

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U39M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010 and 2011.	Application 08-05-026 (Filed May 15, 2008)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW INCOME ASSISTANCE PROGRAMS FOR JANUARY 2010**

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW INCOME ASSISTANCE PROGRAMS FOR JANUARY 2010**

This is the first monthly report of program year (PY) 2010. The purpose of this report is to consolidate activity for the CARE and LIEE programs and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

In Ordering Paragraph 90 of Decision (D.) 08-11-031, the California Public Utility Commission (CPUC) directed utilities to begin reporting on the number of customer complaints they receive (either formal, informal, or wherever received) about their CARE recertification efforts and the nature of the complaints and directed utilities to report this information in their monthly and annual reports beginning December 31, 2008.

This report presents year-to-date LIEE and CARE results and expenditures through January 2010 for Southern California Gas Company (SoCalGas).

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LOW INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

1. LIEE Executive Summary

1.1. Low Income Energy Efficiency Program Overview

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

Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$76,872,816	\$289,874	0%
Homes Treated	143,540		
Therms Saved	3,345,967		

Note: In December 2009 the total Actual to Date expenditures was reported incorrectly.

The amount \$42,817,607 at

80% of budget was reported when the actual total expense was \$49,468,562 at 79% of the total budget for PY2009.

During the month of January, SoCalGas and its LIEE contractor network continued to work diligently on managing the heightened workflow that the 2009-11 program cycle demands. SoCalGas processed over 9,000 enrollments as part of the 2010 accrual process for PY2009 and generated 26,211 leads. This effort resulted in 4,936 enrollments, 9,584 leads pending enrollment, and over 5,165 awaiting qualification. There are also over 300 enrollments pending utility approval. The enrollments currently being processed and the installations completed in January will be reported in the February monthly report tables.

SoCalGas looks forward to the many challenges of the upcoming year and intends to work aggressively to meet the program goals for 2010. SoCalGas will also continue to increase leveraging activities with new and existing external partners in the areas of energy efficiency, workforce training and others. Additionally, plans to meet 2010 goals include focusing LIEE operational efforts on hard to reach communities, expanding the current contractor network by issuing a Request for Qualification/Request for Proposal to new contractors, and expanding data

mining and customer information collection. This approach should help to increase overall LIEE enrollment totals as well as increase the number of service providers participating in the DAP contractor network. SoCalGas also plans to target customers from PY2009 where enrollment efforts were attempted with no response from the customers.

1.2. Whole Neighborhood Approach Evaluation

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

In January, SoCalGas combined efforts to provide its LIEE contractor network with an additional 3 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their WNA efforts. This approach, in conjunction with SoCalGas oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort; total number of completed homes, customers not willing to participate, successful canvassing and/or marketing efforts, and any other information that can help increase eligible customer enrollments. This detailed accounting serves to assist both the contractors and SoCalGas with future WNA activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with new tracking methods that take into account the amount of time contractors spend working in an area are allowing SoCalGas to better monitor the success of LIEE activities from a whole neighborhood perspective. The new tracking methods include detailed instructions to contractors regarding data entry in the HEAT System¹, both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing as well as capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

¹ The HEAT System is SoCalGas’ LIEE program database used to track program activity and expenditures.

As a result of providing LIEE contractors with enhanced feedback and data, monitoring the success of all efforts, and maintaining an ongoing dialogue with contractors, SoCalGas continues to demonstrate how this comprehensive team approach helps its contractors offer more customers LIEE measures.

The canvassing lists generated in January were initiated in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 720 customer addresses, of which 312 (43%) are potentially eligible based on LIEE income eligibility criteria. Additionally, based on SoCalGas data, 286 of the 720 (40%) addresses are in targeted self-certification PRIZM codes².

Number of WNA Events per City	Contractor
Visalia – 3	Synergy

In January, SoCalGas and its LIEE contractors treated 23 homes through WNA activities. SoCalGas continues to involve more LIEE contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor the resulting enrollments and measure installations completed through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase the number of households served by the LIEE program.

