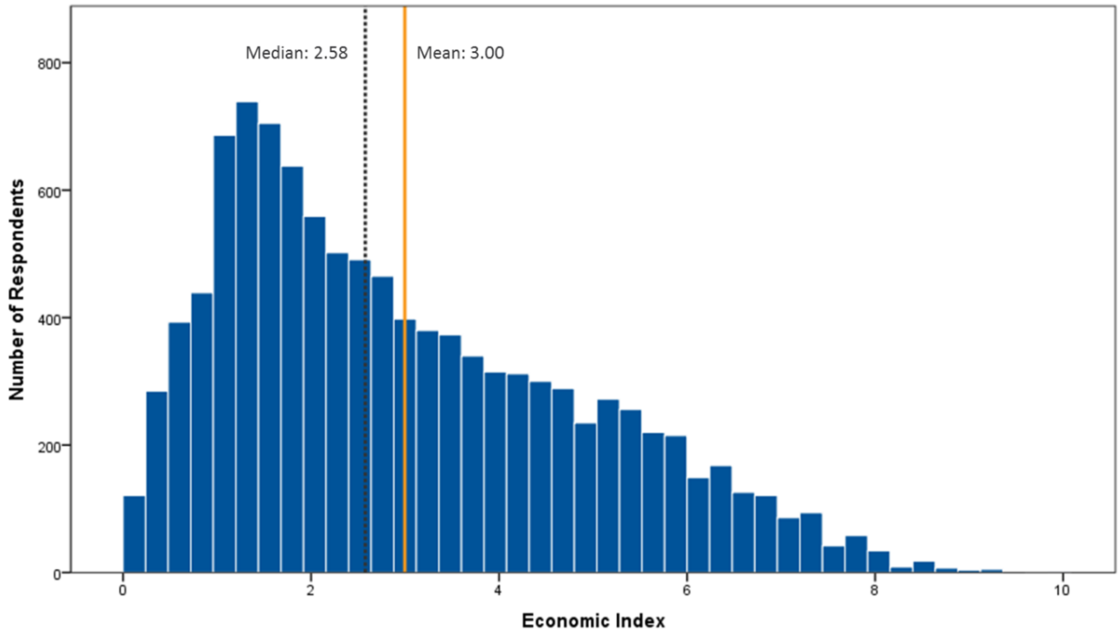
Table 6.5-2: Measures of Central Tendency for Economic Index Scores[1]

Statistic	All SDG&E Sample	Non-CARE/FERA	CARE/FERA	Seniors
Mean	3.00	2.31	4.01	2.56
25th Percentile	1.47	1.14	2.54	1.22
Median	2.58	1.85	3.94	2.14
75th Percentile	4.32	3.13	5.38	3.65

[1] Higher mean index scores = more economic difficulty.

Figure 6.5-1 shows the histogram of economic index scores for all SDG&E respondents. The dotted line on the histogram shows the median, while the orange line shows the mean. Economic index scores can range from a low of zero to a high of 10. The higher the score the more economic difficulty a respondent has. SDG&E pilot participants had a mean economic index score of 3.0 and median score of 2.6. The distribution of economic index scores is positively skewed.

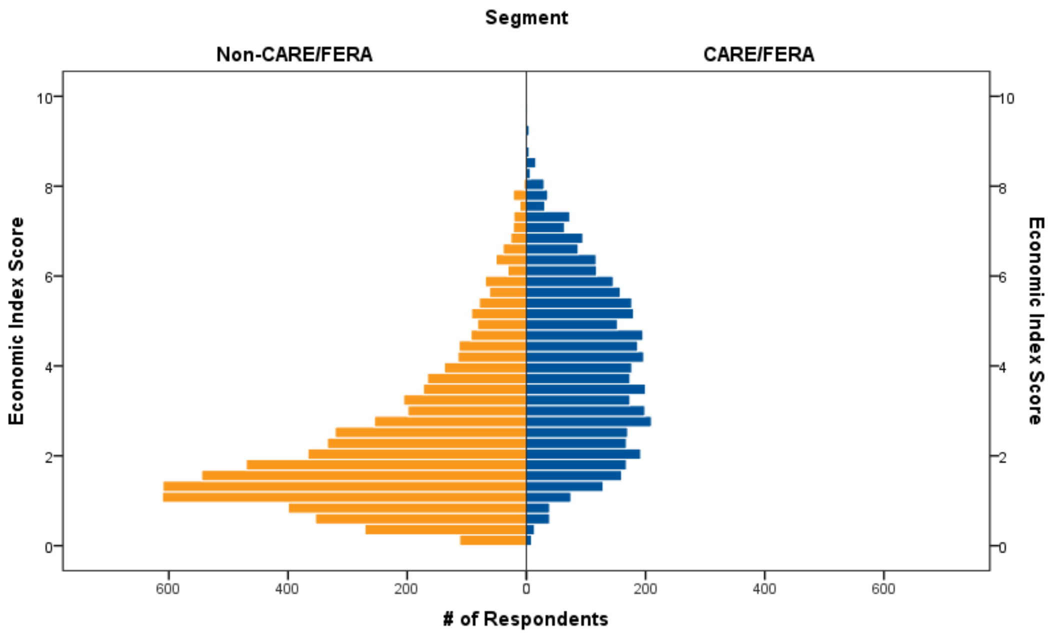
Figure 6.5-1: Histogram of Economic Index Scores[1, 2]



[1] Higher index scores = more economic difficulty.
[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting applied.

As shown in Figure 6.5-2, the distribution of economic index scores is different for CARE/FERA and non-CARE/FERA groups. Both groups show a large spread of economic index scores, but the distribution of CARE/FERA scores is normally distributed, with equal distribution around the average score of 40.1.

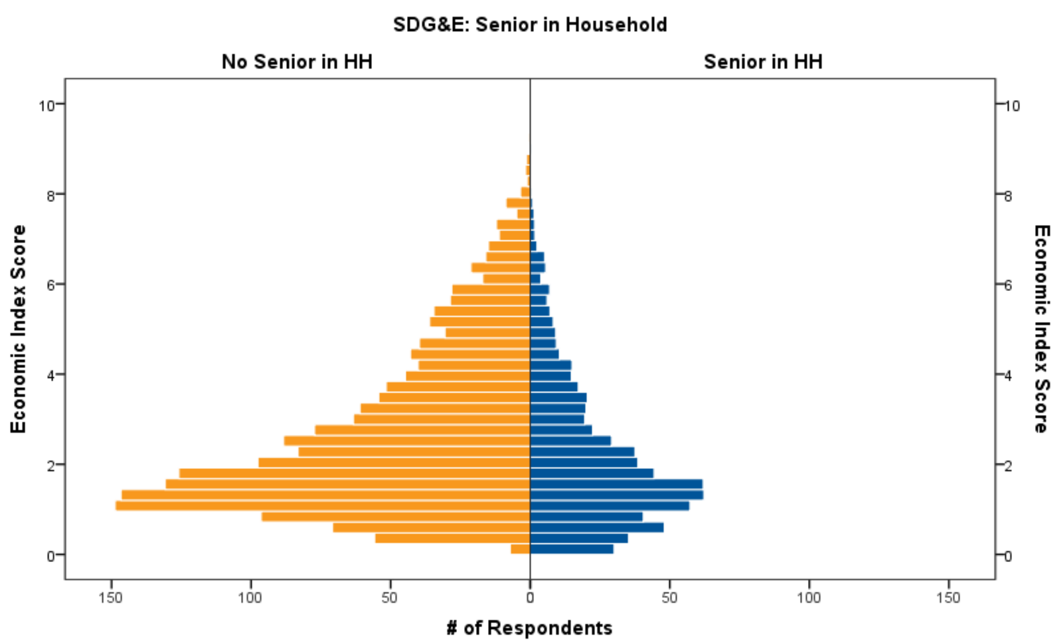
Figure 6.5-2: Histogram of Economic Index Scores for CARE/FERA and non-CARE/FERA Segments[1, 2]



[1] Higher index scores = more economic difficulty.
[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting applied.

As shown in Figure 6.5-3, the distribution of economic index scores is very similar between households with a senior as a head of household versus a non-senior as a head of household. Both groups show a large spread of economic index scores and the distributions are both positively skewed.

Figure 6.5-3: Histogram of Economic Index Scores for Seniors and Non-Seniors[1, 2]



[1] Higher index scores = more economic difficulty.
[2] Values are shown for all respondents combined, including control and treatment customers, with no weighting applied.

Health Index: Table 6.5-3 shows the percent of respondents who reported a household member who sought medical attention due to excess heat from among the small minority of respondents who indicated that a household member had a medical condition that required keeping their house cool in the summer. All respondents in each segment also indicated that their home has some form of air conditioning. A minority of respondents reported that someone in their household required medical attention because it was too hot. As such, sample sizes for the health index are quite small. CARE/FERA and CARE/FERA eligible customers were more likely than non-CARE/FERA customers to report that someone in their household sought medical attention because of the heat.

Table 6.5-3: Distribution of Health Index Responses from Customers with AC and a Disability that Requires Cooling by Segment[1]

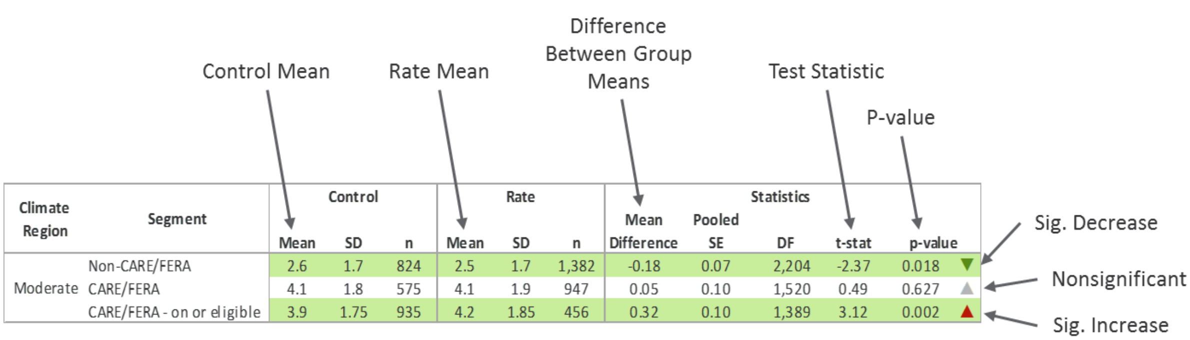
Climate Region	Segment	Total in segment	Total seeking medical attention	% seeking medical attention
Moderate	Non-CARE/FERA	57	8	14%
	CARE/FERA	87	32	37%
	CARE/FERA - on or eligible	111	34	31%
Cool	Non-CARE/FERA	48	15	31%
	CARE/FERA	75	29	39%
	CARE/FERA - on or eligible	94	35	37%

[1] Table includes all respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had a form of air conditioning in their home. Totals include all control and treatment respondents by segment.

Economic and Health Changes – Control versus Rate Comparisons

This section compares the average values for the economic and health indices for control and TOU treatment customers for each customer segment, rate, and climate region. Given the RCT design, any statistically significant differences between control and treatment customers can be attributed to the TOU rates (or random chance). Statistically significant differences between control and rate groups are highlighted in green. Color-coded triangles are also provided to facilitate interpretation of the results as shown in Figure 6.5-4.

Figure 6.5-4: Example of Results Table with Color Coding



Climate Region	Segment	Control Mean	Control SD	Control n	Rate Mean	Rate SD	Rate n	Statistics Mean Difference	Pooled SE	DF	t-stat	p-value
Moderate	Non-CARE/FERA	2.6	1.7	824	2.5	1.7	1,382	-0.18	0.07	2,204	-2.37	0.018 ▼
	CARE/FERA	4.1	1.8	575	4.1	1.9	947	0.05	0.10	1,520	0.49	0.627 ▲
	CARE/FERA - on or eligible	3.9	1.75	935	4.2	1.85	456	0.32	0.10	1,389	3.12	0.002 ▲

Rate 1

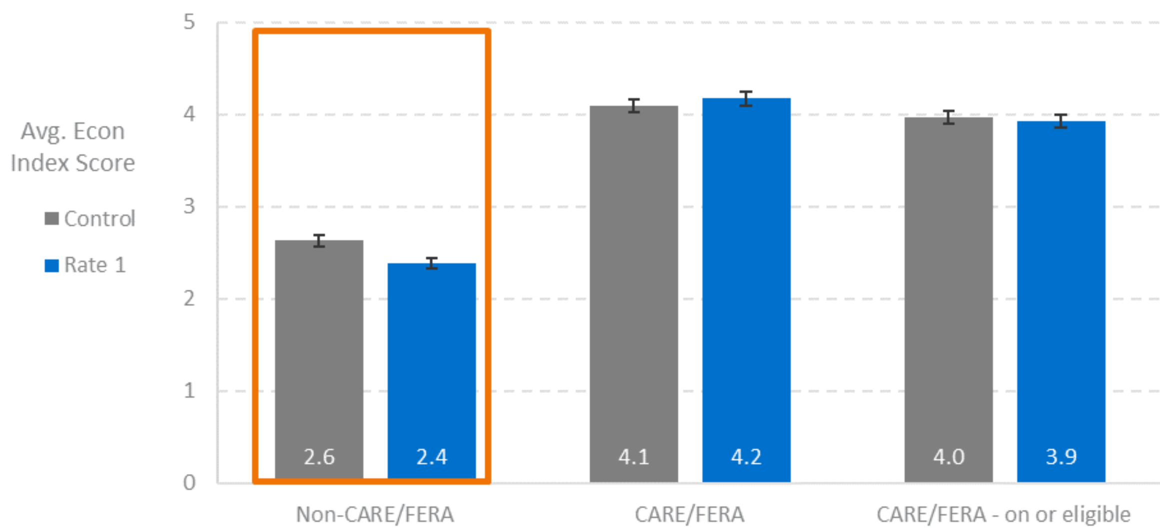
Economic Index: Table 6.5-4 shows the economic index scores for Rate 1 and control group customers by segment and climate region. The results indicate that SCE rates do not cause an increase in economic index scores. Non-CARE/FERA households in rate 1 show a reduction in economic index scores, with Rate 1 households showing slightly but significantly lower economic index scores (on average) by about 2 tenths compared to control households. CARE/FERA customers in both the control and treatment groups had substantially higher average economic index scores compared with non-CARE/FERA households, as shown in the table and Figure 6.5-5 .

Table 6.5-4: Comparison of Economic Index Means, Control vs. Rate 1[1]

Climate Region	Segment	Control			Rate 1			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Moderate	Non-CARE/FERA	2.6	1.7	824	2.4	1.6	806	-0.25	0.08	1,628	-2.97	0.003 ▼
	CARE/FERA	4.1	1.8	575	4.2	1.8	545	0.08	0.11	1,118	0.71	0.477 ▲
	CARE/FERA - on or eligible	4.0	1.8	822	3.9	1.9	761	-0.04	0.09	1,581	-0.45	0.655 ▼
Cool	Non-CARE/FERA	2.2	1.56	885	2.0	1.39	868	-0.24	0.07	1,751	-3.42	0.001 ▼
	CARE/FERA	4.0	1.82	626	3.9	1.88	600	-0.09	0.11	1,224	-0.84	0.402 ▼
	CARE/FERA - on or eligible	3.8	1.85	842	3.7	1.88	787	-0.11	0.09	1,627	-1.18	0.239 ▼

[1] Higher mean index scores = more economic difficulty.

Figure 6.5-5: Mean Economic Index Scores, Control vs. Rate 1 for Key Segments in Moderate Region[1]



[1] Higher mean index scores = more economic difficulty.

Health Index: Table 6.5-5 shows the health index proportions for control and treatment customers on Rate 1. The values in the table represent customers in the samples that have air conditioning and who reported a household member who required cooling due to a disability. The proportions shown in the table represent the percent of this population who reported a household member who sought medical attention because of excess heat. The percentage of respondents across all segments in Rate 1 who reported a household member needed to seek medical attention is not statistically different from the percentage of respondents in corresponding control groups. In addition, the health index is higher for

CARE/FERA and CARE/FERA eligible customers compared to non-CARE/FERA. However, the sample sizes are too small to provide accurate results.

Table 6.5-5: Comparison of Health Index, Control vs. Rate 1[1, 2]

Climate Region	Segment	Control % with Event	Control Total N	Rate 1 % with Event	Rate 1 Total N	Statistics % Difference	SE	Z-stat	p-value	
Moderate	Non-CARE/FERA	13%	15	29%	14	15%	0.15	1.01	0.31	▲
	CARE/FERA	35%	26	40%	20	5%	0.14	0.38	0.71	▲
	CARE/FERA - on or eligible	33%	30	36%	25	3%	0.13	0.21	0.84	▲
Cool	Non-CARE/FERA	23%	13	30%	10	7%	0.18	0.37	0.71	▲
	CARE/FERA	48%	23	45%	22	-2%	0.15	0.16	0.87	▼
	CARE/FERA - on or eligible	42%	31	42%	26	0.4%	0.13	0.03	0.98	▲

[1] Table shows health index results for respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had air conditioning in their home.

[2] The number of total customers that require cooling for a disability and have air conditioning in the moderate and cool climate region are very small. Data are included here for completeness, but the statistical outcomes are not valid due to small sample sizes.

Rate 2

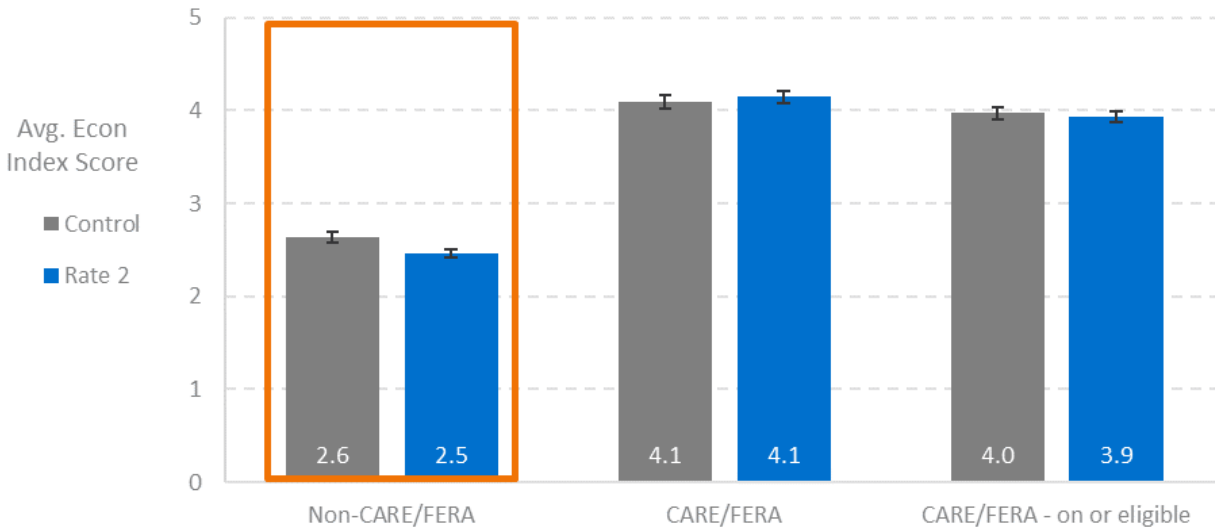
Economic Index: Table 6.5-6 shows the economic index scores for Rate 2 and control group customers by segment and climate region. There was no statistically significant increase in the economic index for customers on Rate 2 in any segment or climate region. Indeed, as with Rate 1, Rate 2 causes a decrease in average economic index scores for non-CARE/FERA respondents in the moderate region when compared to control households. CARE/FERA segments in both the control and treatment groups had substantially higher economic index scores than compared with non-CARE/FERA households, as shown in the table and Figure 6.5-6.

Table 6.5-6: Comparison of Economic Index Means, Control vs. Rate 2[1]

Climate Region	Segment	Control Mean	Control SD	Control n	Rate 2 Mean	Rate 2 SD	Rate 2 n	Statistics Mean Difference	Pooled SE	DF	t-stat	p-value	
Moderate	Non-CARE/FERA	2.6	1.7	824	2.5	1.7	1,382	-0.18	0.07	2,204	-2.37	0.018	▼
	CARE/FERA	4.1	1.8	575	4.1	1.9	947	0.05	0.10	1,520	0.49	0.627	▲
	CARE/FERA - on or eligible	4.0	1.8	822	3.9	1.9	1,349	-0.04	0.08	2,169	-0.45	0.650	▼
Cool	Non-CARE/FERA	2.2	1.56	885	2.1	1.53	1,447	-0.12	0.07	2,330	-1.76	0.078	▼
	CARE/FERA	4.0	1.82	626	3.8	1.78	1,023	-0.16	0.09	1,647	-1.76	0.079	▼
	CARE/FERA - on or eligible	3.8	1.85	842	3.7	1.82	1,349	-0.13	0.08	2,189	-1.56	0.119	▼

[1] Higher mean index scores = more economic difficulty.

Figure 6.5-6: Mean Economic Index Scores, Control vs. Rate 2 for Key Segments in Moderate Region[1]



[1] Higher mean index scores = more economic difficulty.

Health Index: Table 6.5-7 shows the health index, or the proportion of households reporting at least one medical event due to heat in the summer. The percentage of respondents across all segments in Rate 2 who reported a household member needed to seek medical attention is not statistically different than the percentage of respondents in corresponding control groups. In addition, the health index is higher for low-income segments compared to non-CARE/FERA and senior segments. However, the samples sizes are too small for most segments to provide accurate results.

Table 6.5-7: Comparison of Health Index, Control vs. Rate 2[1, 2]

Climate Region	Segment	Control: % with Event	Control: Total N	Rate 2: % with Event	Rate 2: Total N	Statistics: % Difference	SE	Z-stat	p-value	
Moderate	Non-CARE/FERA	13%	15	7%	28	-6%	0.09	0.67	0.51	▼
	CARE/FERA	35%	26	37%	41	2%	0.12	0.16	0.87	▲
	CARE/FERA - on or eligible	33%	30	27%	56	-7%	0.10	0.64	0.52	▼
Cool	Non-CARE/FERA	23%	13	36%	25	13%	0.16	0.81	0.42	▲
	CARE/FERA	48%	23	27%	30	-21%	0.13	1.59	0.11	▼
	CARE/FERA - on or eligible	42%	31	30%	37	-12%	0.12	1.05	0.29	▼

[1] Table shows health index results for respondents who indicated someone in their household had a disability that required they keep their home cool during the summer and had air conditioning in their home.

[2] The number of total customers that require cooling for a disability and have air conditioning in the moderate and cool climate region are very small. Data are included here for completeness, but the statistical outcomes are not valid due to small sample sizes.

Cross-Group Analysis

While not all comparisons between TOU treatment rates and control conditions were significant, all but CARE/FERA participants in the moderate region showed decreased economic index scores. Further, non-CARE/FERA Rate

No Increase in Economic or Health Index Scores

Overall, there is no evidence that TOU rates increased economic or health index scores on average for any customer segment in SDG&E's service territory, including CARE/FERA customers.

segments showed significantly lower economic index scores than corresponding control segments. CARE/FERA segments showed higher economic and health index scores compared to non-CARE/FERA segments.

Question-Level Findings

The following sections compare responses between treatment and control customers for individual questions that underlie the economic and health indices. Results are presented for both rates to enable cross-rate comparisons and to facilitate identification of patterns in the results. Because of the random assignment of customers to treatment and control conditions, statistically significant differences in values between the two groups can be attributed to the TOU rates. Statistically significant differences between the control and rate groups are shaded in grey as shown in the example Table 6.5-8.

Table 6.5-8: Example of Question-Level Results Table

Climate Region	Segment	C	R1		R2	
Moderate	Non-CARE/FERA	6%	4%	▼	4%	▼
	CARE-FERA	16%	17%	▲	17%	▲
Cool	Non-CARE/FERA	4%	3%	▼	4%	▼
	CARE-FERA	13%	14%	▲	11%	▼

Grey shading = statistical significance

Customers Worried About Having Enough Money to Pay Electricity Bill

Respondents rated their agreement with six statements designed to measure respondents' attitudes towards adopting energy saving behaviors using an 11-point scale with 0 meaning "do not agree at all" and 10 meaning "completely agree". One of these statements, "I often worry whether there is enough money to pay my electricity bill" is used to create the economic index (Table 6.5-9).

Respondents provided low to moderate ratings, 1.7 to 4.9, to this statement. When comparing responses between Control and Rate treatment groups, the Rate 1 and 2 non-CARE/FERA segment in the moderate climate region rated this statement lower than their Control group. Respondents in the CARE/FARE segments provided higher agreement ratings to the statement compared to those in the non-CARE/FERA segments. All significant differences were small, with differences between Control and treatment group ratings being 0.4 or less on the 11-point rating scale.

Table 6.5-9: Percentage of Respondents Reporting They Often Worry About Having Enough Money To Pay Their Electricity Bill[1]

		I often worry whether there is enough money to pay my electricity bill		
Climate Region	Segment	C	R1	R2
Moderate	Non-CARE/FERA	2.6	2.2	2.3
	CARE/FERA	4.8	4.8	4.9
Cool	Non-CARE/FERA	1.7	1.5	1.7
	CARE/FERA	4.4	4.1	4.1

[1] Used t-test, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Customers Experiencing Issues with Paying Their Bills

Respondents reported the number of times – since participating in the pilot – that their household struggled to pay: a) electricity bills, and b) bills for other basic needs such as food, housing, medicine, and other important bills. Respondents answered on a 4-point scale ranging from “none” to “3 or more times”.

Table 6.5-10 shows the percent of respondents who reported having difficulty paying either their electricity bill or some other bill at least once during the summer. As shown, three of the four customer segment/climate region groups on Rate 1 had statistically significantly lower percentages reporting difficulty paying bills compared with control group customers. A lower percentage of Rate 2 customers also reported having difficulty paying bills than control customers but these differences were not statistically significant. In addition, the percent of respondent segments noting difficulty with paying bills differed segment, with much higher percentages of CARE/FERA respondents reporting difficult compared to non-CARE/FERA respondents.

Table 6.5-10: Percentage of Respondents Reporting Difficulty Paying Bills Since June 2016 [1, 2]

Climate Region	Segment	C	R1		R2	
Moderate	Non-CARE/FERA	35%	28%	▼	31%	▼
	CARE-FERA	70%	70%	▼	69%	▼
Cool	Non-CARE/FERA	27%	22%	▼	25%	▼
	CARE-FERA	71%	65%	▼	65%	▼

[1] Grey shading indicates a significant difference in the responses between control and rate group for that segment (using z-test for proportions and an alpha level of .05).

[2] Table shows the percent of respondents who either had difficulty paying their electricity bill or other bills at least one time during the summer.

Financial Well-Being (CFPB)

To gauge respondents’ financial health, customers were asked about five items sourced from the Consumer Financial Protection Bureau (CFPB). For the first three items, respondents are asked how each describes their situation using a scale including “not at all,” “very little,” “somewhat,” “very well,” and “completely.” For the last two items, respondents were asked how often each applies to them using a scale including “never,” “rarely,” “sometimes,” “often,” and “always.” The CFPB items are:

- Because of my money situation, I feel like I will never get the things I want in life.
- I am just getting by financially.
- I am concerned that the money I have won’t last.
- I have money left over at the end of the month.
- My finances control my life.

Using answers to these five items, each respondent's financial well-being score was calculated, with values ranging from 19 (low financial well-being) to 90 (high financial well-being).[130]

As shown in Table 6.5-11, SDG&E respondents demonstrated a relatively tight range of financial well-being scores, with average scores ranging from roughly 46 to 59 (higher scores indicate higher financial well-being). Both Rate 1 and 2 non-CARE/FERA TOU segments had statistically significantly higher financial well-being scores than their corresponding control groups, although the differences are small in absolute and percentage terms. Further, within each climate region and rate, CARE/FERA customers reported lower financial well-being, on average, than non-CARE/FERA customers.

Table 6.5-11: Average Financial Well-Being Scores[1]

Climate Region	Segment	C	R1		R2	
Moderate	Non-CARE/FERA	55.1	57.0	▲	56.7	▲
	CARE-FERA	46.8	46.2	▼	46.9	▲
Cool	Non-CARE/FERA	57.3	59.4	▲	58.6	▲
	CARE-FERA	46.9	48.1	▲	47.6	▲

[1] Grey shading indicates a significant difference in the responses between control and rate group for that segment (using t-test and an alpha level of .05)

Number of Alternative Methods Used to Pay Bills

Respondents reported how they afforded to pay electricity bills and/or other basic needs over the summer. Respondents could select as many of the following options that applied to their household:

- Use your household's current income
- Use your household's savings or other investments
- Cut back on non-essential spending for things your household wants
- Reduce your household energy usage
- Borrow money from family, friends, or peers
- Borrow money using a short-term loan
- Use a credit card that you can't pay off right away
- Leave rent/mortgage unpaid
- Leave some household bills unpaid past the due date
- Received emergency assistance from [IOU NAME]
- Received emergency assistance from other city or regional programs

Reducing household energy usage and cutting back on non-essential spending are included in the percent of respondents (by rate and segment) that reported using any of the options other than 'current income.' This metric, therefore, measured the maximum number of customers in each segment, by rate that took some type of action, however small, to help pay their bills.

[130] The financial well-being score is a methodologically rigorous scale from the Consumer Financial Protection Bureau that measures a customer's financial well-being. The Consumer Financial Protection Bureau's methods for the abbreviated version of their "Financial Well-Being Scale" was followed. See the following documentation for full methodological details: http://files.consumerfinance.gov/f/201512_cfpb_financial-well-being-user-guide-scale.pdf

As shown in Table 6.5-12, about half to three-fourths of each segment on each rate plan reported using non-income strategies to afford bill payments. Neither TOU rate was associated with increases in use of non-income strategies. CARE/FERA customers were the most likely to report non-income strategies to afford bill payments.[131]

Table 6.5-12: Percentage of Respondents Reporting Affording Summer Bill Payments Using Sources Other than Current Income [1]

Climate Region	Segment	C	R1		R2	
Moderate	Non-CARE/FERA	57%	57%	▼	57%	▼
	CARE-FERA	76%	76%	▼	74%	▼
Cool	Non-CARE/FERA	50%	48%	▼	48%	▼
	CARE-FERA	74%	77%	▲	74%	▲

[1] Grey shading indicates a significant difference in the responses between control and rate group for that segment (using z-test for proportions and an alpha level of .05)

6.5.2 Other Research Topics

The remainder of this section summarizes findings from the other research topics that were covered by the survey.

Motivations for Participating in the Study

Participation Recall Rate

Nearly all surveyed SDG&E customers (between 91% and 98%) recalled participating in the study (Table 6.5-13). When comparing responses between Control and Rate treatment groups the CARE FERA and non-CARE/FERA segments in the moderate climate region and the CARE/FERA segment in the cool climate region showed significant differences. While statistically significant, these differences between responses are 5% or less. In addition, slightly fewer respondents in the CARE/FERA segments recalled participating in the study compared to those in the non-CARE/FERA segments (differences of 5% or less).

Table 6.5-13: TOU Study Participation Recall Rates[1]

		Recalls participating in the study		
Climate Region	Segment	C	R1	R2
Moderate	Non-CARE/FERA	96%	98%	98%
	CARE/FERA	91%	95%	94%
Cool	Non-CARE/FERA	97%	98%	98%
	CARE/FERA	92%	97%	96%

[1] Chi-square used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[131] The percentages in Table 6.5-12 are significantly lower if "reduce your household energy use" is excluded from the tabulations. For non-CARE/FERA households in the moderate climate region, for example, dropping this option from the tabulation reduces the percentages by 12 percentage points (from 57% to 45%). The main conclusion, that there are no statistically significant differences between treatment and control customers, does not change if "reduce your household energy use" is excluded from the tabulations.

Motivations to Participate

Between 40% and 50% of respondents across all segments reported their primary motivation for participating in the study was to save money on their electricity bills (Table 6.5-14). More respondents in the CARE/FERA groups reported their primary motivation as saving money compared than those in the non-CARE/FERA groups. Earning a bill credit(s) was the second most mentioned motivation reported by respondents across all segments (ranging from 22% to 24%). Since it was not expected that the motivation to participate would be influenced by rate treatment group assignment, responses across control and rate treatment groups are combined for this analysis.

Table 6.5-14: Primary Motivation for TOU Study Participation

Climate Region	Segment	To save money on electricity bill	To earn a bill credit	Environmentally responsible	Other[1]
Moderate	Non-CARE/FERA	44%	22%	11%	23%
	CARE/FERA	50%	23%	9%	18%
Cool	Non-CARE/FERA	40%	23%	13%	24%
	CARE/FERA	46%	24%	12%	18%

[1] 'Other' includes: bill protection makes it risk free, to be one of the first to learn about new rates, to give PG&E my feedback on the plan, and other.

Customer Outreach: Welcome Packet

SDG&E sent Rate group customers a welcome packet that included information about their rate and tips for reducing or shifting their energy usage. Most surveyed customers, between 90% and 97%, reported receiving their TOU welcome packet, and of those between 87% and 94% reported looking through it (Table 6.5-15). The lowest percentages were reported by CARE/FERA customers in the cool climate region but even for this group, 90% reported receiving the welcome packet.

Table 6.5-15: Percentage of Respondents Who Received and Looked Through Their TOU Welcome Packet

Climate Region	Segment	Received welcome packet[1]		Looked through welcome packet[2]	
		R1	R2	R1	R2
Hot	General	-	92%	-	93%
Moderate	Non-CARE/FERA	97%	96%	94%	92%
	CARE/FERA	95%	94%	92%	89%
Cool	Non-CARE/FERA	97%	95%	93%	93%
	CARE/FERA	90%	90%	87%	88%

[1] Asked only of Rate groups; Control group did not receive a welcome packet.

[2] Asked only to respondents who reported receiving the welcome packet.

Customers who received and looked through their welcome packet agreed that most of the information in the packet clearly explained how the price of electricity varied on their rate plan (Table 6.5-16). Customers gave these items the highest average rating on an 11-point scale where 0 means "do not agree at all" and 10 means "completely agree". Customers also mostly agreed that the items in the packet were easy to understand, that they understood how their rate worked after looking at the packet, and that they used many of the tips included in the packet. Customers somewhat agreed that the decals and stickers were helpful. CARE/FERA customers reported slightly higher average agreement ratings, compared to non-CARE/FERA customers, with two aspects about the welcome packet: that they used many of the tips and that the decals and stickers were helpful. CARE/FERA customers reported lower ratings, in general, compared to non-CARE/FERA customers for the other three aspects about the packet.

Table 6.5-16: Average Level of Agreement with Aspects of Their TOU Welcome Packet[1,2]

Climate Region	Segment	Info explained how price of electricity varied		The items were easy to understand		After packet, I understand how the rate works		I used many of the tips		The decals or stickers were helpful	
		R1	R2	R1	R2	R1	R2	R1	R2	R1	R2
Hot	General	-	8.2	-	8.1	-	7.6	-	6.7	-	4.0
Moderate	Non-CARE/FERA	8.2	8.0	8.0	7.9	7.6	7.4	6.8	6.7	4.6	4.4
	CARE/FERA	8.0	8.0	7.7	7.8	7.2	7.3	7.0	7.0	5.8	5.8
Cool	Non-CARE/FERA	8.3	8.1	8.1	7.9	7.7	7.5	6.7	6.4	4.5	4.1
	CARE/FERA	8.0	8.2	7.8	8.1	7.2	7.5	7.1	7.1	5.5	5.9

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.

[2] Asked only to Rate groups who reported looking through the packet; Control group did not receive a welcome packet.

Satisfaction

Satisfaction with SDG&E and Rate Plan

Overall, surveyed customers reported being somewhat to mostly satisfied with SDG&E and their rate plan. Ratings were on an 11-point scale, where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'. As shown in Table 6.5-17, customers were slightly more satisfied with SDG&E (6.5 to 7.9) than with their rate plan (6.0 to 7.5). CARE/FERA control group customers in the moderate region were slightly more satisfied with SDG&E and the rate plan compared to Rate group customers but these small differences were statistically significant given the high statistical power of the survey sample. In addition, CARE/FERA customers reported higher average satisfaction ratings for SDG&E and the rate plan compared to non-CARE/FERA customers, and satisfaction ratings among hot and moderate climate region customers were slightly lower than cool region customers.

Table 6.5-17: Average Level of Satisfaction with SDG&E and Their Rate Plan[1,2]

Climate Region	Segment	Satisfaction with SDG&E			Satisfaction with rate		
		C	R1	R2	C	R1	R2
Hot	General	-	-	6.5	-	-	6.0
Moderate	Non-CARE/FERA	6.8	6.7 ▼	6.7 ▼	6.0	6.1 ▲	6.1 ▲
	CARE/FERA	7.9	7.6 ▼	7.6 ▼	7.3	7.0 ▼	7.0 ▼
Cool	Non-CARE/FERA	7.1	6.9 ▼	7.0 ▼	6.3	6.4 ▲	6.5 ▲
	CARE/FERA	7.9	7.8 ▼	7.8 ▼	7.5	7.3 ▼	7.4 ▼

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 6.5-18 and Table 6.5-19 show additional statistics for Control vs. Rate group comparisons of average satisfaction with SDG&E. Table 6.5-20 and Table 6.5-21 show additional statistics for Control vs. Rate group comparisons of average satisfaction with the rate.

Table 6.5-18: Average Level of Satisfaction with SDG&E, Control vs. Rate 1[1,2]

Climate Region	Segment	Control			Rate 1			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Moderate	Non-CARE/FERA	6.8	2.3	881	6.7	2.4	861	-0.12	0.11	1,740	-1.09	0.278
	CARE/FERA	7.9	2.4	661	7.6	2.4	645	-0.28	0.13	1,304	-2.09	0.037
Cool	Non-CARE/FERA	7.1	2.2	908	6.9	2.3	923	-0.16	0.11	1,829	-1.55	0.121
	CARE/FERA	7.9	2.2	713	7.8	2.3	698	-0.12	0.12	1,409	-1.00	0.316

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 6.5-19: Average Level of Satisfaction with SDG&E, Control vs. Rate 2[1,2]

Climate Region	Segment	Control			Rate 2			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	General				6.5	2.6	348					
Moderate	Non-CARE/FERA	6.8	2.3	881	6.7	2.4	1,478	-0.12	0.10	2,357	-1.21	0.227
	CARE/FERA	7.9	2.4	661	7.6	2.5	1,091	-0.28	0.12	1,750	-2.33	0.020
Cool	Non-CARE/FERA	7.1	2.2	908	7.0	2.2	1,541	-0.05	0.09	2,447	-0.56	0.577
	CARE/FERA	7.9	2.2	713	7.8	2.3	1,171	-0.07	0.11	1,882	-0.65	0.515

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 6.5-20: Average Level of Satisfaction with Rate, Control vs. Rate 1[1,2]

Climate Region	Segment	Control			Rate 1			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Moderate	Non-CARE/FERA	6.0	2.5	908	6.1	2.4	889	0.12	0.11	1,795	1.03	0.304
	CARE/FERA	7.3	2.6	690	7.0	2.6	669	-0.29	0.14	1,357	-2.04	0.042
Cool	Non-CARE/FERA	6.3	2.4	937	6.4	2.3	941	0.10	0.11	1,876	0.95	0.342
	CARE/FERA	7.5	2.4	744	7.3	2.5	724	-0.15	0.13	1,466	-1.22	0.223

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.
[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Table 6.5-21: Average Level of Satisfaction with Rate, Control vs. Rate 2[1,2]

Climate Region	Segment	Control			Rate 2			Statistics				
		Mean	SD	n	Mean	SD	n	Mean Difference	Pooled SE	DF	t-stat	p-value
Hot	General				6.0	2.5	358					
Moderate	Non-CARE/FERA	6.0	2.5	908	6.1	2.5	1,517	0.06	0.10	2,423	0.61	0.540
	CARE/FERA	7.3	2.6	690	7.0	2.6	1,151	-0.26	0.13	1,839	-2.07	0.038
Cool	Non-CARE/FERA	6.3	2.4	937	6.5	2.3	1,578	0.14	0.10	2,513	1.48	0.140
	CARE/FERA	7.5	2.4	744	7.4	2.5	1,220	-0.11	0.11	1,962	-0.95	0.343

[1] Satisfaction ratings based on 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.
[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

> **Higher Agreement Scores for TOU Customers on Several Factors**
>
> Many customer segments on TOU rates gave higher average agreement ratings compared with control customers on statements concerning ease of understanding of the rate and the rate offering opportunities to save money.

Surveyed customers were asked to rate their level of agreement with eleven aspects about their rate plan, using an 11-point scale, where 0 means 'do not agree at all' and 10 means 'completely agree'. Customers reported the highest average agreement with the statement that the peak and off-peak time periods are easy to remember (7.4 to 8.1), and that their electricity bill helps them understand the time of day they're spending the most on electricity (7.0 to 7.7) (Table 6.5-22). Customers also somewhat to mostly agreed that the rate (6.2 to 7.1) and electricity bill (6.6 to 7.2) are easy to understand, they would recommend the rate plan to friends or family (6.3 to 7.7), the rate provided opportunities to save money (5.8 to 7.4), and they want to stay on the rate plan after the study ends (6.3 to 7.8) (Table 6.5-21 & Table 6.5-23). Customers somewhat agreed that the rate is fair (5.6 to 6.8) or affordable (5.4 to 6.8), the new rate is better than their old rate (5.5 to 6.8), and the rate works with their household schedule (5.3 to 6.8).

Rate group customers in all segments reported significantly lower average agreement compared to the respective Control group customers in regarding the rate working with their household schedule (Table 6.5-23). Conversely, half or more of Rate group segments had significantly higher agreement compared to respective Control groups with several aspects about their rate plan. These include recommending the rate to friends or family, wanting to stay on the rate after the study ends, the rate being easy to understand, the rate providing opportunities to save money, and the rate being fair (Table 6.5-22 & Table 6.5-23). The statistically significant differences, however, are substantively small for most comparisons (one point or less on an 11-point scale). In addition, CARE/FERA customers reported higher average agreement ratings across most of the aspects of their rate plan compared to non-CARE/FERA customers.