1.3. LIEE Customer Outreach and Enrollment Update

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

LIEE Bill Inserts:

SoCalGas launched its first LIEE bill insert in January to approximately 1.2 million existing CARE residential customers. The insert was translated into Spanish and was designed to

² Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

encourage low income English and Spanish-speaking customers to visit SoCalGas' web site and apply for no-cost energy-saving home improvement services. To date, results from this campaign include 351 responses from customers interested in the LIEE program.

LIEE Direct Mailings:

There were no direct mailings conducted in January. A direct mail campaign is scheduled to deploy by the end of the first quarter 2010.

LIEE Outbound Dialing Campaigns:

In January, SoCalGas began the year by promoting its LIEE program through Automated Voice Messaging (AVM). 212,000 customers were targeted throughout SoCalGas' Los Angeles County service territory, and were encouraged to apply for the LIEE program. As a result of this campaign, there were 21,484 customer leads generated for the LIEE program.

LIEE Web Activities:

In January, over 14,000 customers received emails from SoCalGas encouraging them to apply for LIEE's no cost home improvements. As of January 31, 1,192 customers have completed the online English LIEE request form and 17 customers have completed the online Spanish LIEE request form.

- 1.3.2. Customer Assistance Events and Public Affairs/Public Relations Activities for both CARE and LIEE programs.

01/06/10 Corona City Manager – Customer Assistance

SoCalGas Regional Public Affairs (RPA) provided the Corona City Manager and staff with the latest SoCalGas customer assistance program information in response to their concern over where to refer people who are having trouble paying their bills. The City Manager was asked, and agreed, to distribute the SoCalGas press release "Gas Company offers help with post-holiday Utility bills".

01/06/10 Moreno Valley City Council – Customer Assistance

SoCalGas RPA provided the Moreno Valley City Council and staff with the latest SoCalGas customer assistance program information in response to their concern over where to refer people who are having trouble paying their bills. RPA asked the City Council members to distribute the SoCalGas press release “Gas Company offers help with post-holiday Utility bills” throughout their community group associations.

01/14/10 El Monte/South El Monte Chamber of Commerce

SoCalGas RPA made a presentation to the Legislative Committee of the El Monte/South El Monte Chamber of Commerce on SoCalGas’ customer assistance programs. The Chamber Executive Director promised to place a SoCalGas news release describing its customer assistance programs in the next chamber newsletter.

01/19/10 Assemblyman Calderon's Office Briefed on Customer

Assistance Programs

SoCalGas RPA met with Lisa Herrera, Field Representative to Assemblyman Chuck Calderon of Whittier. She was briefed extensively on various SoCalGas customer assistance programs and provided with brochures, so that she and her office may be better able to assist constituents that need extra help during this tough time.

01/22/10 Partners In Education

SoCalGas RPA spoke at the Business and Education Partnerships Breakfast about its customer assistance programs. The event, attended by over 300 people, honors businesses and community volunteers. Sponsored by the Santa Barbara County Education Office, Partners in Education was developed to improve education in ways that support a more vibrant economy.

1.4. Leveraging Success Evaluation, Including CSD

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

SoCalGas will continue its efforts to meet with various non-IOU utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income energy efficiency programs in PY2010.

Final details are being addressed as SoCalGas and Burbank Water & Power (BWP) prepare to share information necessary to begin canvassing Burbank neighborhoods.

Also, SoCalGas and Imperial Irrigation District (IID), under their signed agreement, exchanged lists of each others customers and will begin canvassing in SoCalGas/IID joint service territories in February 2010. Additionally, SoCalGas has begun utilizing IID's customer list to enroll eligible customers in SoCalGas' CARE program.

1.5. Workforce Education & Training

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

The CPUC's Workforce, Education and Training (WE&T) Pilot continued between Los Angeles Trade Technical College (LATTC), SoCalGas and LATTC's industry partners TELACU and Community Enhancement Services (CES).

LATTC staff conducted ride-a-longs with TELACU as well as received input on the weatherization curriculum they are developing for the classroom. LATTC is focusing on hands-on training, as well as capturing the LIEE program components required to enroll and assess a customer's home. LATTC worked with TELACU to recruit student participants for their WE&T pilot classes and held the first sessions in January 2010. Once the students complete the required coursework, they will be placed with a TELACU representative for 90-day job observation and some LIEE measure installation work.