Table 6.5-22: Average Level of Agreement with Aspects About Their Rate Plan (Aspects 1-6)[1,2,3]

		The peak and off-peak times are easy to remember[4]		Bill hleps me understand time of day when spending most[4]		Rate is easy to understand			Bill is easy to understand			Recommend to friends or family			Rate gave opp. to save money		
Climate Region	Segment	R1	R2	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2
Hot	General	-	8.0	-	7.4	-	-	6.9	-	-	6.6	-	-	6.6	-	-	6.6
Moderate	Non-CARE/FERA	7.4	7.9	7.0	7.2	6.2	6.8	6.8	6.6	6.4	6.6	6.3	6.5	6.7	5.8	6.6	6.6
	CARE/FERA	7.4	7.8	7.2	7.4	6.7	6.6	6.9	7.2	6.8	7.1	7.4	7.1	7.5	7.1	6.9	7.0
Cool	Non-CARE/FERA	7.4	7.9	7.1	7.1	6.5	7.0	6.9	6.7	6.6	6.6	6.4	6.8	6.8	6.0	6.9	6.8
	CARE/FERA	7.6	8.1	7.6	7.7	6.8	7.1	7.1	7.2	6.9	7.2	7.6	7.4	7.7	6.9	7.4	7.3

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

[3] The Hot Climate Region included only a Rate 2 group (not a Control or Rate 1 group).

[4] Asked only to Rate groups.

Table 6.5-23: Average Level of Agreement with Aspects About Their Rate Plan (Aspects 7-11)[1,2,3]

Climate Region	Segment	Want to stay on rate after study ends			Rate is fair			Rate is affordable			New rate is better than old rate[4]		Rate works with HH Schedule		
		C	R1	R2	C	R1	R2	C	R1	R2	R1	R2	C	R1	R2
Hot	General	-	-	6.3	-	-	5.6	-	-	5.4	-	5.5	-	-	5.5
Moderate	Non-CARE/FERA	6.4	6.3	6.5	5.6	5.7	5.8	5.5	5.6	5.7	5.6	5.8	5.9	5.3	5.4
	CARE/FERA	7.5	6.9	7.2	6.5	6.2	6.4	6.6	6.2	6.4	6.1	6.4	6.6	6.0	6.1
Cool	Non-CARE/FERA	6.6	6.7	6.5	5.9	6.2	6.1	5.9	6.0	6.0	6.1	6.0	6.0	5.8	5.7
	CARE/FERA	7.8	7.3	7.5	6.5	6.7	6.8	6.6	6.6	6.8	6.5	6.8	6.8	6.3	6.5

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.

[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

[3] The Hot Climate Region included only a Rate 2 group (not a Control or Rate 1 group).

[4] Asked only to Rate groups.

Perception of Bill Amount

Respondents reported how the amount of their electricity bill – since participating in the pilot – has compared to their expectations. Respondents chose from the following options: higher than you expected; about the same as you expected; lower than you expected; or did not have any expectation.

Table 6.5-24 shows the percent of respondents reporting that their bill was higher than expected. Less than one-third of customers in each segment and Rate group reported that their bills had been higher than expected. These percentages are much lower than was seen for PG&E and SCE. Significantly fewer CARE/FERA customers on Rate 2 in the cool climate region reported their bills had been higher than expected compared to the Control group. There were no significant differences between other rate and control groups. Overall, perceptions of higher than expected bills were highest for moderate region segments compared to cool region segments.

Table 6.5-24: Percentage of Respondents Reporting That Their Electricity Bills Have Been Higher Than They Expected Since June 2016[1]

Climate Region	Segment	C	R1	R2
Moderate	Non-CARE/FERA	32%	30% ▼	31% ▼
	CARE-FERA	30%	32% ▲	31% ▲
Cool	Non-CARE/FERA	27%	27% ▼	27% ▼
	CARE-FERA	25%	24% ▼	19% ▼

[1] Z-test for proportions used, grey shading indicates statistically significant difference versus Control group at p≤.05.

Reason for Rate Change

When asked why California utilities are changing rates, respondents overwhelmingly selected "to give customers an incentive to reduce electricity at times when use is high", and "to improve the reliability of the power grid and avoid power outages" (Table 6.5-25 & Table 6.5-26). Respondents chose other reasons less frequently. The least likely reason selected was "to help SDG&E make more money." Generally, more Rate group customers selected "to improve reliability" as a reason than the corresponding Control group. While there are other significant differences between Rate and Control groups for other reasons selected, no meaningful trends emerged.

Table 6.5-25: Reasons for Why CA Utilities are Changing to TOU Rates (Reasons 1-4)[1]

Climate Region	Segment	Help customers save money on electricity bills			Improve reliability of the electricity power grid and avoid power outages			Better align the price customers pay for electricity to the actual cost to produce and deliver it			Help reduce the need to build new power plants		
		C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2
Hot	Non-CARE/FERA	-	-	52%	-	-	82%	-	-	58%	-	-	46%
Moderate	Non-CARE/FERA	69%	55%	54%	78%	86%	86%	57%	66%	64%	45%	47%	48%
	CARE/FERA	74%	71%	72%	76%	84%	85%	56%	69%	67%	41%	48%	50%
Cool	Non-CARE/FERA	47%	51%	52%	88%	86%	89%	53%	68%	68%	47%	52%	56%
	CARE/FERA	73%	69%	73%	78%	87%	85%	64%	70%	70%	46%	53%	49%

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

Table 6.5-26: Reasons for Why CA Utilities are Changing to TOU Rates (Reasons 5-8)[1]

Climate Region	Segment	Balance the electric grid due to the growing amount of renewable energy			Give customers an incentive to reduce use at times when electricity use is high			Help utility make more money			Help utility keep energy costs down		
		C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2
Hot	Non-CARE/FERA	-	-	56%	-	-	90%	-	-	35%	-	-	56%
Moderate	Non-CARE/FERA	63%	57%	55%	88%	92%	91%	17%	33%	30%	71%	62%	62%
	CARE/FERA	61%	57%	60%	85%	88%	90%	16%	20%	19%	76%	73%	72%
Cool	Non-CARE/FERA	50%	54%	56%	90%	93%	94%	31%	28%	28%	64%	66%	66%
	CARE/FERA	61%	64%	61%	86%	92%	90%	20%	18%	20%	75%	75%	74%

[1] Z-test for proportions used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

Frequency of Being Uncomfortably Hot in Home

Respondents reported how frequently they had been uncomfortably hot in their home this summer due to trying to save money on electricity bills. Respondents chose from the following options: never, rarely, sometimes, most of the time, or always. Table 6.5-27 shows the percent of customers that responded either most of the time or always (summarized as "most to all of the time").

About one-third or less of each segment on each rate plan reporting being uncomfortably hot most to all of the time. More CARE/FERA customers in the Rate groups reported being uncomfortably hot than the Control group but the differences are not significant. CARE/FERA segments reported higher frequency of being uncomfortably hot compared to non-CARE/FERA customers, with CARE/FERA customers being about twice as likely to report frequent discomfort.

Table 6.5-27: Percentage of Respondents Reporting Being Uncomfortably Hot 'Most to All of the Time' Since June 2016 Due to Trying to Save on Electricity Bills[1]

Climate Region	Segment	C	R1		R2	
Moderate	Non-CARE/FERA	18%	17%	▼	19%	▲
	CARE-FERA	33%	36%	▲	34%	▲
Cool	Non-CARE/FERA	14%	11%	▼	12%	▼
	CARE-FERA	27%	30%	▲	25%	▼

[1] Z-test for proportions used, grey shading indicates statistically significant difference versus Control group at p≤.05.

Understanding How Rates Work

As a test to determine the extent to which respondents understood what influences the price of electricity on their rate, respondents were asked to identify which of five factors influences their electricity price. The correct answers varied among control and rate groups. The list of factors and the groups for whom the factors are correct included:

- Time of day: a correct answer for both Rate groups,
- Day of week (weekends vs. weekdays): a correct answer for Rate 1,
- Seasons: a correct answer for both Rate groups,
- Weather or temperature: an incorrect answer for all groups, and
- Total amount of electricity used: a correct answer for all groups.

Table 6.5-28 reports the percentage of customers that selected over half of the correct answers for their rate plan. Overall, between 28% and 48% of customers understood over half of the factors that influence their electricity rate (Table 6.5-27). Significantly fewer customers in three of the four Rate 1 groups selected over half the correct answers compared to the Control groups. On average, respondents in the CARE/FERA segments were least likely to select over half the correct answer(s) compared to the corresponding non-CARE/FERA segments. In addition, more Rate 2 customers selected over half the correct answers than Rate 1 customers.

Table 6.5-28: Percentage of Respondents Who Selected Over Half of the Correct Factors that Influence the Price of Electricity on their Rate Plan[1,2]

Climate Region	Segment	% Selected Over Half the Correct Answers		
		C	R1	R2
Hot	General	-	-	28%
Moderate	Non-CARE/FERA	47%	42%	48%
	CARE/FERA	43%	31%	40%
Cool	Non-CARE/FERA	44%	42%	48%
	CARE/FERA	44%	34%	43%

[1] Z-test for proportions used, shading indicates statistically significant difference versus Control group at p≤.05.

[2] Factors include: Time of day, day of week, season, weather/temperature, total amount of electricity used

Rate group customers were also asked to select the hours of the day, from 12 am to midnight, when electricity is most expensive on their rate plan to determine the extent they know the peak hours of their rate. For both Rates groups, the correct hours are 4 pm to 9 pm.

Table 6.5-29 shows the percent of customers in each segment who, on average, got none of the hours correct and who got over half of the hours correct. As shown, between 37% and 57% of customers selected over half of the correct hours for their rate plan, which is slightly better than their understanding of the general factors that influence the price of their electricity (Table 6.5-28). A much lower percentage of customers, 6% to 17%, did not select any of the correct hours. On average, respondents in the CARE/FERA segments were most likely to not select any of the correct hours of the day when electricity is most expensive, compared to the corresponding non-CARE/FERA customers.

Table 6.5-29: Percentage of Respondents Who Selected None or Over Half of the Correct Times of the Day When the Price of Electricity is Most Expensive on their Rate Plan[1]

Climate Region	Segment	% Selected No Correct Answers R1	% Selected No Correct Answers R2	% Selected Over Half the Correct Answers R1	% Selected Over Half the Correct Answers R2
Hot	General	-	12%	-	48%
Moderate	Non-CARE/FERA	10%	8%	56%	57%
	CARE/FERA	18%	17%	35%	37%
Cool	Non-CARE/FERA	6%	8%	56%	56%
	CARE/FERA	15%	15%	37%	38%

[1] Asked only to Rate groups since Control group customers' rate does not vary by time of day.

Actions Taken

Customers were asked how frequently they took ten different actions in the afternoons and evenings to reduce or shift their electricity usage. Customers could choose always, usually, sometimes, rarely, never, or not applicable. Table 6.5-30 & Table 6.5-31 report the percentage of respondents who reported taking the actions 'often,' which is a combination of 'always' and 'usually'. Customers who reported 'not applicable' were excluded.

Overall, surveyed customers reported that turning off lights not in use (85%-94%), avoiding doing laundry (49%-77%), and/or avoiding running the dishwasher (51%-78%) were the most common actions they took to reduce electricity usage in the afternoons and evenings. Many customers also reported that they 'often' turned off office equipment (40%-60%), turned off air conditioning (48%-58%), increased their thermostat temperature (28%-53%), and avoided running their pool/spa pump (39%-67%). The least common actions customers reported taking were avoiding cooking (15%-35%), turning off entertainment equipment (26%-47%), and pre-cooling their home (17%-36%).

Nearly all Rate group customers (vs. Control group customers) reported more frequently taking most of the actions. However, trends and significant differences between rates/segments/regions were mostly unique for each action, as follows:

- **Turned off lights not in use:** no significant differences between rate and control groups; most frequently done by hot climate region customers (vs. customers in moderate and cool regions) (Table 6.5-30).
- **Avoided doing laundry:** significantly more customers in all Rate group segments reported taking action vs. Control group customers; more Non-CARE/FERA customers (vs. CARE/FERA customers), and more hot climate region customers, followed by customers in moderate and cool region customers, respectively, reported taking action (Table 6.5-30).
- **Avoided running the dishwasher:** significantly more customers in all Rate group segments reported taking action (vs. Control group customers); more Non-CARE/FERA and senior customers reported taking action (vs. low-income customers) (Table 6.5-30).
- **Turned off office equipment:** no significant differences between rate and control groups except fewer Rate group 1 CARE/FERA customers in the moderate climate region reported taking action (vs. Control group customers); and, more CARE/FERA customers reported taking action (vs. Non-CARE/FERA customers) (Table 6.5-30).

- **Avoided cooking:** significantly fewer Rate group 1 non-CARE/FERA customers in the moderate climate region reported taking action (vs. Control group customers) but there were no other significant differences; more CARE/FERA customers reported taking action (vs. non-CARE/FERA customers) (Table 6.5-30).

Table 6.5-30: Percentage of Respondents Who Reported Taking Actions 'Often' to Reduce or Shift Their Electricity Usage in the Afternoons and Evenings (Actions 1-5)[1,2]

Climate Region	Segment	Turned off lights			Avoided laundry			Avoided diswasher			Turned off office equip			Avoided cooking		
		C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2
Hot	General	-	-	94%	-	-	77%	-	-	77%	-	-	51%	-	-	28%
Moderate	Non-CARE/FERA	88%	91%	87%	54%	73%	72%	59%	76%	78%	47%	46%	46%	20%	24%	24%
	CARE/FERA	88%	87%	87%	58%	67%	67%	63%	69%	72%	64%	59%	61%	33%	32%	33%
Cool	Non-CARE/FERA	86%	85%	86%	49%	69%	70%	51%	71%	74%	41%	38%	40%	15%	18%	18%
	CARE/FERA	88%	87%	89%	58%	65%	66%	56%	71%	70%	55%	60%	60%	32%	35%	31%

[1] Chi-square used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.
[2] Survey responses 'usually' and 'always' combined into 'often'.

- **Turned off entertainment equipment:** no significant differences between rate and control groups except fewer Rate 2 non-CARE/FERA customers in the cool region reported taking action (vs. Control group customers); more CARE/FERA customers reported taking action (vs. non-CARE/FERA customers) (Table 6.5-31).
- **Turned off air-conditioning:** no significant differences between rate and control groups except fewer Rate 2 CARE/FERA customers in the cool region reported taking action (vs. Control group customers); (Table 6.5-31).
- **Increased temperature on the thermostat:** no significant differences between rate and control groups; more non-CARE/FERA customers (vs. non-CARE/FERA customers) and more hot and moderate region customers (vs. cool region customers) reported taking action (Table 6.5-31).
- **Pre-cooled home earlier in the day:** significantly more Rate 2 group customers reported taking action (vs. Control group customers); more CARE/FERA customers reported taking action (vs. non-CARE/FERA customers) (Table 6.5-31).
- **Avoided running pool or spa pump:** significantly more Rate 1 and 2 non-CARE/FERA customers in both climate regions and significantly fewer Rate 1 CARE/FERA customers in the cool region reported taking action (vs. Control group customers; more non-CARE/FERA customers reported taking action (vs. CARE/FERA customers) (Table 6.5-31).

Table 6.5-31: Percentage of Respondents Who Reported Taking Actions 'Often' to Reduce or Shift Their Electricity Usage in the Afternoons and Evenings (Actions 6-10)[1,2]

Climate Region	Segment	Turned off entertainment equip			Turned off AC			Increased temp on thermostat			Precooled home			Avoided pool/spa pump		
		C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2
Hot	General	-	-	28%	-	-	49%	-	-	53%	-	-	36%	-	-	63%
Moderate	Non-CARE/FERA	31%	31%	29%	51%	54%	56%	46%	52%	50%	24%	28%	28%	48%	63%	67%
	CARE/FERA	46%	42%	44%	56%	56%	58%	40%	36%	37%	30%	36%	36%	48%	50%	52%
Cool	Non-CARE/FERA	32%	29%	26%	53%	51%	49%	38%	39%	41%	17%	20%	23%	44%	56%	53%
	CARE/FERA	43%	45%	47%	48%	56%	53%	29%	30%	28%	27%	33%	33%	47%	39%	50%

[1] Chi-square used, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.
[2] Survey responses 'usually' and 'always' combined into 'often'.

Respondents had the option to provide a 'Not Applicable' (NA) response to all the actions taken asked in the survey. These NA responses can serve as a rough proxy measure for whether respondents have air conditioning, laundry, or dishwashers in their home. While not a perfect measure of availability in the home, these responses indicate that, when compared to non-CARE/FERA households, more CARE/FERA households indicated NA for avoiding laundry use, avoiding dishwasher use, and turning off office equipment (Table 6.5-32). A similar proportion of CARE/FERA and non-CARE/FERA households indicated

NA to their ability to turn off entertainment equipment, air conditioning actions, and avoiding using spa or pool-pump.

Table 6.5-32: Not Applicable Responses for Key Actions Taken by Segment

Climate Region	Segment	Avoided laundry	Avoided dishwasher	Turned off office equipment	Turned off entertainment equipment	Increased thermostat temp	Turned off air-conditioning	Pre-cooled home	Avoided pool/spa pump
Hot	General	4%	30%	12%	6%	25%	22%	26%	72%
Moderate	Non-CARE/FERA	7%	19%	7%	5%	20%	17%	20%	78%
	CARE/FERA	20%	37%	17%	7%	26%	20%	25%	75%
Cool	Non-CARE/FERA	10%	20%	8%	6%	39%	43%	45%	80%
	CARE/FERA	24%	43%	18%	8%	42%	45%	48%	81%

Overall, customers reported that taking actions to reduce or shift their electricity usage in the afternoons and evenings were somewhat easy (Table 6.5-33). On a scale of 0 to 10, where 0 means 'not at all easy' and 10 means 'extremely easy', customers reported an average rating between 6.0 and 6.8 across the groups and segments. No significant differences were found between rate and control group customers except Rate 2 non-CARE/FERA customers in the cool region reported a slightly but significantly higher average rating compared to the Control group.

Table 6.5-33: Respondents' Average Level of Ease of Taking Energy Saving Actions in the Afternoons and Evenings[1,2]

Climate Region	Segment	Ease of taking action C	R1		R2	
Hot	General	-	-		6.2	
Moderate	Non-CARE/FERA	6.0	6.2	▲	6.2	▲
	CARE/FERA	6.2	6.2	▼	6.3	▲
Cool	Non-CARE/FERA	6.0	6.3	▲	6.4	▲
	CARE/FERA	6.6	6.7	▲	6.8	▲

[1] Level of ease ratings are based on an 11-point scale where 0 means 'not at all easy' and 10 means 'extremely easy'.
[2] T-test used, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Respondents were also asked which of 10 barriers keep them from reducing or shifting their electricity usage in the afternoons and evenings (Table 6.5-34 &Table 6.5-35).[132] Across the climate regions and segments, the most common barriers to reducing or shifting electricity usage during the afternoons and evenings reported by customers include the household already using very little electricity (29%-40%), the respondent being home most of the day (27%-33%), and the home gets uncomfortable (13%-26%) (Table 6.5-34). The least common barriers reported by customers include the presence of elderly household member(s) (5%-13%) and the presence of disabled household member(s) (3%-9%).

There is some variation between rates/segments/regions but trends were mostly unique for each barrier, as follows:

[132] The original list of barriers includes 13 but three were excluded from the report. Two of these are not 'barriers' but provide respondents an answer option: 'nothing prevents customers from reducing/shifting usage' and 'customers can afford to use as much as they want or need'. The third barrier is very similar to one included in the analysis: 'customer doesn't know what actions to take' (very similar to 'customer can't think of anything else to do').

- **Household already uses little electricity:** significantly fewer Rate 1 and 2 non-CARE/FERA customers in the cool region reported the barrier (vs. Control group customers); more CARE/FERA customers reported the barrier, on average (vs. non-CARE/FERA customers) (Table 6.5-34).
- **Respondent at home most of the day:** no significant differences between rate and control groups; slightly more CARE/FERA customers (vs. non-CARE/FERA customers) and cool region customers (vs. hot and moderate regions) reported the barrier, on average (Table 6.5-34).
- **Home gets uncomfortable:** no significant differences between rate and control groups except significantly fewer Rate 2 CARE/FERA customers in the cool region reported the barrier (vs. Control group customers); fewer CARE/FERA customers in the moderate climate region (vs. non-CARE/FERA customers) and cool region customers (vs. hot and moderate climate region customers) reported the barrier, on average (Table 6.5-34).
- **Children in household:** significantly more Rate 1 and 2 CARE/FERA customers in the moderate region and Rate 1 non-CARE/FERA customers in the cool region reported the barrier (vs. Control group customers); more CARE/FERA customers reported the barrier, on average (vs. non-CARE/FERA customers) (Table 6.5-34).
- **Schedule doesn't allow it:** significantly more Rate 1 and 2 customers reported the barrier (vs. Control groups), except Rate 2 CARE/FERA customers; more non-CARE/FERA customers reported the barrier, on average (vs. CARE/FERA customers) (Table 6.5-34).

Table 6.5-34: Percentage of Respondents Who Reported Barriers to Reducing or Shifting Their Electricity Use During Afternoons and Evenings (Barriers 1-5)[1,2]

Climate Region	Segment	My household already uses very little electricity			I am at home most of the day			My home gets uncomfortable if I try to reduce electricity usage			Child(ren) in household make it difficult to change our routines			My schedule doesn't allow me to reduce my usage		
		C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2
Hot	General	-	-	39%	-	-	33%	-	-	24%	-	-	13%	-	-	11%
Moderate	Non-CARE/FERA	33%	29%	29%	28%	30%	29%	23%	26%	24%	16%	16%	15%	13%	17%	17%
	CARE/FERA	38%	34%	34%	31%	33%	30%	21%	22%	20%	18%	23%	23%	9%	14%	11%
Cool	Non-CARE/FERA	39%	34%	34%	27%	27%	27%	17%	16%	16%	10%	14%	12%	14%	17%	17%
	CARE/FERA	39%	40%	40%	32%	29%	29%	18%	16%	13%	16%	16%	18%	9%	15%	11%

[1] Used chi-square, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.

[2] Respondents could select more than one item, and respondents who selected all items or items mutually exclusive are excluded from the results.

- **Old appliances use lots of energy:** no significant differences between rate and control groups except fewer Rate 1 CARE/FERA customers in the cool climate region reported the barrier (vs. Control group customers); more CARE/FERA customers reported the barrier, on average (vs. non-CARE/FERA customers) (Table 6.5-35).
- **Can't think of anything else to do:** significantly fewer Rate 1 and 2 non-CARE/FERA customers in the moderate region reported the barrier (vs. Control group customers), with no other significant differences between groups (Table 6.5-35).
- **Working from home:** significantly more Rate 1 and 2 non-CARE/FERA customers in the cool region reported the barrier (vs. Control group customers), with no other significant differences between groups; more non-CARE/FERA customers (vs. CARE/FERA customers) and more moderate and cool climate region customers (vs. hot region customers) reported the barrier, on average (Table 6.5-35).
- **Presence of elderly household member(s):** significantly fewer Rate 1 and 2 CARE/FERA customers in the cool climate region reported the barrier (vs. Control group customers), with no

other significant differences between groups; more customers in the hot climate region reported the barrier, on average (vs. moderate and cool region customers) (Table 6.5-35).

- **Presence of disabled household member(s):** significantly fewer Rate 1 and 2 CARE/FERA customers in the cool climate region reported the barrier (vs. Control group customers), with no other significant differences between groups; more CARE/FERA customers reported the barrier, on average (vs. non-CARE/FERA customers) (Table 6.5-35).

Table 6.5-35: Percentage of Respondents Who Reported Barriers to Reducing or Shifting Their Electricity Use During Afternoons and Evenings (Barriers 6-10)[1,2]

Climate Region	Segment	I have old appliances that use a lot of energy			I can't think of anything else to do			Working from home makes it difficult to use less electricity			Elderly household member makes it difficult to change our routines			Disabled household member makes it difficult to change our routines		
		C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2
Hot	General	-	-	14%	-	-	13%	-	-	7%	-	-	13%	-	-	4%
Moderate	Non-CARE/FERA	11%	10%	10%	15%	10%	12%	13%	13%	13%	8%	7%	7%	3%	4%	4%
	CARE/FERA	14%	15%	16%	15%	12%	12%	7%	7%	8%	10%	9%	9%	8%	9%	8%
Cool	Non-CARE/FERA	10%	10%	9%	14%	10%	12%	15%	19%	18%	5%	6%	6%	3%	2%	2%
	CARE/FERA	17%	13%	15%	13%	11%	11%	10%	10%	11%	9%	6%	6%	9%	6%	6%

[1] Used chi-square, highlighted percentages indicate statistically significant difference versus Control group at p≤.05.
[2] Respondents could select more than one item, and respondents who selected all items or items mutually exclusive are excluded from the results.

General Attitudes and Awareness Towards EE and DR

Respondents rated their agreement with six statements designed to measure respondents' attitudes towards adopting energy saving behaviors using an 11-point scale with 0 meaning "do not agree at all" and 10 meaning "completely agree" (Table 6.5-36).[133] The statements were designed to capture respondents' intention to conserve, responsibility to conserve, concern about environment, and concern about their electricity bill. All significant differences were small, with differences between Control and treatment group ratings less than a point on the 11-point rating scale.

Respondents provided moderate ratings, 5.9 to 6.7, to the statement "I am very concerned about how my energy use affects the environment" (Table 6.5-36). No significant differences in ratings between Control and Rate groups were found. Overall, responses were consistent across segments.

Respondents provided low to moderate ratings, 1.5 to 4.9, to the statement "it is my responsibility to use as little energy as possible to help the environment" (Table 6.5-36). When comparing responses between Control and Rate treatment groups, the Rate 1 and 2 non-CARE/FERA segment in the moderate climate region rated this statement lower than their Control group. Respondents in the CARE/FARE segments provided higher agreement ratings to the statement compared to those in the non-CARE/FERA segments.

SDG&E respondents provided moderate ratings, 5.3 to 6.7, to the statement "I feel guilty if I use too much energy" (Table 6.5-36). When comparing responses between Control and Rate treatment groups, the Rate 2 non-CARE/FERA segment in the cool climate region rated agreement to this statement

[133] The first statement, "I often worry whether there is enough money to pay my electricity bill," was used in the economic index and is reported in section 6.5.1.

significantly lower than their Control group. Respondents in the CARE/FARE segments provided slightly higher agreement ratings to the statement compared to those in the non-CARE/FERA segments.

Respondents provided moderate to high ratings, 7.1 to 7.8, to the statement “I conserved electricity in my home this summer” (Table 6.5-36). When comparing responses between Control and Rate treatment groups, the Rate 1 and 2 non-CARE/FERA segment in the moderate climate region and the Rate 1 and Rate 2 CARE/FERA and non-CARE/FERA segments in the cool climate region rated agreement to this statement higher than their Control groups. Overall, responses were consistent across segments.

SDG&E respondents provided moderate to high ratings, 7.3 to 8.3, to the statement “if my electricity bill goes up, I feel I must do something to reduce it” (Table 6.5-36). No significant differences in ratings between Control and Rate groups were found. Respondents in the CARE/FARE segments provided slightly higher agreement ratings to the statement compared to those in the non-CARE/FERA segments.

Table 6.5-36: Average Level of Agreement with Attitudinal Statements Related to Adopting Energy Saving Behaviors[1]

Climate Region	Segment	I am very concerned about how my energy use affects the environment			It is my responsibility to use as little energy as possible to help the environment			I feel guilty if I use too much energy			I conserved electricity in my home this summer			If my electricity bill goes up, I feel I must do something to reduce it		
		C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2	C	R1	R2
Moderate	Non-CARE/FERA	5.9	5.9	5.9	2.6	2.2	2.3	5.6	5.3	5.4	7.2	7.6	7.6	7.6	7.6	7.6
	CARE/FERA	6.3	6.4	6.4	4.8	4.8	4.9	6.3	6.0	6.4	7.3	7.3	7.4	8.3	8.2	8.1
Cool	Non-CARE/FERA	6.4	6.2	6.3	1.7	1.5	1.7	6.0	5.8	5.6	7.1	7.7	7.5	7.5	7.5	7.3
	CARE/FERA	6.7	6.6	6.7	4.4	4.1	4.1	6.7	6.3	6.5	7.4	7.8	7.7	8.2	8.2	8.3

[1] Used t-test, highlighted averages indicate statistically significant difference versus Control group at p≤.05.

Demographic Characteristics

This section summarizes the responses to demographic characteristics questions contained in the survey and trends in differences across segments.[134]

Respondent Age (Table 6.5-37)

- On average, surveyed customers in the cool and moderate climate regions tended to be younger than customers in the hot climate region.
- CARE/FERA segments tended to have slightly lower mean ages than non-CARE/FERA segments.
-

Table 6.5-37: Respondents’ Average Age[1]

Climate Region	Segment	Mean	Inter Quartile Range Percentile 25	Median	Percentile 75
Hot	General	61	52	63	71
Moderate	Non-CARE/FERA	54	39	54	67
	CARE/FERA	51	35	49	64
Cool	Non-CARE/FERA	52	37	52	66
	CARE/FERA	51	36	50	65

[1] Results are based on weighted averages across all four RCT groups (Control, Rate 1, and Rate 2)

[134] Trend analyses did not include tests for statistical significance and are based on observation of the differences in values.

Respondent Educational Attainment (Table 6.5-38)

- Some college or less was the most commonly reported levels of education for CARE/FERA customers and some college or more was most common for non-CARE/FERA customers. Non-CARE/FERA customers in the moderate and cool climate regions were the most highly educated group, with around three-fifths to three-quarters reporting that they had a four-year or graduate/professional degree (60% and 72%, respectively).
- CARE/FERA customers were somewhat under-representative of California households with a high school diploma or less (38%) while non-CARE/FERA customers were over-representative of Californians with a graduate degree (11%) (2015 ACS 5-year estimates).

Table 6.5-38: Respondents' Educational Attainment

Climate Region	Segment	Some HS	HS Diploma	Some College	Tech. College	Two-year Degree	Four-year Degree	Grad Degree
Hot	General	1%	15%	24%	11%	10%	21%	19%
Moderate	Non-CARE/FERA	1%	6%	19%	5%	8%	29%	31%
	CARE-FERA	11%	19%	25%	9%	11%	16%	10%
Cool	Non-CARE/FERA	1%	4%	13%	4%	6%	33%	39%
	CARE-FERA	10%	15%	23%	9%	10%	21%	14%

Annual Household Income (Table 6.5-39)

- CARE/FERA customers had lower annual household incomes compared to non-CARE/FERA customers: more than half (55%) reported earning less than $25,000 per year, compared to roughly 5% for non-CARE/FERA customers.
- On average, most non-CARE/FERA customers made more than $50,000/year across all Rate groups. Conversely, nearly all CARE/FERA customers made less than $50,000/year across all Rate groups.

Table 6.5-39: Annual Household Income

Climate Region	Segment	Less than $12k	$12k to < $17k	$17k to < $21k	$21k to < $25k	$25k to < $29k	$29k to < $33k	$33k to < $37k	$37k to < $41k	$41k to < $50k	$50k to < $100k	$100k or more
Hot	General	5%	4%	3%	5%	6%	6%	5%	4%	11%	30%	22%
Moderate	Non-CARE/FERA	1%	1%	1%	3%	3%	3%	4%	4%	11%	37%	33%
	CARE-FERA	17%	16%	11%	11%	9%	8%	5%	6%	8%	9%	1%
Cool	Non-CARE/FERA	1%	1%	1%	2%	2%	3%	3%	4%	10%	35%	40%
	CARE-FERA	16%	15%	11%	13%	9%	8%	6%	5%	6%	10%	1%

Respondent Employment Status (Table 6.5-40)

- In the moderate and cool climate regions, roughly 25% of respondents were retired.
- More than 50% of non-CARE/FERA customers in the moderate and cool climate regions reported being employed full time while only 38% of CARE/FERA customers reported being employed full time.
- CARE/FERA customers were most likely be unable to work due to a disability.

Table 6.5-40: Respondents' Employment Status[1,2]

Climate Region	Segment	Employed full-time	Retired	Employed part-time	Can't work (disability)	Homemaker	Other[2]
Hot	General	34%	48%	12%	7%	8%	7%
Moderate	Non-CARE/FERA	56%	29%	11%	2%	6%	7%
	CARE-FERA	38%	23%	17%	14%	7%	18%
Cool	Non-CARE/FERA	58%	27%	10%	2%	4%	7%
	CARE-FERA	38%	25%	18%	12%	7%	17%

[1] Allows for multiple responses, may not add up to 100%.

[2] Includes respondents who reported being seasonally employed, unemployed but looking for work, unemployed but not looking for work, and students.

Major Life Changes during the Past Summer (Table 6.5-41)

- Most surveyed customers across all Rate groups and segments reported not experiencing any of the eight "life changes" items on the survey.
- On average, the most commonly reported "life change" was having work hours or pay reduced followed by becoming unemployed.
- Almost half of CARE/FERA customers reported having experienced one of the eight "life changes" items on the survey whereas roughly one quarter of non-CARE/FERA customers reported one of the eight life change events.
- Relatively few respondents reported having received a foreclosure or eviction notice, got divorced, had a baby, or had a death of a household member compared to other "life changes" items.

Table 6.5-41: Life Changes during the Past Summer

Climate Region	Segment	Became unemployed	Hours or pay reduced	Cared for elderly or disabled	Became disabled or seriously ill	Divorced or separated	Had a baby	Had a death in household	Got foreclosure or eviction	None of the above
Hot	General	6%	11%	7%	5%	3%	1%	2%	1%	72%
Moderate	Non-CARE/FERA	8%	11%	7%	3%	2%	3%	1%	1%	71%
	CARE-FERA	14%	17%	8%	9%	4%	5%	4%	2%	54%
Cool	Non-CARE/FERA	8%	9%	5%	2%	2%	2%	1%	0%	75%
	CARE-FERA	14%	19%	8%	8%	5%	4%	3%	1%	56%

Households with Members Who are Disabled (Table 6.5-42)

- Relatively few surveyed customers reported a household member who receives disability payments or has a serious medical condition.
- A higher proportion of respondents reported a household member having a serious disability than reported a household member receiving disability payments.
- CARE/FERA customers were more likely to report a household member having a serious disability or who received disability payments than non-CARE/FERA customers.

Table 6.5-42: Household Member(s) with Serious Medical Condition and/or Disability Payments

Climate Region	Segment	Has serious medical condition	Receives disability payments
Hot	General	17%	10%
Moderate	Non-CARE/FERA	14%	7%
	CARE/FERA	24%	19%
Cool	Non-CARE/FERA	11%	5%
	CARE/FERA	22%	16%

Household Disability Requirements (Table 6.5-43)

- The most commonly reported disability requirement was the need for someone in the household to stay home for most the day, followed by the need to cool the home in the summer; very few (3%-7%) of respondents reported that they needed to use more energy for medical equipment.
- CARE/FERA customers were most likely to report having disability requirements across both climate regions.
- CARE/FERA customers in the moderate climate region were most likely to state they need their home to be cooled in the summer, but also reported they use electricity for medical equipment and have a member of the household who needs to stay home for most the day.

Table 6.5-43: Requirements for Households with Disabled Residents

Climate Region	Segment	Need home cooled in the summer	Need more energy for medical equip	Need to be home most of the day
Hot	General	12%	4%	18%
Moderate	Non-CARE/FERA	10%	3%	17%
	CARE/FERA	21%	7%	30%
Cool	Non-CARE/FERA	7%	3%	14%
	CARE/FERA	16%	5%	25%

Household Size (Table 6.5-44)

- On average, most surveyed customers reported a household size of around four people or less across all segments and climate regions.
- CARE/FERA customers in the moderate region reported the largest household size of 3.5 and an inter-quartile range from 2 to 5.
- CARE/FERA customers had slightly more people in their households when compared to non-CARE/FERA customers.

Table 6.5-44: Average Household Size[1]

Climate Region	Segment	Mean	Inter Quartile Range Percentile 25	Median	Percentile 75
Hot	General	2.9	2	3	4
Moderate	Non-CARE/FERA	3.1	2	3	4
	CARE/FERA	3.5	2	3	5
Cool	Non-CARE/FERA	2.8	2	3	3
	CARE/FERA	3.2	2	3	4

[1] Results are based on weighted averages across all four RCT groups (Control, Rate 1, and Rate 2).

Respondent Race & Ethnicity (Table 6.5-45)

- Surveyed customers were most to least likely to report being White, Hispanic, Asian, Other, and African American.
- CARE/FERA customers were more likely to report being non-White.
- There were fewer Asian respondents in the hot climate region compared to moderate and cool climate region.

Table 6.5-45: Respondents' Race and Ethnicity[1]

Climate Region	Segment	Asian	African American	Hispanic	White	Other[1]
Hot	General	3%	2%	10%	86%	9%
Moderate	Non-CARE/FERA	15%	5%	14%	69%	6%
	CARE/FERA	14%	14%	24%	45%	14%
Cool	Non-CARE/FERA	15%	2%	10%	75%	7%
	CARE/FERA	12%	9%	33%	50%	8%

[1] Allows for multiple responses, may not add up to 100%.

[2] Includes American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, Middle Eastern or North African, and Other.

Household Characteristics

This section summarizes the responses to household characteristics questions contained in the survey and trends in differences between segments.[135]

Times Home is Occupied on Weekends & Weekdays (Table 6.5-46)

- Nearly all respondents reported that there was someone home during the evening and night throughout the week.
- Fewer respondents reported their home being occupied in the mornings and afternoons on both the weekends and weekdays compared to evening and nights.
- Morning and afternoon occupancy is higher on weekends than on weekdays.
- Customers in the cool and moderate climate regions reported the lowest level of occupancy throughout the morning and afternoons compared to hot region customers.

Table 6.5-46: Times of the Day When Home is Occupied on Weekdays and Weekends During the Summer Months

Climate Region	Segment	Weekday				Weekend			
		Morning	Afternoon	Evening	Night	Morning	Afternoon	Evening	Night
Hot	General	85%	80%	94%	95%	94%	91%	94%	96%
Moderate	Non-CARE/FERA	80%	75%	97%	99%	96%	92%	95%	98%
	CARE/FERA	84%	83%	95%	98%	94%	90%	94%	97%
Cool	Non-CARE/FERA	81%	72%	96%	99%	96%	90%	94%	98%
	CARE/FERA	84%	79%	95%	98%	95%	87%	92%	97%

Own or Rent Home (Table 6.5-47)

- Most non-CARE/FERA surveyed customers reported owning their home.
- CARE/FERA customers were more likely to report renting their home and receiving subsidized housing assistance, such as Section 8, compared to non-CARE/FERA customers. Less than a third of CARE/FERA households reported owning their home.
- On average, customers in the hot climate region were more likely to report owning their home compared to moderate or cool climate region customers.

Table 6.5-47: Home Ownership Status

Climate Region	Segment	Own	Rent without subsidies	Rent with subsidies
Hot	General	88%	12%	1%
Moderate	Non-CARE/FERA	75%	25%	1%
	CARE/FERA	32%	53%	15%
Cool	Non-CARE/FERA	67%	33%	0%
	CARE/FERA	29%	56%	15%

[135] Trend analyses did not include tests for statistical significance and are based on observation of the differences in values.

Type of Housing (Table 6.5-48)

- Most surveyed customers reported living in a single-family detached home, followed by apartments or condos.
- CARE/FERA customers in the moderate and cool regions were most likely to report living in an apartment or condo than non-CARE/FERA customers.
- Customers in the hot region were more likely to report living in a manufactured or mobile home compared to the corresponding customers in the moderate or cool climate regions.

Table 6.5-48: Housing Type

Climate Region	Segment	Single-Family Detached	2 to 4 plex	Apt or condo	Townhome	Man. or mobile home, or mobile unit
Hot	General	85%	1%	4%	0%	10%
Moderate	Non-CARE/FERA	63%	4%	25%	7%	2%
	CARE/FERA	32%	6%	53%	6%	3%
Cool	Non-CARE/FERA	52%	6%	34%	8%	1%
	CARE/FERA	29%	11%	54%	6%	1%

Number of Bedrooms in Home (Table 6.5-49)

- On average, most surveyed customers reported having two to three bedrooms in their homes.
- Very few respondents reported having five or more bedrooms or living in a studio.
- CARE/FERA and low-income customers reported having fewer bedrooms in their home compared to non-CARE/FERA customers.

Table 6.5-49: Number of Bedrooms in Home

Climate Region	Segment	Studio	One	Two	Three	Four	Five +
Hot	General	1%	6%	28%	46%	17%	2%
Moderate	Non-CARE/FERA	0%	8%	26%	37%	23%	6%
	CARE/FERA	1%	21%	42%	25%	10%	1%
Cool	Non-CARE/FERA	2%	14%	31%	31%	18%	4%
	CARE/FERA	4%	27%	40%	23%	7%	1%

Cooling Equipment in Home (Table 6.5-50)

- A large majority of surveyed customers reported having and using ceiling or portable fans in their home.
- Non-CARE/FERA customers in hot and moderate regions were more likely to report having central air-conditioning or a room air-conditioning unit in their home, and report using it more frequently compared to cool climate region customers.
- More CARE/FERA customers reported having a room air conditioning unit and fewer reported central air conditioning, heat pumps, or fans compared to non-CARE/FERA customers.
- Very few respondents reported having a heat pump or evaporative/swamp cooler in their home, and of those who did, around three-quarters reported never using them.

Table 6.5-50: Cooling Equipment in Home and Frequency of Use[1]

Item	Install & Use	Hot	Moderate		Cool	
		General	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA
Central air-conditioning	Have in home	62%	72%	45%	41%	25%
	Daily	24%	19%	19%	16%	12%
	Several days a week	23%	26%	25%	19%	18%
	Several days a month	33%	38%	27%	38%	23%
	Never	20%	17%	30%	27%	47%
Room air conditioning unit	Have in home	25%	21%	37%	21%	28%
	Daily	17%	12%	19%	11%	15%
	Several days a week	17%	20%	25%	21%	21%
	Several days a month	33%	27%	26%	31%	27%
	Never	33%	42%	31%	38%	38%
Evaporative or swamp cooler	Have in home	14%	2%	3%	2%	3%
	Daily	20%	3%	7%	6%	5%
	Several days a week	25%	7%	5%	6%	6%
	Several days a month	8%	6%	7%	6%	9%
	Never	48%	85%	82%	85%	81%
Heat pump	Have in home	16%	6%	6%	5%	4%
	Daily	12%	6%	5%	6%	4%
	Several days a week	15%	7%	5%	5%	5%
	Several days a month	12%	12%	7%	12%	9%
	Never	61%	77%	84%	78%	84%
Ceiling or portable fans	Have in home	94%	88%	80%	86%	80%
	Daily	66%	63%	59%	54%	53%
	Several days a week	18%	23%	22%	26%	26%
	Several days a month	12%	12%	13%	16%	15%
	Never	3%	3%	7%	4%	7%

[1] Allows for multiple responses, columns may not add to 100%.