SoCalGas continued its internal training programs which contribute to the goals of workforce development. The LIEE contractor network pulls the majority of its labor resources from the local areas it services, including the low-income communities within the SoCalGas service territory. In addition, the LIEE training programs supported by SoCalGas are critical in maintaining a high quality of service for LIEE customers as well as for program implementation.

SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A) and 2) LIEE Operations. The December and Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results

	Jan	PY2010 Total
Attended Testing	56	56
Passed Test	48	48
Pass Rate	85.7%	85.7%

SoCalGas Outreacher Training

	Jan	PY2010 Total
Attended Class	18	18
Passed Class	18	18
Outreacher Registration	18	18
Drop Off Rate	0%	0%

After successful completion of the Skill-Level Test, the potential outreacher attends a mandatory 5-day class which reviews the requirements for enrollment, assessment and in-home education.

The class also covers policies, security and overall customer service standards. A final exam must be passed for an outreacher to receive an identification badge. The year-to-date total for outreachers that are trained and registered for SoCalGas is 18. The classes are held at the Energy Resource Center (ERC) located in Downey, California.

Field Operations training includes initial training for new students in weatherization, inspections, Heating Ventilation and Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The table below shows the number of classes that have been offered in 2010. The class sizes range from 5 – 35 technicians.

SoCalGas Field Operations Training

	Jan
Initial Totals	5
Refresher Totals	1
NGAT	2
Total	8

The year-to-date total for SoCalGas field operations training classes is eight with 33 students in attendance.

2. CARE Executive Summary

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$3,755,053	\$226,223	6%
Proc., Certification and Verification	\$1,235,832	\$104,832	9%
Information Tech./Programming (1)	\$506,003	\$28,479	6%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$16,707	\$0	0%
Regulatory Compliance	\$229,513	\$13,314	6%
General Administration	\$585,518	\$33,778	6%
CPUC Energy Division Staff	\$171,500	\$3,705	2%
Cooling Centers (3)	N/A	N/A	N/A
Total Expenses	\$6,500,126	\$410,330	7%
Subsidies and Benefits (4)	\$134,237,154	\$16,189,087	12%
Total Program Costs and Discounts	\$140,737,280	\$16,614,027	12%

2.1.2. Please provide the CARE program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,571,380	1,802,661	87.2%

SoCalGas continues to increase its total CARE participation this month from 1,560,543 to 1,571,380 and the CARE penetration rate decreased from 88.1% to 87.2% this is attributed to the increase in estimated eligible participants for 2010³. Momentum will continue to build as new marketing and outreach efforts are implemented for 2010.

2.2. Outreach

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

During the month of January, SoCalGas continued its successful CARE outreach and leveraging strategies, modifying them as appropriate to best meet the needs of its low- income and special needs customers.

CARE Telephone Enrollments and Recertification

An automated voice messaging (AVM) recertification campaign was conducted by SoCalGas CARE outreach in January. During this campaign, 379 customers recertified their CARE eligibility through this efficient, automated option. By utilizing electronic outreach and processing technologies, SoCalGas' successful AVM campaigns provide considerable cost savings, are environmentally friendly and most importantly, offer customers an easy method of enrolling or recertifying in the CARE program.

CARE Web Activity & Enrollments

During January, SoCalGas received 7,616 CARE applications through its internet-based outreach activities. These activities resulted in 3,718 new CARE enrollments and 1,446 recertifications. Web outreach activities include email promotions to almost 30,000 customers and continual promotion of the CARE website through various collateral materials, select mass media campaigns and multiple public service announcements (PSAs).

³ See the Compliance Filing of Southern California Edison Company on behalf of itself, Southern California Gas Company, San Diego Gas & Electric Company, and Pacific Gas & Electric Company, Regarding the Annual Estimates of CARE Eligible Customers and Related Information, filed December 29, 2009.