Thermostat for Heating and/or Cooling (Table 6.5-51)

- Surveyed customers in the hot and moderate climate regions were more likely to report having a thermostat for both heating *and* cooling compared to cool climate region customers.
- CARE/FERA customers were more likely to report having a thermostat for heating only or not having a thermostat in their home compared to non-CARE/FERA customers.
- Very few respondents reported having a thermostat for cooling only.

Table 6.5-51: Thermostat in Home for Heating and/or Cooling

Climate Region	Segment	Thermostat for heating only	Thermostat for cooling only	Thermostat for both heating & cooling	No thermostat
Hot	General	17%	2%	63%	19%
Moderate	Non-CARE/FERA	17%	2%	71%	10%
	CARE/FERA	25%	4%	40%	32%
Cool	Non-CARE/FERA	42%	1%	41%	16%
	CARE/FERA	39%	2%	23%	37%

Thermostat Type (Table 6.5-52)

- CARE/FERA customers were more likely to report having a standard thermostat in their home compared to non-CARE/FERA customers.
- Non-CARE/FERA customers were both more likely to report having a programmable or smart thermostat compared to CARE/FERA customers.

Table 6.5-52: Thermostat Type in Home

Climate Region	Segment	A standard thermostat	A programmable thermostat	A smart thermostat
Moderate	Non-CARE/FERA	44%	46%	9%
	CARE/FERA	67%	29%	4%
Cool	Non-CARE/FERA	50%	43%	8%
	CARE/FERA	73%	24%	3%

Thermostat Temperature Settings (Table 6.5-53)

- Surveyed customers in the cool climate region were more likely to report turning their thermostat to a low setting or completely off in the late afternoon and evenings during the summer compared to hot or moderate region customers.
- CARE/FERA customers were more likely to report setting their thermostat to "off" or setting it to a lower temperature compared to non-CARE/FERA customers.
- There was very little variation between customers' reported thermostat settings on weekdays versus weekends.

Table 6.5-53: Thermostat Settings in Late Afternoons and Evenings on Weekdays and Weekends During Summer Months

Weekday / Weekend	Temperature	Hot	Moderate		Cool	
		General	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA
Weekday	Off	18%	17%	20%	23%	32%
	Below 68 F	0%	1%	5%	2%	4%
	69 F to 71 F	3%	5%	11%	5%	9%
	72 F to 74 F	9%	15%	18%	18%	18%
	75 F to 77 F	17%	23%	22%	25%	19%
	78 F to 80 F	36%	32%	21%	23%	16%
	81 F or higher	17%	8%	6%	4%	2%
Weekend	Off	19%	15%	19%	23%	32%
	Below 68 F	1%	1%	5%	2%	5%
	69 F to 71 F	3%	5%	10%	5%	10%
	72 F to 74 F	10%	16%	19%	19%	19%
	75 F to 77 F	17%	24%	23%	26%	19%
	78 F to 80 F	37%	32%	20%	22%	14%
	81 F or higher	14%	7%	5%	4%	2%

Smart Thermostats

In the web version of the survey, customers who reported having a smart thermostat installed in their home were asked about their overall satisfaction and their level of agreement with four statements regarding their smart thermostat. Due to small sample sizes, in this section only findings for non-CARE/FERA SDG&E customers in the moderate climate region for the Control and Rate 2 treatment group are presented.[136]

Few surveyed customers reported having a smart thermostat installed in their home (10% for the Control and 9% for the Rate 2 treatment group; not shown in table). Customers in the Control and Rate 2 treatment group who reported having a smart thermostat provided high satisfaction ratings with their smart thermostat (both groups providing an average rating 8.5 on an 11-point scale, with 0 meaning “not satisfied at all” and 10 meaning “extremely satisfied”). Customers rated their level of agreement with four statements regarding aspects of their smart thermostat using a 11-point scale, with 0 meaning “do not agree at all” and 10 meaning “completely agree.” On average, SDG&E customers provided highest agreement ratings to the statement “[my thermoset] is easy to use” and the lowest agreement ratings to the statement “[my thermostat] helps me lower my electricity bill” (Table 6.5-54). Agreement ratings did not differ significantly between the Control and Rate 2 treatment group.

[136] For this analysis, any segments or rate treatment groups where sample sizes were too small to draw inferences (40 or fewer respondents) were excluded.

Table 6.5-54: Respondents' Average Level of Agreement with Aspects of Their Smart Thermostat [1]

Statement	Control (n=48)	Rate 1 (n=85)
Easy to use	7.8	7.7
Helps keep home at a comfortable temperature	7.5	6.8
Helps lower electricity bill	6.4	6.2
Helped manage electricity use during study	6.2	5.5

[1] Agreement ratings are based on an 11-point scale where 0 means 'do not agree at all' and 10 means 'completely agree'.
[2] Asked to web survey respondents in the Control and Rate 1 groups who reported having a smart thermostat; Rate 2 and 3 groups not asked.

Newsletters and Websites

Nearly all web survey respondents (between 90% and 96%) reported receiving the TOU study welcome packet (Table 6.5-55). Slightly fewer respondents reported receiving the summer newsletter (between 70% and 78%) and between one-third and two-fifths (33% to 44%) reported receiving the fall newsletter.

Table 6.5-55: Percentage of Respondents Who Received TOU Study Information[1]

Climate Region	Segment	Welcome packet R1	Welcome packet R2	Summer newsletter R1	Summer newsletter R2	Fall newsletter R1	Fall newsletter R2
Moderate	Non-CARE/FERA	97%	95%	73%	70%	32%	30%
	CARE/FERA	91%	92%	70%	71%	39%	39%
Cool	Non-CARE/FERA	97%	96%	70%	71%	33%	34%
	CARE/FERA	96%	95%	78%	77%	43%	44%

[1] Asked to web survey respondents in the Rate groups; Control group not asked.

Respondents who reported receiving the TOU study welcome packet or the summer/fall newsletters indicated that the informational materials were moderately useful (using a 11-point scale with 0 meaning "not useful at all" and 10 meaning "extremely useful";" Table 6.5-56). Respondents in the non-CARE/FARE segments found informational materials slightly less useful compared to those in the CARE/FERA segments. Usefulness ratings did not vary substantially between informational material type or Rate treatment group.

Table 6.5-56: Average Usefulness Rating for TOU Study Information'[2]

Climate Region	Segment	Welcome packet R1	Welcome packet R2	Summer newsletter R1	Summer newsletter R2	Fall newsletter R1	Fall newsletter R2
Moderate	Non-CARE/FERA	6.6	6.2	6.1	6.2	6.4	6.2
	CARE/FERA	7.3	6.8	7.1	7.1	7.3	7.2
Cool	Non-CARE/FERA	6.6	6.2	6.2	6.1	6.1	5.9
	CARE/FERA	7.3	7.0	7.2	7.2	7.2	7.2

[1] Usefulness ratings are based on an 11-point scale where 0 means 'not at all useful' and 10 means 'extremely useful'.
[2] Asked to web survey respondents in the Rate groups who reported receiving each item; Control group not asked.

About two-thirds of SDG&E respondents (between 58% and 68%) reported visiting the SDG&E My Account website since summer of 2016 (Table 6.5-57). Substantially fewer SDG&E respondents reported visiting the rate plan study website since summer 2016 (between 23% and 31%). Overall, responses did not differ substantially between respondent segment or Rate treatment group.

Table 6.5-57: Percentage of Respondents Who Visited IOU and TOU Study Websites[1]

Climate Region	Segment	SDG&E My Account website R1	SDG&E My Account website R2	Rate plan study website R1	Rate plan study website R2
Moderate	Non-CARE/FERA	59%	60%	23%	26%
	CARE/FERA	64%	66%	26%	31%
Cool	Non-CARE/FERA	58%	63%	24%	25%
	CARE/FERA	68%	66%	23%	30%

[1] Asked to web survey respondents in the Rate groups; Control group not asked.

Respondents who reported visiting the SDG&E My Account website or the TOU rate plan study website found the websites to be moderately useful (using a 11-point scale with 0 meaning "not useful at all" and 10 meaning "extremely useful";" Table 6.5-58). Respondents in the non-CARE/FARE segments found the websites slightly less useful compared to those in the CARE/FERA segments. Usefulness ratings did not vary substantially between website type, or rate treatment group.

Table 6.5-58: Average Usefulness Rating for IOU and TOU Study Websites[1,2]

Climate Region	Segment	SDG&E My Account website R1	SDG&E My Account website R2	Rate plan study website R1	Rate plan study website R2
Moderate	Non-CARE/FERA	7.2	7.3	6.5	7.0
	CARE/FERA	7.6	7.8	7.7	7.5
Cool	Non-CARE/FERA	6.9	7.2	6.9	6.9
	CARE/FERA	7.9	7.9	7.5	7.6

[1] Usefulness ratings are based on an 11-point scale where 0 means 'not at all useful and 10 means 'extremely useful'.
[2] Asked to web survey respondents in the Rate groups who reported visiting each website; Control group not asked.

Respondents who received TOU study information in both English and in their native language were asked the importance of receiving information in both languages (using a 11-point scale with 0 meaning "not important at all" and 10 meaning "extremely important"). On average, SDG&E respondents found having materials available in their native language to be of high importance (Table 6.5-59). Respondents in the non-CARE/FERA segments provided slightly lower ratings compared to those in the CARE/FERA segments. Due to small sample sizes, however, results should be interpreted carefully.

Table 6.5-59: Average Importance Rating for Receiving Information in Respondents' Native Language [1,2,3]

Climate Region	Segment	Rate 1 n	Rate 1 Average	Rate 2 n	Rate 2 Average
Moderate	Non-CARE/FERA	9	7.6	25	7.2
	CARE/FERA	53	7.8	66	8.3
Cool	Non-CARE/FERA	10	5.3	20	5.6
	CARE/FERA	61	8.1	139	8.9

[1] Importance ratings are based on an 11-point scale where 0 means 'not at all important and 10 means 'extremely important'.
[2] Blank cells in figure indicate sample size for that segment/Rate treatment group was fewer than five.
[3] Asked only to web survey respondents who are non-English speakers in the Rate groups and who reported receiving information from SDG&E.

Overall, SDG&E respondents provided moderate to high satisfaction ratings with TOU study outreach (using a 11-point scale with 0 meaning "not satisfied at all" and 10 meaning "extremely satisfied;" Table 6.5-60). Respondents in the non-CARE/FARE segments reported being slightly less satisfied with TOU study outreach compared to those in the CARE/FERA segments.

Table 6.5-60: Average Satisfaction Rating for All TOU Study Outreach[1,2]

Climate Region	Segment	R1	R2
Moderate	Non-CARE/FERA	7.6	7.6
	CARE/FERA	8.0	8.2
Cool	Non-CARE/FERA	7.7	7.7
	CARE/FERA	8.2	8.3

[1] Satisfaction ratings are based on an 11-point scale where 0 means 'not at all satisfied' and 10 means 'extremely satisfied'.
[2] Asked to web survey respondents in the Rate groups who reported receiving any outreach items; Control group not asked.

6.6 Synthesis for SDG&E Pilot

This section compares input from the load impact analysis, the bill impact analysis, and the survey analysis. The objective of these comparisons, at least in part, is to determine if the information and conclusions observed for individual metrics are supported by findings from other metrics or, alternatively, findings for one metric contradict those for another metric. We also look for clues from the survey findings that might help explain why load or bill impacts for one rate differ from those for other rates. As in the other synthesis sections, readers are reminded once again that, given the large samples underlying the survey analysis, statistically significant differences may not reflect meaningful differences from a policy perspective.

6.6.1 Synthesis

Tables 6.6-1 and 6.6-2 summarize some of the relevant findings from the load impact, bill impact and survey analysis. Readers are directed to Section 4.6.1 for an explanation of the variables and symbols contained in the tables. As a reminder, SDG&E had two pilot rates, one with two pricing periods during the summer and the other with three. The peak periods were the same for both rates and start at 4 PM and end at 9 PM. Each rate has the same number of periods on weekdays and weekends, but the shoulder period on weekends is much shorter for the three period rate (Rate 1). The weekday shoulder period for the three period rate is long, beginning at 6 AM, whereas on weekends, the shoulder period begins at 2 PM.

Looking across the various metrics for each customer segment and rate, the load impact and bill impact findings typically align quite well. However, we observed a few internal inconsistencies related to the survey responses. Satisfaction with the rate and with SDG&E in general showed a statistically significant, though small, difference between treatment and control customers for the CARE/FERA segment in the moderate climate region on both rates. These customers were able to successfully shift load and only saw negligible structural bill increases. Rate 1 customers had no statistically significant total bill impacts, and Rate 2 customers in the moderate climate region actually had a statistically significantly lower bill by around $3 per month after factoring in the slight structural increase, which was more than offset by the behavioral impact.

Table 6.6-1: Load Impacts, Bill Impacts, and Selected Survey Findings for SDG&E Rate 1

Climate	Segment	Load Impacts		Bill Impacts			Survey							
		Peak Period Load Reduction	Net Decrease in Daily Usage	Summer Monthly Average Structural Bill Impact	Average Behavioral Bill Impact	Total Bill Impact	Respondents Reporting Being Uncomfortably Hot	Health Index	Bill Higher than Expected	Difficulty Paying Bills	Economic Index (Range 0-10)	Understanding TOU Pricing (None-Correct)	Satisfaction w/ Rate (11 pt. Scale)	Satisfaction w/ Utility (11 pt. Scale)
Hot	General Population	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Moderate	Non-CARE/FERA	6.3% ▼	3.5% ▼	$7.44	-$5.25 ▼	$2.19 -	17% -	I/S	30% -	28% ▼	2.39 ▼	10%	6.1 -	6.7 -
	CARE/FERA	5.2% ▼	2.9% ▼	$0.51	-$1.16 -	-$0.65 -	36% -	I/S	32% -	70% -	4.17 -	18%	7.0 ▼	7.6 ▼
Cool	Non-CARE/FERA	5.2% ▼	1.7% ▼	$3.44	-$2.75 -	$0.69 -	11% -	I/S	27% -	22% ▼	1.99 ▼	6%	6.4 -	6.9 -
	CARE/FERA	1.7% ▼	1.0% ▼	-$0.59	-$0.55 -	-$1.14 -	30% -	I/S	24% -	65% ▼	3.90 -	15%	7.3 -	7.8 -

Table 6.6-2: Load Impacts, Bill Impacts, and Selected Survey Findings for SDG&E Rate 2

Climate	Segment	Load Impacts		Bill Impacts			Survey							
		Peak Period Load Reduction	Net Decrease in Daily Usage	Summer Monthly Average Structural Bill Impact	Average Behavioral Bill Impact	Total Bill Impact	Respondents Reporting Being Uncomfortably Hot	Health Index	Bill Higher than Expected	Difficulty Paying Bills	Economic Index (Range 0-10)	Understanding TOU Pricing (None-Correct)	Satisfaction w/ Rate (11 pt. Scale)	Satisfaction w/ Utility (11 pt. Scale)
Hot	General Population	6.8% ▼	3.4% ▼	$7.52	-$5.13 -	$2.39 -	N/A	I/S	N/A	N/A	N/A	12%	6.0 N/A	6.5 N/A
Moderate	Non-CARE/FERA	5.1% ▼	2.3% ▼	$6.86	-$4.30 ▼	$2.56 -	19% -	I/S	31% -	31% -	2.46 ▼	8%	6.1 -	6.7 -
	CARE/FERA	5.3% ▼	3.7% ▼	$0.29	-$3.12 ▼	-$2.83 ▼	34% -	I/S	31% -	69% -	4.14 -	17%	7.0 ▼	7.6 ▼
Cool	Non-CARE/FERA	4.3% ▼	2.5% ▼	$3.40	-$5.21 ▼	-$1.81 -	12% -	I/S	27% -	25% -	2.12 -	8%	6.5 -	7 -
	CARE/FERA	2.6% ▼	2.4% ▼	-$0.54	-$1.03 -	-$1.58 ▼	25% -	I/S	19% ▼	65% -	3.83 -	15%	7.4 -	7.8 -

Non-CARE/FERA Customers

Non-CARE/FERA customers had larger load reductions than CARE/FERA customers for both Rates 1 and 2 in both absolute and percentage terms for the cool/moderate climate regions combined and also in the cool climate region. In the moderate climate region, the non-CARE/FERA absolute load reductions were also greater for Rate 1 but were not statistically different for Rate 2. In percentage terms, the differences were not statistically significant in the moderate climate region for either rate. The average peak-period load reduction for non-CARE/FERA customers in the cool/moderate regions combined equaled 5.7% and 0.05 kW for Rate 1 and 4.7% and 0.04 kW for Rate 2. The difference in load impacts across the two rates was not statistically significant. Absolute impacts were larger in the moderate region for both Rates 1 and 2 compared with the cool climate region and the differences were statistically significant. Percentage impacts were also larger in the moderate region compared to the cool region for Rate 1 but the difference in percentage impacts for Rate 2 was not statistically significant.

Non-CARE/FERA customers in the moderate climate region on Rates 1 and 2 experienced the largest structural bill impacts, which were almost as large as the structural impacts of the general population in the hot climate region on Rate 2. Non-CARE/FERA customers on Rate 1 in the cool climate region did not produce statistically significant bill impacts, and this may be partially attributable to that segment producing the lowest daily impacts. Ultimately, the average behavioral bill impact was able to offset the structural bill impact so that there was no statistically significant total bill impact on the TOU rates for non-CARE/FERA customers.

The lack of any statistically significant total bill impact is reflected in the survey responses where customers on the TOU rate expressed less difficulty in paying their bills than customers in the control group on the OAT. While none of the non-CARE/FERA segments showed statistically significant total bill impacts that resulted in overall reductions to their bills, their behaviors were successful in offsetting structural losses so that they were no worse off on the TOU rate. These findings were further corroborated by a statistically significant decrease in the hardship metric that directly aligned with the segments who stated they had less difficulty in paying their bills.

When excluding the hot climate region, non-CARE/FERA customers had the highest percent reduction in peak period energy use, the highest percent reduction in daily usage, and the highest bill reduction due to behavior change in three out of the four segments. In general, only approximately 30% of non-CARE/FERA respondents or less indicated that their bills were higher than expected and this percent was statistically significantly lower than the percent for control customers in the cool region on Rate 2. Non-CARE/FERA customers understood the rates better than the CARE/FERA customers (as indicated by the very low percent that got couldn’t identify at least some hours that fell into the peak period), and had similar satisfaction ratings for the rate plan and for SDG&E compared to the control group. All of these metrics paint an internally consistent picture of a customer segment that understood the rate features relatively well, and worked to reduce usage which resulted in bills similar to what they would have experienced on the OAT. As a result of all of the above, this segment didn’t report significant changes in their level of satisfaction compared to the control group on the OAT.

CARE/FERA Customers

As discussed above, CARE/FERA customers tended to have load reductions that were smaller than non-CARE/FERA customers overall and in the cool climate region on both rates. In the moderate climate region, the difference in load impacts between the two segments was not statistically significant. Consistent with this finding, CARE/FERA customers on average also produced behavioral bill reductions comparable to those of non-CARE/FERA customers in the moderate climate region, and significantly smaller in the cool climate region on both rates.

There were no statistically significant increases in the percent of CARE/FERA customers reporting that they were uncomfortably hot due to trying to reduce bills. However, the level of customers reporting that they were uncomfortably hot was roughly double that of non-CARE/FERA customers.

One potentially important finding related to the rates that could affect performance of CARE/FERA customers is the lower understanding of the timing of the peak period, as evidenced by the much higher percent of customers who could not identify any hours that fell during the high priced period. Taking a simple average across the climate regions and rates for this metric, only about 8% of non-CARE/FERA customers were unable to correctly identify any peak-period hours, whereas twice as many (16%) CARE/FERA customers fell into this category. In the moderate region, the load impacts were not statistically different between the non-CARE/FERA customers and CARE/FERA customers. Perhaps with better understanding of the rates, the CARE/FERA customers could shift even more load, and save more money. In the cool climate region, the CARE/FERA customers didn't perform nearly as well with load impacts as the non-CARE/FERA customers; yet showed similar levels of misunderstanding of peak period hours compared to customers in the moderate climate region. However, CARE/FERA customers on both rates in the cool climate regions were structural benefiters on average, so there wasn't much of an economic incentive for them to shift usage, as they were already saving money by being on the TOU rate.

Turning to other metrics of interest, in stark contrast to the bill impacts at PG&E and SCE, the average structural bill increase for CARE/FERA customers at SDG&E was less than $1 per month in the moderate climate region, and customers in the cool climate region actually saw a bill reduction of over $0.50 per month, on average. All CARE/FERA customers produced behavioral bill reductions, although only behavioral bill reductions from the moderate climate region segment on Rate 2 were statistically significant. This resulted in all CARE/FERA segments either experiencing total bill impacts that weren't statistically significant—on Rate 1— or were in the range of $1 to $3 savings per month on Rate 2. CARE/FERA customers in the cool regions on both rates ultimately reported less difficulty in paying bills compared to the control group. Furthermore, there were no statistically significant changes in the economic index for CARE/FERA customers.

As noted above, in spite of CARE/FERA customers in the moderate climate region on both rates successfully offsetting the very small—less than $1 per month—average structural bill impacts, both segments reported statistically significant reductions in satisfaction with both the rate and with SDG&E. However, the differences were small. For satisfaction with the rate, the control group had an average satisfaction rating of 7.3 while the treatment group had a rating of 7.0. For satisfaction with SDG&E, the relevant values were 7.9 versus 7.6. This is another example where the "over powered" statistical tests due to large sample sizes identified statistically significant differences that were not material.

Percentage load impacts for this group were comparable with those for non-CARE/FERA customers, and none of the other metrics appear to be outliers for these segments. The two metrics where there is a slight difference are the percent of respondents reporting being uncomfortably hot, and the percent of customers unable to correctly identify any peak period hours. While these metrics were higher across the board for CARE/FERA customers, they were both slightly higher for the CARE/FERA customers in the moderate climate region compared to the cool climate region.

Hot Climate Region General Population

General population households in the hot climate region on Rate 2 had load reductions in the peak period equal to 6.8%, which was larger than any of the other customer segment/climate region groups. The next closest comparable impact was from non-CARE/FERA customers on Rate 1 in the moderate climate region with 6.3% peak period reductions. Daily reductions for the general population customers in the hot climate region, at 3.4%, were comparable to CARE/FERA customers in the moderate region on Rate 2 (3.7%) and non-CARE/FERA customers in the moderate region on Rate 1 (3.5%).

Structural bill impacts for the hot region were slightly higher than those for non-CARE/FERA customers in the moderate region, and the highest across all segments. However, customers were able to produce behavioral bill impacts large enough to offset these structural increases so that overall bill impacts were not statistically significant.

Customer surveys were not administered to the control group in the hot region due to implementation decisions made by SDG&E, so several of the survey related metrics that make comparisons between the treatment and control group, such as being uncomfortably hot, higher bill than expected, difficulty of paying bills, and the economic index, could not be calculated. 12% of treatment households in the hot region could not correctly identify any of the peak period hours. 12% also happens to be the average between the non-CARE/FERA customers at 8% and the CARE/FERA customers at 16% in the moderate and cool climate regions. Finally, the satisfaction scores for the Rate 2 customers in the hot climate region are the lowest across all other segments, at 6.0 and 6.5 for satisfaction with the rate and the utility, respectively. This is reasonable given these customers also have the highest structural bill impacts, and the highest overall bills. These scores are only marginally lower than the scores from the non-CARE/FERA customers on both rates in the moderate climate region, which were 6.1 and 6.7 for the rate and utility satisfaction, respectively.

6.6.2 Key Findings

Key findings pertaining to load impacts from the SDG&E pilots include:

1. Customers can and will respond to TOU rates with peak periods that extend well into the evening hours – peak period load reductions averaged roughly 5.4% for Rate 1 and 4.6% for Rate 2 across the service territory as a whole.
2. For Rate 2, which has the same prices in effect on weekends as on weekdays, the pattern of load impacts across rate periods on weekends was very similar to weekdays for all climate regions combined.

3. There was a small but statistically significant reduction in daily electricity use for both rates – for Rate 1, the average reduction was 2.5% for the moderate/cool regions combined while for Rate 2, it was 2.6% for all three climate regions combined.[137]
4. For Rate 2, load impacts, in both absolute and percentage terms, were largest in the hot climate region, second largest in the moderate region, and lowest in the cool region.
5. CARE/FERA customers generally had lower peak period load reductions compared with non-CARE/FERA customers—although not all differences were statistically significant.
6. Load impacts are not available for senior households or households with incomes below 100% of FPG because the sample sizes (and population) in SDG&E's hot region are too small.
7. Differences in load impacts for customers on TOU rates who do and do not receive Weekly Alert Emails were not statistically significant.

Key findings pertaining to bill impacts include:

1. In stark contrast to the findings for PG&E and SCE, bill impacts for SDG&E's pilot rates were quite small, both before and after behavioral adjustments. For some customer segments and climate regions, customers could fully offset the structural increases in summer bills by shifting usage so that the total bills were slightly lower than they would have been on the OAT.
2. Average monthly structural bill differences ranged from a bill decrease of $0.59 for CARE/FERA customers in the cool climate region on Rate 1 to a bill increase of $7.52 for general population customers on Rate 2 in the hot climate region. These bill impacts represent the four summer months from July through October.
3. Over the course of a year, many customers would expect to see a very modest increase or decrease in bills – in the moderate and cool regions, between 60% and 85% of customers would see a structural change in their average monthly bill between ±$3 -- in the hot region, between 35% and 40% of customers would expect to see a bill change of ±$3.

Key findings from the survey research include the following:

1. **Hardship:** SDG&E customers in the moderate and cool regions showed no increase in economic index scores. Non-CARE/FERA customers for Rate 1 and non-CARE/FERA customers in the moderate region for Rate 2 showed a decrease in economic index scores due to TOU rates. Corroborating this finding, non-CARE/FERA customers in the moderate region also reported less difficulty paying their bills than control customers. Sample sizes to assess health outcomes were too small to reliably detect increases in the proportion of customers who sought medical attention due to excessive heat.
2. **Satisfaction:** Except for CARE/FERA customers in the moderate climate region, customer satisfaction ratings for both a customer's rate and SDG&E did not differ between the TOU rate and control groups. The differences in ratings for both the rate and SDG&E for CARE/FERA moderate region customers, while statistically significant are very small, 0.3 differences between control and treatment groups on an 11-point scale.

[137] Note that the hot region in SDG&E's service territory has a very low population weight and does not materially impact this average.

3. **ME&O and understanding of rates:**
   - Though understandability ratings of welcome packet items were high (generally between 7.7 to 8.1), customer's understanding of their rates indicate a disconnect between customer's rating of understandability and actual understanding (with 6% to 18% of customers unable to identify peak hours). Non-CARE/FERA customers were more likely to answer correctly than CARE/FERA customers.
   - When asked if customers agreed that peak and off peak times were easy to remember, Rate 2 customers provided higher agreement ratings than Rate customers. However, a similar proportion of Rate 1 and 2 customers provided "over half correct"[138] answers to the rate understanding questions.
   - Customers on TOU rates were more likely to take time-specific actions than customers in the control condition. For example, while a similar proportion of customers from control and rate groups indicated they turned off their lights to conserve energy, a larger proportion of treatment customers indicated they shifted doing laundry and running the dishwasher during peak hours. This trend suggests that while fewer rate customers understood the nuances of their rates, they did know and act on actions that helped them shift use.

[138] These survey items were coded much like a test with partial credit; customers would get 50% right if they could identify half of the peak hours for their test rate.

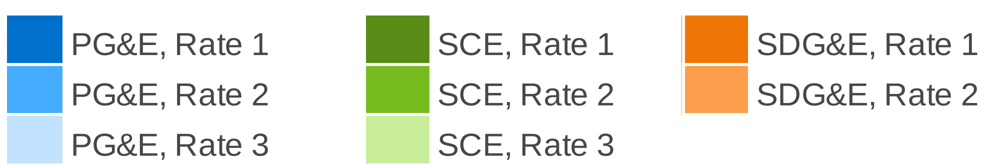
7 Overall Summary

This section begins with a comparison of load impacts and bill impacts across utility service territories. Although the experiment was not designed to make cross-utility comparisons, such comparisons are likely to be made nonetheless, and it's important that any observed differences be put into the proper perspective so that they are not misinterpreted. Following that discussion is a brief summary of the key conclusions that can be drawn from looking across all treatments statewide.

7.1 Cross Utility Comparisons of Load and Bill Impacts

When comparing rate impacts or bill impacts across utility service territories, it is very important to keep in mind that any observed differences across service territories could easily be due to differences in the populations or climate regions across the service territories rather than due to differences in the tariffs themselves. Another possible explanation for any observed differences is variation in the months included in the analysis – recall that average impacts for PG&E cover the months of July through September for all three rates; for SCE the same months apply to Rates 1 and 2 but Rate 3 impact estimates do not include July because of billing issues; and for SDG&E, the analysis includes the month of October. Finally, as discussed in each utility section, when comparing peak period load impacts across rates, even within a service territory, differences could be due to variation in the timing and length of the peak periods rather than to differences in price ratios, for example.

Some of the above factors can be controlled for by limiting the cross-utility comparisons to only the hours that all utility tariffs have in common and only the months that are common across all rates and service territories. As such, in the discussion below, peak period load impacts are presented only for the hours from 6 to 8 PM and peak period and daily load impacts and bill impacts are presented only for the months of August and September.[139] For all of the figures below, the following legend applies:



[139] Because the impacts presented her cover only the hours from 6 to 8 PM and are only for the months of August and September, they will differ from the load reductions reported in prior sections of the report, which represent the average across the full peak period and for at least one more month for each tariff.

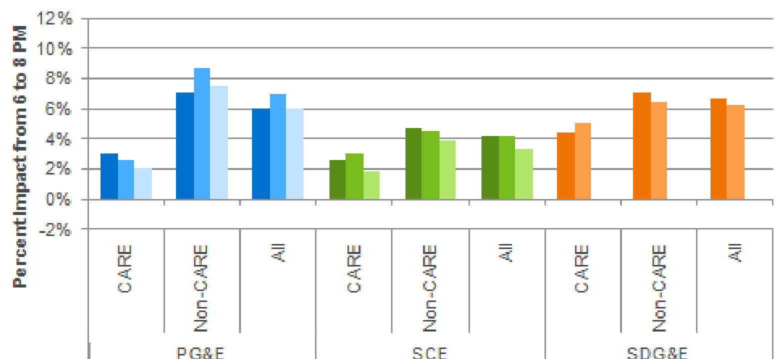
7.1.1 Load Impacts

Figure 7.1-1 shows the load reduction from 6 to 8 PM on the average weekday in August and September for each service territory as a whole and for each climate region for the eight different tariffs tested across the three utilities. The load impacts are also shown for CARE/FERA and non-CARE/FERA customers within each region. The bar graphs show the percent reduction across these hours while absolute reductions are shown below the graph. Table 7.1-1 shows the marginal price for the hours from 6 to 8 PM for each tariff and also for the OAT. The TOU prices represent the price for usage above the baseline allocation.

All rates in all service territories showed meaningful reductions for these early evening hours, ranging from a low of 3.4% for SCE's Rate 3 to a high of 6.6% for SDG&E's Rate 1. The average percent load reduction across all three rates for PG&E was 6.3%, while SCE's average was 3.9%. SDG&E's average reduction across its two rates was nearly identical to PG&E's average.

For non-CARE/FERA customers, the largest load reduction, 8.7%, occurred for PG&E's Rate 2 and the smallest, 3.9%, was for SCE's Rate 3.[140] The average reduction across the multiple rate treatments in each service territory for non-CARE/FERA customers was 7.8% for PG&E, 4.3% for SCE and 6.8% for SDG&E. For CARE/FERA customers, the average reductions were 2.6%, 2.5%, and 4.8% for PG&E, SCE, and SDG&E, respectively. On average, CARE/FERA customers had lower percent reductions in peak period usage than non-CARE/FERA customers. This difference could explain, in part, why SCE's average reduction for all customers in its service territory is lower than either PG&E or SDG&E as SCE has the highest percent of CARE/FERA customers among the pilot eligible population (31%) compared with PG&E (27%) and SDG&E (19%).

Figure 7.1-1: Load Reductions Between 6 and 8 PM by Rate and Service Territory[141]



		PG&E CARE	PG&E Non-CARE	PG&E All	SCE CARE	SCE Non-CARE	SCE All	SDG&E CARE	SDG&E Non-CARE	SDG&E All
		Territory Wide								
Rate 1	% Impact	3.1%	7.1%	6.0%	2.6%	4.7%	4.2%	4.5%	7.1%	6.6%
	kW Impact	0.03	0.07	0.06	0.03	0.06	0.05	0.03	0.06	0.05
Rate 2	% Impact	2.6%	8.7%	7.0%	3.1%	4.5%	4.2%	5.1%	6.4%	6.3%
	kW Impact	0.03	0.09	0.07	0.03	0.06	0.05	0.04	0.05	0.05
Rate 3	% Impact	2.0%	7.5%	6.0%	1.9%	3.9%	3.4%			
	kW Impact	0.02	0.07	0.06	0.02	0.05	0.04			

[140] The comparisons are primarily described in percentage terms due to the level differences in average customer energy usage across utilities. The percentage results help to normalize the level differences and show the proportion of load being curtailed. The average kW impacts are provided; however, caution should be used when making any sort of direct comparison.

[141] Impacts in this section represent August and September 2016 only, as these months are common to all rates and utilities

Table 7.1-1 shows the peak period prices for each pilot rate as well as the Tier 2 and 3 prices for the otherwise applicable tariff faced by the control group. As indicated in the title to the table, the treatment group prices represent the marginal price excluding the baseline discount. The most comparable OAT price is the price that applies between 100% and 200% of the baseline quantity. As seen in the table, there is significant variation in the marginal price that applies to the peak period hours across rates within a service territory as well as across service territories.

Table 7.1-1: Peak Period Price Above Baseline Quantity (¢/kWh)

Utility	Customer Segment	Rate 1	Rate 2	Rate 3	Control Group Tariff (OAT)	
					101 – 200% of Baseline	>200% of Baseline
PG&E	Non-CARE	42.0	44.5	57.2	24.1	40.0
	CARE	24.3	24.9	31.9	14.7	21.6
	Total	37.2	39.2	50.4	21.6	35.0
SCE	Non-CARE	34.5	53.3	37.0[142]	22.9	29.2
	CARE	25.0	38.5	26.8	15.7	21.8
	Total	31.6	48.8	33.9	20.7	26.9
SDG&E	Non-CARE	56.6	56.6	n/a	39.5	n/a
	CARE	34.1	34.1	n/a	23.6	n/a
	Total	52.2	52.2	n/a	36.5	n/a

A useful way of comparing the change in usage caused by a change in price is what economists call price elasticity. The price elasticity is simply the percentage change in quantity demanded given a percentage change in price. While price elasticities are best estimated as coefficients on the price variable in a demand model, they can also be calculated by hand for a given set of prices and quantities. These are known as arc price elasticities. When there are tiered rates as there are here, where prices vary with quantity, a question arises as to what is the relevant price term to use in a demand model or when calculating price elasticities. Is it the price you pay for the next unit of electricity, which is known as the marginal price, or is it the average price? With tiered rates, both marginal and average prices vary with consumption, which means that the prices paid differ across customers, across months within seasons, and across seasons. For simplicity, we ignore all of these complexities and, in Table 7.1-2, show the arc price elasticities for each rate using prices above the baseline quantity for the TOU rates and prices between 100% and 200% of baseline for the OAT. Readers are reminded, once again, that the usage values pertain only to the two hours from 6 to 8 PM and only for the months of August and September.

As seen in the table, SDG&E's customers are the most price responsive of the three utilities, and SCE's are the least price responsive, both overall as well as within each of the two key customer segments. All of the arc price elasticities have values in the range that economists refer to as highly inelastic demand, which means that it takes a large percentage change in price to produce a significant change in demand

[142] There is no baseline allowance for SCE's Rate 3

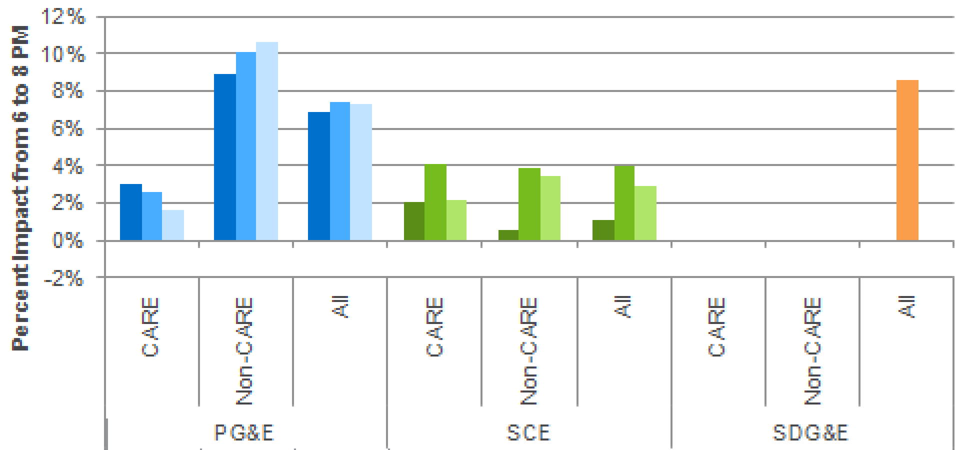
compared with products and services that are much more elastic. A price elasticity of 0.10 means that a 100% increase in price would produce a 10% reduction in demand for a good or service. If the price elasticity equaled 0.50, a 100% increase in price would produce a decrease in demand of 50%.

Table 7.1-2: Arc Price Elasticities Using Marginal Prices Above Baseline Quantities

Utility	Customer Segment	Rate 1	Rate 2	Rate 3
PG&E	Non-CARE	0.10	0.10	0.05
	CARE	0.05	0.04	0.02
	Total	0.08	0.09	0.04
SCE	Non-CARE	0.09	0.02	0.06
	CARE	0.04	0.02	0.03
	Total	0.08	0.02	0.05
SDG&E	Non-CARE	0.17	0.15	n/a
	CARE	0.10	0.12	n/a
	Total	0.15	0.15	n/a

Figure 7.1-2 shows the average load reduction for each rate for the hours from 6 to 8 PM in the hot climate region for the population as a whole as well as for CARE/FERA and non-CARE/FERA segments. There is no meaningful difference in the percent load reduction across the three rates for CARE/FERA customers in PG&E and SCE's hot region, with average reductions of 2.4% for PG&E and 2.8% for SCE. There is a very substantial difference in the average reduction for non-CARE/FERA customers, however, with PG&E's average reduction equaling 9.9% and SCE's equaling only 2.6%. As discussed previously, SCE's hot region has more very hot days compared with PG&E's hot region and SCE's tariffs have much longer shoulder periods than PG&E's tariffs, making it harder to maintain reasonable comfort throughout the day by increasing temperature settings to reduce electricity bills. It may be that non-CARE/FERA customers in SCE's service territory are more willing to accept higher bills for maintaining reasonable comfort levels whereas the comfort/cost tradeoff in PG&E's hot climate region is more palatable given the fewer number of very hot days. In contrast, the similarity in average reductions for CARE/FERA customers in the two service territories is consistent with a hypothesis that even in very hot climate regions, CARE/FERA customers must make tradeoffs between comfort and bills. Survey data shows that roughly 23% of all CARE/FERA respondents in the hot climate regions at PG&E and SCE reported being uncomfortably hot "most to all of the time" since June 2016.

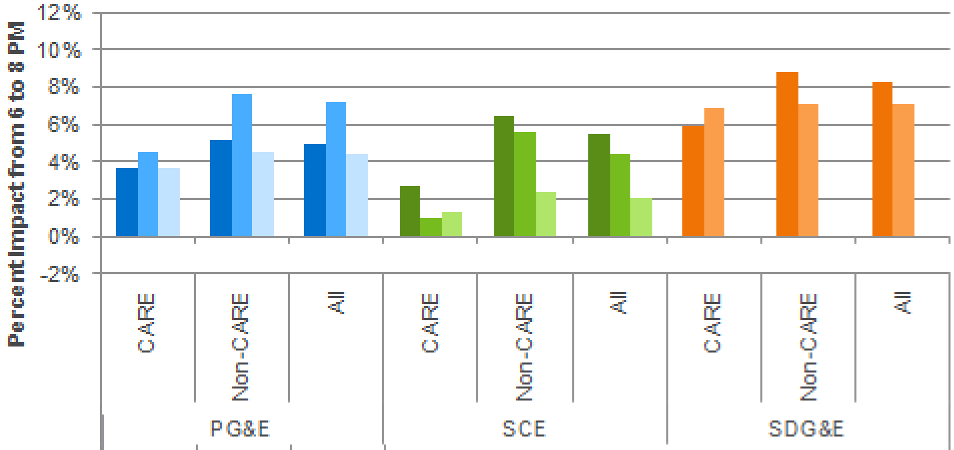
Figure 7.1-2: Load Reductions from 6 to 8 PM for Hot Climate Regions by Customer Segment, Average August and September Weekday



		PG&E CARE	PG&E Non-CARE	PG&E All	SCE CARE	SCE Non-CARE	SCE All	SDG&E CARE	SDG&E Non-CARE	SDG&E All
Rate 1	% Impact	3.1%	9.0%	6.8%	2.1%	0.6%	1.1%			
	kW Impact	0.04	0.14	0.10	0.03	0.01	0.02			
Rate 2	% Impact	2.6%	10.1%	7.4%	4.1%	3.9%	3.9%			8.6%
	kW Impact	0.03	0.16	0.11	0.06	0.07	0.07			0.11
Rate 3	% Impact	1.6%	10.6%	7.4%	2.1%	3.4%	3.0%			
	kW Impact	0.02	0.16	0.11	0.03	0.06	0.05			

Figure 7.1-3 shows the average load reductions from 6 to 8 PM for CARE/FERA and non-CARE/FERA customers and for the population as a whole in the moderate climate regions in each service territory. SDG&E's Rate 1 for non-CARE/FERA customers shows the highest percent reduction (8.8%) across all 8 tariffs in the moderate region and SCE's Rate 2 for CARE/FERA customers shows the lowest reduction (1.0%). For the population as a whole, the average reduction across all three rates for PG&E is 5.5%, the average for SCE is 4.0%, and the average for SDG&E is 7.7%. For CARE/FERA customers, the average load reduction across all three rates for PG&E and SCE and the two rates for SDG&E is 3.9%, 1.7% and 6.4%, respectively. The average reduction for non-CARE/FERA customers is 5.8%, 4.9% and 8.0%, respectively. However, SCE's moderate climate region is much hotter on average compared with PG&E and SDG&E's moderate regions, and SCE's reference loads are much higher than at either of the other utilities (as can be seen in prior tables in Sections 4.1, 5.1, and 6.1). As such, the average absolute load reduction for non-CARE/FERA customers is actually the same for SCE and SDG&E (0.08 kW) and is higher than for PG&E (0.05 kW). For CARE/FERA customers, SCE's low percent reduction translates into the lowest absolute reduction of the three utilities in spite of the fact that reference loads for SCE's CARE/FERA customers is significantly higher than the reference loads at PG&E and SDG&E.

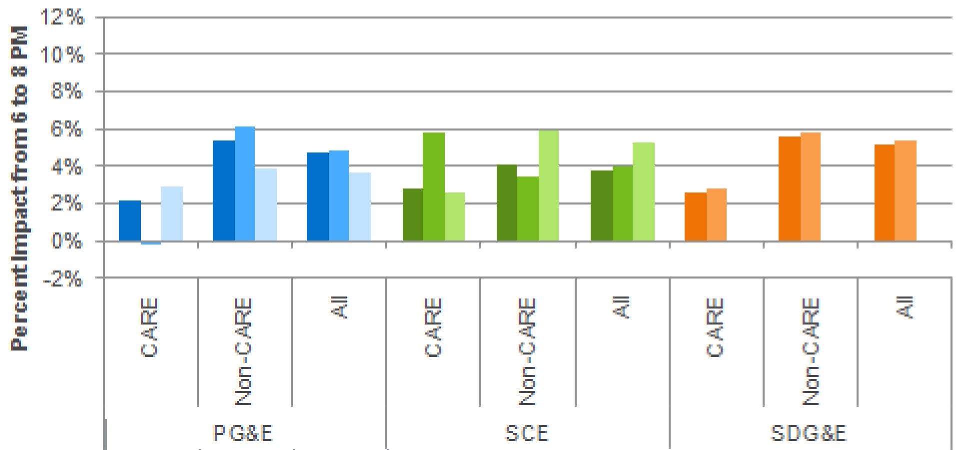
Figure 7.1-3: Load Reductions from 6 to 8 PM for Moderate Climate Regions by Customer Segment, Average August and September Weekday



		PG&E CARE	PG&E Non-CARE	PG&E All	SCE CARE	SCE Non-CARE	SCE All	SDG&E CARE	SDG&E Non-CARE	SDG&E All
Rate 1	% Impact	3.7%	5.2%	5.0%	2.7%	6.4%	5.5%	5.9%	8.8%	8.3%
	kW Impact	0.03	0.04	0.04	0.03	0.11	0.08	0.05	0.09	0.08
Rate 2	% Impact	4.5%	7.7%	7.2%	1.0%	5.6%	4.4%	6.9%	7.1%	7.1%
	kW Impact	0.03	0.07	0.06	0.01	0.09	0.07	0.06	0.07	0.07
Rate 3	% Impact	3.6%	4.5%	4.4%	1.4%	2.4%	2.1%			
	kW Impact	0.03	0.04	0.04	0.02	0.04	0.03			

Figure 7.1-4 shows the load reductions from 6 to 8 PM for CARE/FERA and non-CARE/FERA customers and for the population as a whole in the cool climate region for each service territory. The average reduction across all three rates at PG&E is 4.4%, which is nearly identical to the average in SCE''s cool climate region, which is 4.3%. The average reduction for SDG&E's cool region is 5.3%. For CARE/FERA customers, the average load reduction across the three tariffs in PG&E's cool region is only 1.6%. The average across SCE's three tariffs is 3.7% and the average for SDG&E's two CARE/FERA tariffs is 2.7%. The much lower percent reduction at PG&E, once again, is almost certainly due more to differences in population characteristics and climate than due to differences in the tariffs themselves. For example, customers in PG&E's cool region have much lower reference loads and a saturation of central air conditioning of only 8%, compared with the reference load and air conditioning saturation in SCE and SDG&E's cool region, where the air conditioning saturation equals 31% and 25% respectively. The variation in air conditioning saturations between PG&E and SCE/SDG&E is even greater for non-CARE/FERA customers. In PG&E's cool region, central air conditioning saturation for non-CARE/FERA households is only 6% whereas it equals 47% at SCE and 41% at SDG&E. These larger differences in saturations for non-CARE/FERA customers do not translate into large differences in average load reductions as they do with CARE/FERA customers, however, as the average percent reduction at PG&E is 5.1% compared with 4.5% at SCE and 5.7% at SDG&E.

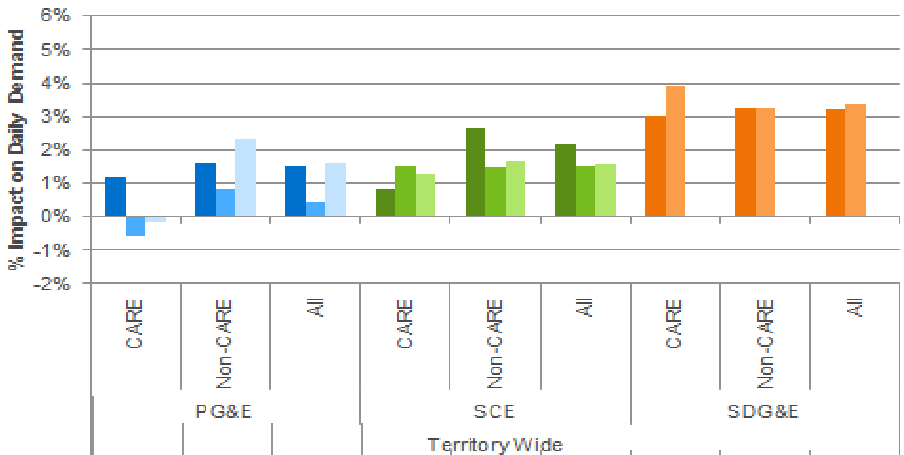
Figure 7.1-4: Load Reductions from 6 to 8 PM for Cool Climate Regions by Customer Segment, Average August and September Weekday



		PG&E CARE	PG&E Non-CARE	PG&E All	SCE CARE	SCE Non-CARE	SCE All	SDG&E CARE	SDG&E Non-CARE	SDG&E All
						Cool				
Rate 1	% Impact	2.2%	5.4%	4.7%	2.8%	4.1%	3.8%	2.6%	5.6%	5.1%
	kW Impact	0.01	0.03	0.03	0.02	0.04	0.04	0.02	0.04	0.04
Rate 2	% Impact	-0.2%	6.1%	4.9%	5.8%	3.4%	3.9%	2.8%	5.8%	5.4%
	kW Impact	0.00	0.03	0.03	0.04	0.03	0.04	0.02	0.04	0.04
Rate 3	% Impact	2.9%	3.9%	3.7%	2.6%	6.0%	5.2%			
	kW Impact	0.01	0.02	0.02	0.02	0.06	0.05			

Figure 7.1-5 shows the average reduction in daily electricity use for each of the 8 rate treatments tested across the three utilities. These values are very similar to those shown previously in Sections 4.3.4, 5.3.4 and 6.3.4, except that they represent just the months of August and September whereas the values shown in prior sections represent July through September for PG&E and SCE and July through October for SDG&E. At the service territory level, although the percent and absolute reductions are small, they are all statistically significant (based on the results discussed previously for the greater number of months). The average across the three tariffs is lowest for PG&E (1.2%) and highest for SDG&E (3.3%) with SCE's average equaling 1.7%. A key conclusion is that all of the tariffs show a modest conservation effect overall. There is no difference in the average reduction in daily electricity use between CARE/FERA and non-CARE/FERA customers in SDG&E's service territory and only a small difference in SCE's service territory. In PG&E's service territory, there was essentially no change in daily electricity use for CARE/FERA customers whereas non-CARE/FERA customers had a conservation effect of roughly 1.6%.

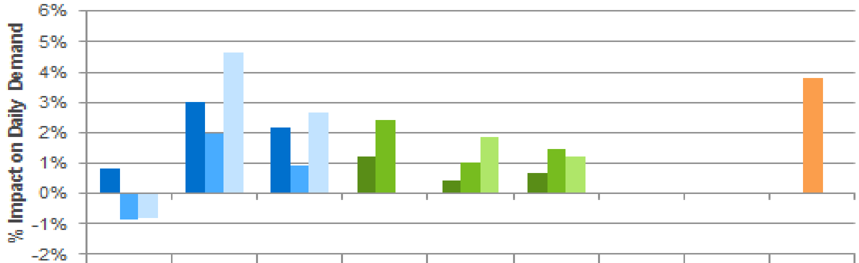
Figure 7.1.5: Daily Load Impacts by Rate Type, Customer Segment and Service Territory



		PG&E CARE	PG&E Non-CARE	PG&E All	SCE CARE	SCE Non-CARE	SCE All	SDG&E CARE	SDG&E Non-CARE	SDG&E All
Rate 1	% Impact	1.2%	1.6%	1.5%	0.8%	2.7%	2.2%	3.0%	3.3%	3.2%
	kW Impact	0.01	0.01	0.01	0.01	0.02	0.02	0.02	0.02	0.02
Rate 2	% Impact	-0.5%	0.8%	0.4%	1.5%	1.5%	1.5%	3.9%	3.3%	3.4%
	kW Impact	0.00	0.01	0.00	0.01	0.01	0.01	0.02	0.02	0.02
Rate 3	% Impact	-0.2%	2.3%	1.6%	1.3%	1.6%	1.5%			
	kW Impact	0.00	0.01	0.01	0.01	0.01	0.01			

Figure 7.1-6 shows the variation in daily load impacts across tariffs, segments, and service territories for selected customer segments in the hot climate region. Recall that the sample sizes in SDG&E's hot region are not large enough to support segmentation for reasons discussed previously. There is significant variation in impacts within segments between PG&E and SCE and across rates within each service territory. The average load reduction across all three rates in the hot climate region for PG&E is 1.9% and for SCE it is 1.1%. However, PG&E's CARE/FERA customers, on average, actually increased use during the hours from 6 to 8 PM, while SCE's CARE/FERA customers decreased use on average by a little over 1%. PG&E's non-CARE/FERA customers had average reductions in daily electricity use equal to more than 3%, which is similar to the average at SDG&E, while SCE's non-CARE/FERA participants reduced use by 1.1% across the three tariffs.

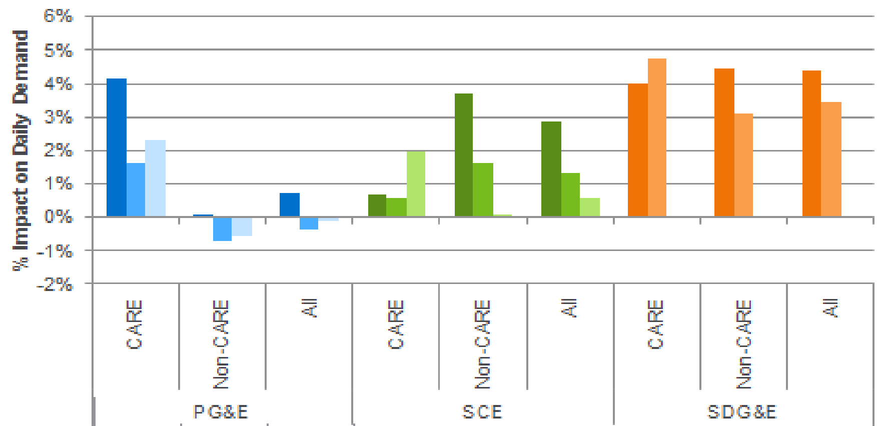
Figure 7.1-6: Daily Load Reductions in Hot Climate Regions by Customer Segment, Average August and September Weekday



Hot		PG&E CARE	PG&E Non-CARE	PG&E All	SCE CARE	SCE Non-CARE	SCE All	SDG&E CARE	SDG&E Non-CARE	SDG&E All
Rate 1	% Impact	0.8%	3.0%	2.2%	1.2%	0.4%	0.7%			
	kW Impact	0.01	0.03	0.02	0.01	0.01	0.01			
Rate 2	% Impact	-0.8%	2.0%	0.9%	2.4%	1.0%	1.5%			3.8%
	kW Impact	-0.01	0.02	0.01	0.02	0.01	0.02			0.03
Rate 3	% Impact	-0.8%	4.6%	2.6%	0.0%	1.9%	1.2%			
	kW Impact	-0.01	0.04	0.02	0.00	0.02	0.01			

As seen in Figure 7.1-7, the average reduction in daily electricity use in the moderate climate regions has a very different pattern than in the hot region. For the population as a whole, SDG&E's participants reduced daily electricity use on average by a very robust 4.0% whereas there was essentially no decrease in electricity use on average in PG&E's moderate climate region. At SCE, the average reduction of 1.6% was roughly in the middle of the other two utilities. The difference in the reduction between CARE/FERA and non-CARE/FERA customers in PG&E's moderate region was exactly the opposite of what was observed in the hot region, with CARE/FERA customers producing an average reduction of 2.7% while non-CARE/FERA customers had a slightly negative load reduction on average. The average load reductions between the two segments were much more similar in SCE and SDG&E's service territory.

Figure 7.1-7: Daily Load Reductions in Moderate Climate Regions by Customer Segment, Average August and September Weekday

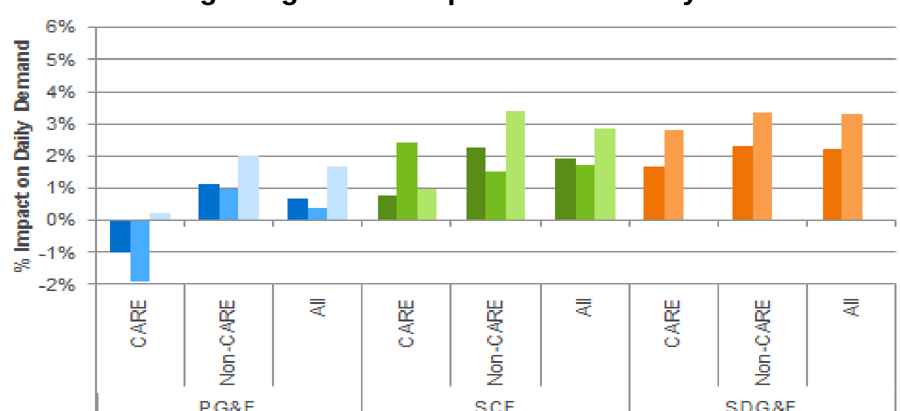


Moderate

		PG&E CARE	PG&E Non-CARE	PG&E All	SCE CARE	SCE Non-CARE	SCE All	SDG&E CARE	SDG&E Non-CARE	SDG&E All
Rate 1	% Impact	4.2%	0.1%	0.7%	0.7%	3.7%	2.9%	4.0%	4.5%	4.4%
	kW Impact	0.02	0.00	0.00	0.01	0.04	0.03	0.02	0.03	0.03
Rate 2	% Impact	1.6%	-0.7%	-0.4%	0.6%	1.6%	1.3%	4.7%	3.1%	3.5%
	kW Impact	0.01	0.00	0.00	0.00	0.02	0.01	0.03	0.02	0.02
Rate 3	% Impact	2.3%	-0.5%	-0.1%	2.0%	0.1%	0.6%			
	kW Impact	0.01	0.00	0.00	0.02	0.00	0.01			

Finally, Figure 7.1-8 shows the average reduction in daily electricity use in the cool climate regions for each rate, segment, and service territory. The average reduction across the three rates for the population as a whole equaled 0.9% for PG&E, 2.2% for SCE and 2.8% for SDG&E. PG&E's CARE/FERA customers had an average increase in daily electricity use while CARE/FERA customers had average load reductions in daily usage at SCE and SDG&E. Non-CARE/FERA customers had average load reductions in all three service territories.

Figure 7.1-8: Daily Load Reductions in Cool Climate Regions by Customer Segment, Average August and September Weekday



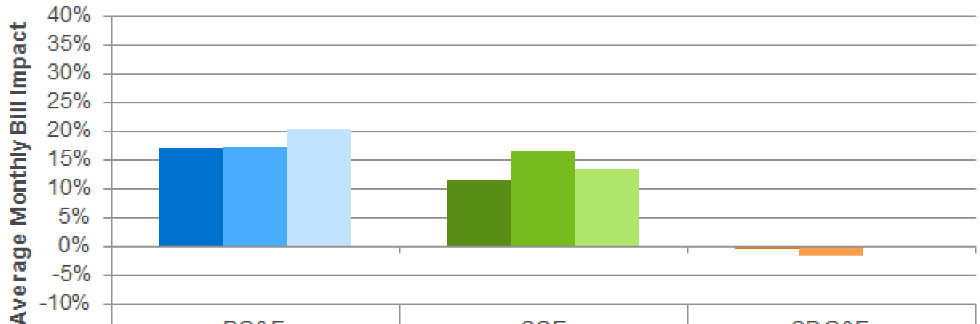
Cool

		PG&E CARE	PG&E Non-CARE	PG&E All	SCE CARE	SCE Non-CARE	SCE All	SDG&E CARE	SDG&E Non-CARE	SDG&E All
Rate 1	% Impact	-1.0%	1.1%	0.7%	0.8%	2.2%	1.9%	1.7%	2.3%	2.2%
	kW Impact	0.00	0.00	0.00	0.00	0.02	0.01	0.01	0.01	0.01
Rate 2	% Impact	-1.9%	1.0%	0.4%	2.4%	1.5%	1.7%	2.8%	3.4%	3.3%
	kW Impact	-0.01	0.00	0.00	0.01	0.01	0.01	0.01	0.02	0.02
Rate 3	% Impact	0.2%	2.0%	1.7%	1.0%	3.4%	2.9%			
	kW Impact	0.00	0.01	0.01	0.01	0.02	0.02			

7.1.2 Bill Impacts

Figure 7.1-9 shows the average percentage bill impacts by rate and utility for the service territory as a whole. Keep in mind once again that the values below pertain only to the common months of August and September. As discussed previously, it is not surprising that bills on TOU rates are higher during the summer period, although that is not the case at SDG&E. The average increase over the OAT at PG&E is roughly 18% or almost $18 per month. At SCE, the average percent increase is roughly 14% or $15. In contrast, the average bill impact at SDG&E is a very small and negative, meaning the average customer saw a bill reduction.

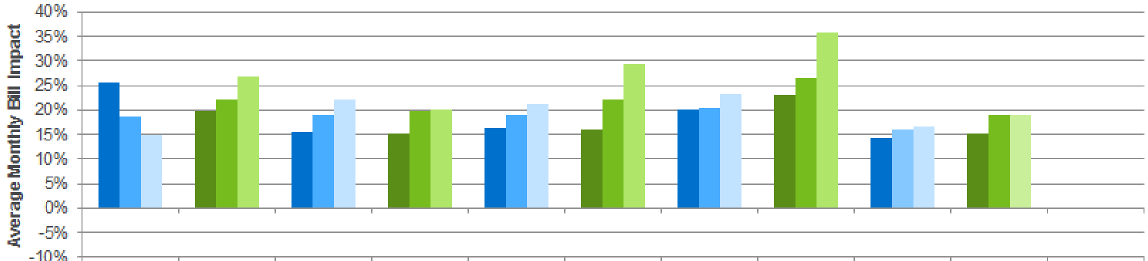
Figure 7.1-9: Average Summer Bill Impacts by Rate for Each Utility Service Territory (August and September)



		PG&E	SCE	SDG&E
			Territory Wide	
Rate 1	% Impact	17.1%	11.5%	-0.5%
	$ Impact	16.48	12.63	-0.46
Rate 2	% Impact	17.2%	16.5%	-1.6%
	$ Impact	17.27	18.05	-1.66
Rate 3	% Impact	20.2%	13.3%	
	$ Impact	19.03	15.33	

Figure 7.1-10 shows the average monthly bill impacts for selected customer segments in the hot climate regions for each utility for the months of August and September. For nearly all customer segments, the largest impacts occur for SCE's Rate 3, which is the only tariff that does not have a baseline credit. The largest increase in average bills is observed for SCE's CARE/FERA customers on Rate 3, who saw an increase of more than 35%, or more than $33 per month. Senior households on SCE's Rate 3 had a lower percentage increase, equaling roughly 30%, but a higher absolute bill increase of more than $39. The lowest percentage bill increase across all segments and tariffs for PG&E and SCE was 14.2% for Rate 1, non-CARE/FERA customers in PG&E's service territory while the lowest absolute bill increase was for CARE/FERA customers on PG&E's Rate 1. There was essentially no change in bills for customers in SDG&E's hot climate region.

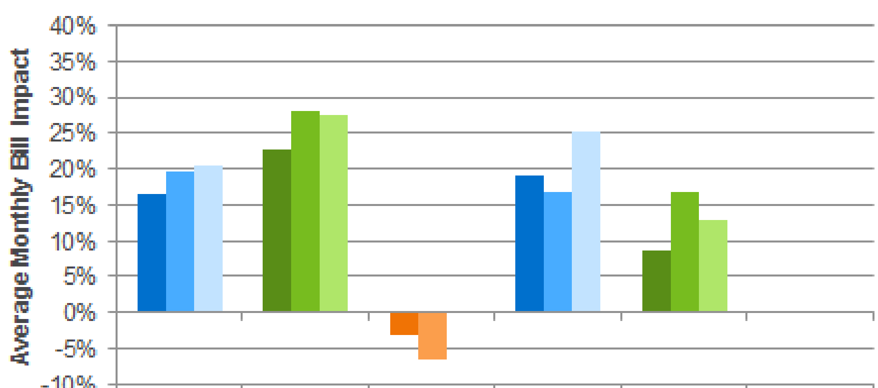
Figure 7.1-10: Average Summer Bill Impacts by Customer Segment for Hot Climate Regions (August & September)



		Below 100% FPG		100% - 200% FPG		Senior		CARE		Non-CARE		
		PG&E	SCE	PG&E	SCE	PG&E	SCE	PG&E	SCE	PG&E	SCE	SDG&E
Rate 1	% Impact	25.6%	19.7%	15.5%	15.1%	16.2%	15.9%	20.1%	22.9%	14.2%	15.1%	
	$ Impact	23.80	20.19	16.44	19.39	19.28	23.36	16.43	20.94	23.33	25.63	
Rate 2	% Impact	18.6%	22.1%	19.0%	19.8%	19.0%	22.1%	20.4%	26.5%	16.0%	18.9%	-0.2%
	$ Impact	19.33	23.57	20.71	24.02	22.59	30.82	17.98	24.22	25.61	31.81	-0.26
Rate 3	% Impact	14.9%	26.8%	22.2%	20.1%	21.2%	29.5%	23.3%	35.6%	16.6%	19.0%	
	$ Impact	15.97	27.70	25.16	26.02	24.90	39.37	20.21	32.67	27.02	32.33	

Figure 7.1-11 shows the bill impacts in the moderate climate regions for each utility service territory. Once again, bill impacts in SDG&E's service territory are either negative or non-existent, whereas the impacts in the other service territories range from a low of roughly 13% for SCE's Rate 3, non-CARE/FERA customers to a high of roughly 28% for SCE's Rate 2, CARE/FERA customers. Absolute bill increases at PG&E and SCE range from a low of roughly $8 for PG&E's CARE/FERA customers on Rate 1 to a high of roughly $21 for SCE's CARE/FERA customers on Rate 2.

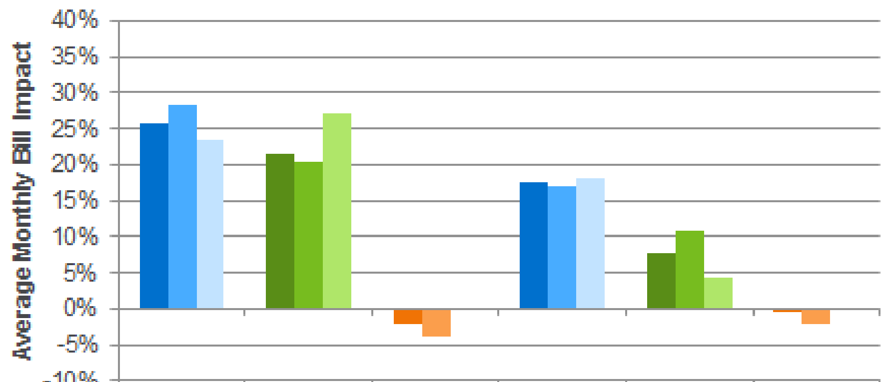
Figure 7.1-11: Moderate Climate Zones, Average Summer Bill Impacts (August & September)



		CARE			Non-CARE		
		PG&E	SCE	SDG&E	PG&E	SCE	SDG&E
Rate 1	% Impact	16.4%	22.7%	-3.3%	19.2%	8.6%	0.3%
	$ Impact	8.06	16.02	-2.39	17.00	13.71	0.41
Rate 2	% Impact	19.7%	28.1%	-6.5%	16.7%	16.7%	0.2%
	$ Impact	9.31	21.01	-4.87	16.99	23.86	0.26
Rate 3	% Impact	20.4%	27.4%		25.2%	12.7%	
	$ Impact	9.38	20.37		20.63	20.10	

Figure 7.1-12 shows the bill impacts in the cool climate region, which are significantly less than the bill impacts in the moderate and hot regions. At PG&E and SCE, bill impacts ranged from a low of 4.4% for SCE's Rate 3, non-CARE/FERA customers to a high of more than 28% for PG&E's Rate 2, CARE/FERA customers. The lowest dollar impact in the cool climate region at SCE and PG&E was $5 and occurred for non-CARE/FERA customers on Rate 3 in SCE's service territory and the highest bill increase, roughly $13, occurred for PG&E's CARE/FERA customers on Rate 3.Once again, on average, SD&E's customers showed an average reduction in bills even during this summer period.

Figure 7.1-12: Cool Climate Zones, Average Summer Bill Impacts (August & September)



		CARE			Non-CARE		
		PG&E	SCE	SDG&E	PG&E	SCE	SDG&E
Rate 1	% Impact	25.8%	21.5%	-2.1%	17.5%	7.7%	-0.5%
	$ Impact	9.22	10.21	-1.05	12.06	7.77	-0.52
Rate 2	% Impact	28.3%	20.3%	-3.9%	16.9%	11.0%	-2.2%
	$ Impact	9.42	9.97	-2.01	11.71	11.94	-2.20
Rate 3	% Impact	23.6%	27.3%		18.2%	4.4%	
	$ Impact	8.29	13.11		11.96	5.05	

7.2 Overall Key Findings

The initial few months of the TOU pilots summarized above has produced a large amount of preliminary information that will be useful in guiding California's pricing strategy over the coming years. However, it must be kept in mind that these findings are preliminary and are based on only a few summer months. Both load impacts and bill impacts are going to differ significantly during winter months and the actions and perceptions of TOU pilot participants may be quite different over the course of a full year and even over the course of summer 2017 when customers will have had the experience of summer 2016 to rely on for input to their behavioral decisions. Also, as mentioned numerous times above, when interpreting results to date, policymakers must keep in mind that statistically significant differences do not necessarily translate into material differences, especially for survey findings, since the large number of customers participating in the pilots (which was driven largely by the desire to estimate load impacts with reasonable precision) combined with the decision to survey all participants means that even very small differences in survey metrics can be found to be statistically significant. With these cautions in mind, the remainder of this section provides a high level summary of key findings.

7.2.1 Load Impacts

Key findings for load impacts include the following:

- While many pricing pilots and programs have been evaluated in the electricity industry nationwide and in California, few if any have tested tariffs that have peak pricing periods that extend well into the evening hours when air conditioning loads are lower and when many residential households have occupants arriving home from work and engaging in evening activities. All eight tariffs tested in these pilots had a substantial portion of the peak period covering key evening hours. Indeed, the common hours across all eight tariffs are from 6 to 8 PM. Some tariffs had peak periods extending until 9 PM and some had shoulder periods extending until midnight. As such, a key finding from the pilots is that statistically significant load reductions were found for all rates tested for the service territory as a whole and for all climate regions. Table 7.2-1 summarizes the percentage and absolute peak period load reductions for each rate and service territory. As seen, the lowest load impact occurred for SCE's Rate 3, showing an average reduction of 2.7% and 0.03 kW, and the highest occurred for PG&E's Rate 2, which had an average percentage reduction of 6.1% and 0.06 kW.

Table 7.2-1: Peak Period Load Reductions

Utility	Metric	Rate 1	Rate 2	Rate 3
PG&E	Peak Period Hours	4-9 PM	6-9 PM	4-9 PM
	% Impact	5.8%	6.1%	5.5%
	Absolute Impact (kW)	0.06 kW	0.06 kW	0.06 kW
SCE	Peak Period Hours	2-8 PM	5-8 PM	4-9 PM
	% Impact	4.4%	4.2%	2.7%
	Absolute Impact (kW)	0.06 kW	0.06 kW	0.03 kW
SDG&E	Peak Period Hours	4-9 PM	4-9 PM	N/A
	% Impact	5.4%	4.6%	N/A
	Absolute Impact (kW)	0.04 kW	0.04 kW	N/A

- Another important policy question given shifting load patterns at some utilities is the magnitude of peak period load reductions on weekends. Peak period load reductions on weekends and the pattern of load reductions across rate periods on weekends were generally similar to weekday impacts.
- Also often of interest when examining TOU rates is whether peak period reductions consist primarily of load shifting, in which case daily usage would remain roughly the same, load reductions that are not completely offset by increases in other rate periods, which would reduce usage overall, or whether customers actually take advantage of lower off-peak prices by consuming more in lower priced periods than is reduced during high priced periods in which case overall usage would increase. For the majority of rates, climate regions and customer segments, there was a small but statistically significant overall reduction in electricity use. The reduction in daily usage ranged from very small negative values (e.g., an increase) to as high as 4%.
- For PG&E, absolute reductions in peak period energy use were largest in the hot climate region, second largest in the moderate region and smallest in the cool region and differences across regions were statistically significant for all three rates. Percentage reductions also followed this

pattern at PG&E but the differences were not always statistically significant. This pattern was also found at SDG&E. However, at SCE, the pattern of load reductions was not the same. In general, the differences across regions were smaller and in some cases, the largest load reductions were found in the cool climate region and the smallest in the hot region. It is noteworthy that SCE's hot region has many more hot days than PG&E's hot region and SCE's moderate region is much hotter than PG&E or SDG&E's hot region. This, combined with the fact that some of SCE's rates had long shoulder periods during which prices were higher than during the off-peak period may have made it difficult for customers in hot regions to reduce energy use and still stay reasonably comfortable.

- For the service territory as a whole for all three utilities, CARE/FERA customers had lower average percent and absolute peak period load reductions than non-CARE/FERA customers for all rates. This pattern was typically (although not universally) true at PG&E and SDG&E for all rates and climate regions. Once again, SCE had a different result for some rates and climate regions. In selected cases, CARE/FERA customers even had larger load reductions than non-CARE/FERA customers in SCE's service territory.
- Senior households in both PG&E's and SCE's hot climate region had load reductions very similar to those for the general population in the hot climate region. This was true for senior households overall as well as for senior households that were and were not in the CARE/FERA program.
- Households with incomes below 100% of the Federal Poverty Guidelines (FPG) in hot climate regions did not reduce peak period loads in PG&E's service territory but had load reductions similar to the general population in SCE's hot climate region.
- SCE recruited customers who already owned smart thermostats into the study and randomly assigned these customers to rate and treatment groups to estimate the magnitude of load impacts for customers with smart thermostats. Load impacts for these customers were similar to those for the general population even though these customers had larger usage overall and, therefore, might be expected to have larger load reductions. SCE plans to work with the smart thermostat provider in the lead-up to summer 2017 to see if the offer to optimize usage in light of being on TOU rates might produce larger load reductions.
- SDG&E tested whether delivery of weekly summaries of usage and bills to TOU customers would produce greater load reductions compared with households on TOU rates that did not receive this information. Differences in load impacts between customers who did and did not receive Weekly Alert Emails were not statistically significant.
- PG&E offered a smart phone app that would provide a variety of information to those who downloaded it that might help them to manage their energy use. The number of customers who successfully downloaded the app was quite low and there were not enough users to determine whether the app had an impact.

7.2.2 Bill Impacts

Key findings concerning bill impacts include the following:

- At both PG&E and SCE, average monthly bills were higher for all TOU rates than they would have been on the OAT for all customer segments and all climate regions. Average monthly bill increases over three summer months ranged from a low of roughly $5 to as much as $40. Most segments on average were only able to offset a small proportion of the structural bill increase by reducing or shifting usage. It is important to keep in mind that these bill increasers are likely to be the worst that will occur over any stretch during the pilot. It should also be noted that some of the increases would be largely or completely offset by enrollment bill credits that were distributed during the summer (and to also not that these credits were not factored into the bill comparison calculations presented here).

- Absolute bill impacts were typically largest in the hot climate region, second largest in the moderate region and smallest in the cool region.
- Bill impacts at SDG&E were quite different from those at PG&E and SCE, with very small structural impacts and with some customer segments being able to more than offset small structural bill increases with load shifting or conservation behavior and, thus, had slightly lower bills even during the summer period than they would have had on the OAT.

The stark contrast between the relatively large bill increases for TOU customers during the summer months at PG&E and SCE relative to SDG&E is noteworthy and should be examined carefully as the IOUs develop pricing strategies for default enrollment starting in 2019. This significant difference did not stem from SDG&E having significantly more modest peak-to-off-peak price differentials or smaller differentials between peak prices and the OAT price relative to the other two utilities. Indeed, SDG&E's price differentials were larger than for several of the pilot rates at PG&E and SCE. Rather, the much more modest bill impacts at SDG&E had to do with the fact that both SDG&E's OAT and TOU rates are seasonally price differentiated, with higher prices in the summer than in the winter. SCE and PG&E's OATs are not seasonally differentiated, but their TOU rates are. As a result, the summer bill differentials between their TOU and OAT rates were much greater than SDG&E's.

Another point to keep in mind is that bill volatility across seasons can be managed through tools designed specifically to address bill volatility, such as balanced payment plans, which allow customers to pay the same bill each month based on historical usage and current rates (with periodic true-ups). The extent to which this option might mute TOU price signals is subject to debate but will be examined in the default pilots that the IOUs will implement in 2018.

A final point to keep in mind as default tariff options are designed is that all customers who will be defaulted onto TOU rates in 2019 will receive bill protection for the first full year on the new tariff. As such, while summer bills may be higher than under the OAT, customers who stay for a full year will not pay a higher bill than they would under the OAT.

In summary, while bill volatility is a legitimate concern in light of the relatively large bill increases experienced by many pilot participants over the few summer months covered by this initial evaluation period, it is not at all clear that a good solution to this problem is to mute the TOU price signal. Seasonal bill volatility exists even under the OAT in California due to tiered pricing and variation in usage over seasons. Importantly, SDG&E's pilot tariffs had TOU price signals higher than some of the PG&E and SCE pilot rates that were associated with much higher bill volatility. Designing TOU tariffs that account for the seasonal differentiation in the OAT (or lack thereof), and offering balanced payment programs, combined with first year bill protection, may be better solutions that will protect customers while improving economic efficiency through TOU prices that more accurately reflect cost causation.

7.2.3 Customer Attrition

Customer attrition is driven by three very different factors. One is customers who move, referred to as customer churn. Another is customers who become ineligible as a result of factors such as installing solar, going onto medical baseline, or switching to service from a Community Choice Aggregator (CCA). The final factor is customers who consciously opt out of the rate because they are unhappy being on a TOU rate. Key findings concerning customer attrition include the following:

- Cumulative opt-out rates between enrollment and the end of December have been quite low for nearly all rates and customer segments. For PG&E, the cumulative percent of treatment customers who dropped off the rate was between 1% and 2% and at SCE it was between 1.5% and 3%.
- There is no material difference in the cumulative percent of opt outs across tariffs at PG&E or SDG&E. At SCE, the cumulative percent of opt outs for Rate 3 was 3% for the service territory as a whole and was roughly 10% for CARE/FERA customers in the hot climate region.
- The number of customers dropping off the TOU rates was highest in the hot region, second in the moderate and lowest in the cool climate region for all tariffs (but still very low in all cases except for SCE's Rate 3 in the hot climate region).
- Opt out rates were slightly lower for CARE/FERA customers in PG&E's service territory compared with non-CARE/FERA customers and the opposite was true in SCE's service territory but the differences were small in all cases except for Rate 3 at SCE.
- Overall attrition ranged from as low as 4% to as high as 18% with the highest being for CARE/FERA customers in SCE's hot climate region on Rate 3. Given that the pilot planning assumption was that total attrition would be roughly 25% over the course of the two summer periods, this segment may be at risk of having sample sizes that are lower than ideal by summer 2017.
- Attrition has also been high in PG&E's moderate and cool climate regions for some segments due primarily to customers switching to CCAs, which are quite active in PG&E's service territory. With CCA growth expected to continue, some sample sizes at PG&E may also be at risk of being smaller than required to meet target levels of statistical precision by summer 2017. However, there is some cushion in these sample size estimates and unless the pace of CCA recruitment increases dramatically over current projections, this problem should be manageable.

7.2.4 Survey Findings

Key findings from the surveys that were administered include the following:

- An important policy question is whether TOU rates might increase economic hardship for selected customer segments in the hot climate region for PG&E and SCE and the moderate climate region for SDG&E. The surveys included questions pertaining to economic hardship and responses to several questions were combined to produce an economic index. The value of this index was compared between treatment and control customers to determine whether the TOU rates increase the value of the index. There were no statistically significant differences in the index values for segments of interest at PG&E or SDG&E. At SCE, Rate 3 CARE/FERA customers and Rate 2 customers with incomes between 100% and 200% of FPG had higher economic index scores when compared with control group customers. The difference in values is equivalent to a customer noting difficulty paying one additional bill over the summer or using one additional non-income based method to pay their bills.

- The surveys also asked customers whether they had sought medical attention due to excessive heat and these responses were compared between treatment and control customers. These comparisons were made only for customers who reported requiring air conditioning due to a medical condition. No difference in this health index between treatment and control customers was found at PG&E or SDG&E. At SCE, about 10% more Rate 1 and Rate 3 CARE/FERA customers reported seeking medical attention due to excessive heat when compared with control customers.
- At PG&E and SCE, satisfaction ratings with the TOU rate and with the utility were typically slightly lower for TOU rate customers than for control customers and these differences were sometimes statistically significant but they were always less than 1 point on an 11 point scale. Put another way, none of these differences are likely to be judged as material. At SDG&E, customers on the TOU rates sometimes had higher satisfaction ratings than control customers.
- The surveys revealed that a very large percent of customers on TOU rates received summer bills that were higher than expected. This is also true of control customers since summer bills are typically higher for many customers in California. However, the percentage difference on this metric between treatment and control customers was statistically significant for the majority of rates, customer segments, and climate regions at PG&E and SCE. For some segments, rates and climate regions, more than 50% of customers said their bills were higher than expected. This is an important finding that should influence not only the timing of enrollment for customers on TOU rates but also the content of ME&O materials which could do a better job of preparing customers for higher than expected bills in the summer period (while reminding them about lower bills at other times of the year).
- The surveys also showed a significant disparity in understanding of the timing of the peak period between CARE/FERA and non-CARE/FERA customers. For some rates and climate regions, between 30% and 40% of CARE/FERA customers could not identify a single hour that fell in the peak period rate window, while the percent of non-CARE/FERA customers that had the same level of misunderstanding was often significantly lower or even in the single digits. This disparity could partly be due to the fact that more CARE/FERA customers have English as a second language, but there may be other explanations. Nexant recommends that this issue be carefully addressed and studied further in the upcoming default pilots where there is a much greater emphasis on and opportunity to test ME&O options and content for all segments.
- For all three utilities, customers on TOU rates were more likely to take time-specific actions than customers in the control condition. For example, while a similar proportion of customers from control and rate groups indicated they turned off their lights to conserve energy, a larger proportion of treatment customers indicated they shifted doing laundry and running the dishwasher during peak hours. This trend suggests that while fewer rate customers understood the nuances of their rates, they did know and act on actions that helped them shift use.

Appendix A Listing of Electronic Tables

The following Microsoft Excel files have been filed as electronic tables in conjunction with the primary report. Given the large volume of different rates and customer segments across utilities, electronic tables are the most efficient medium to present this data. Within these tables, users are able to select options such as the rate or customer segment of interest. The numbering of the tables corresponds to the section of the report containing the corresponding static figures and tables. In cases where more than one table corresponds to a section, each electronic table is labeled as X.X-1 and X.X-2. The file names for the electronic tables do not directly tie to any particular figure or table numbers, even though the naming convention is similar. These electronic tables allow the reader to access the underlying data that created the figures, and to determine actual values for data points within figures.

E-Table 4.3-1 - PG&E Load Impacts by Hour

E-Table 4.3-2 - PG&E Load Impact Tables & Figures

E-Table 4.4 - PG&E Bill Impacts

E-Table 4.5-1 - PG&E Survey Results Tables and Statistical Details

E-Table 4.5-2 - PG&E Survey Responses by Segment

E-Table 5.3-1 - SCE Load Impacts by Hour

E-Table 5.3-2 - SCE Load Impact Tables & Figures

E-Table 5.4 - SCE Bill Impacts

E-Table 5.5-1 - SCE Survey Results Tables and Statistical Details

E-Table 5.5-2 - SCE Survey Responses by Segment

E-Table 6.3-1 - SDG&E Load Impacts by Hour

E-Table 6.3-2 - SDG&E Load Impact Tables & Figures

E-Table 6.4 - SDG&E Bill Impacts

E-Table 6.5-1 - SDG&E Survey Results Tables and Statistical Details

E-Table 6.5-2 - SDG&E Survey Responses by Segment

E-Table 7.1 - Cross Utility Comparison