CARE Third-Party Enrollments

In January, SoCalGas' CARE third-party door-to-door outreach program enrolled an additional 3,289 new hard-to-reach customers, who for a variety of reasons have been non-responsive to other outreach methods. During the 2010, third party contractors will shift their resources in several different directions throughout SoCalGas' vast service territory. They will continue to enroll hard-to-reach customers in the CARE program as well as promote CARE enrollment to recently unemployed customers. Further, considering many of the recently unemployed will most likely reside in non-traditional low income communities, SoCalGas' third party contractors will begin canvassing neighborhoods that have been subject to minimal, if any, outreach activity in the past.

CARE Direct Mail Activity and Enrollments

In January, SoCalGas' CARE program launched a 487,000 piece direct mail campaign specifically designed to target customers newly eligible for the program due to job loss, furlough, or wage reduction. The results of this campaign will be reported in the February and March monthly reports.

CARE Bill Inserts

SoCalGas plans to conduct four bill insert outreach campaigns during PY2010. SoCalGas' CARE bill insert applications are bi-lingual (English/Spanish) and contain beneficial information about other assistance programs that can further assist low-income and special needs customers.

CARE Mass Media Campaigns

During January, SoCalGas continued its "hardship" multi-channel mass media campaign targeting low income customers throughout its service area. Print based media was the primary channel for this campaign, but it also included traffic radio, TV billboard ads and public service announcements to promote its low-income programs to a variety of ethnic groups including seniors. To maximize customer benefit, the mass media campaign included messages promoting both the SoCalGas CARE and LIEE programs.

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

Leveraging with other assistance programs continues to be a cost-effective method for increasing CARE program participation. Post enrollment verification (PEV) activities decreased since customers on LIHEAP are automatically eligible for the CARE program based on categorical eligibility and are exempt from random PEV selection.

In January, 9,889 customers were enrolled through the inter-utility data exchange with Southern California Edison, and 1,359 LIHEAP customers were automatically enrolled in CARE through leveraging efforts. Additionally, 9,025 LIHEAP customers, already on the CARE rate, automatically met all PEV requirements for the month of December.

2.2.3. Web-links and Media

In January, Senator Roy Ashburn helped SoCalGas promote its many customer programs by continuing to provide a direct web link from his web-site to SoCalGas' web-site. Additionally, in his e-newsletter to his constituents, Senator Ashburn made a direct reference to SoCalGas' customer assistance programs.

2.3. CARE Integration

For the month of January, SoCalGas received leads from its Customer Contact Center and the LIEE program resulting in the following CARE enrollments:

- Customer Contact Center – 8,251
- LIEE program – 1,534

2.4 CARE Capitation Agencies/Contractors

In January, through the efforts of 43 capitation agencies and community-based organizations, 99 hard-to-reach customers were enrolled in CARE during the month of January.

2.5 CARE Recertification Complaints

<u>Date</u>	<u>Nature of Complaint</u>
1/16/2010	Received two customer comments regarding the recertification IVR. Both customers, when they pressed 1 for English, were transferred to Spanish. Recertification process was not completed. Resolution: IVR system was tested and no error was detected. SoCalGas called both customers and recertified them by telephone.

3. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

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

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses												
2	Southern California Gas Company												
3	January 2010												
4		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 18,519,164	\$ 18,519,164	\$ -		\$ -	\$ -			0%	0%	0%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -			0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -		\$ -	\$ -			0%	0%	0%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -		\$ -	\$ -			0%	0%	0%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -		\$ -	\$ -			0%	0%	0%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -			0%	0%	0%
13	- Pilot	\$ -	\$ 868,507	\$ 868,507	\$ -		\$ -	\$ -			0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -			0%	0%	0%
15	Energy Efficiency TOTAL	\$ -	\$ 53,722,196	\$ 53,722,196	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 21,625	\$ 21,625	\$ -	\$ 21,625	\$ 21,625	0%	7%	7%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -		\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ (17,921)	\$ (17,921)	\$ -	\$ (17,921)	\$ (17,921)	0%	-2%	-2%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -		\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 22,915	\$ 22,915	\$ -	\$ 22,915	\$ 22,915	0%	7%	7%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 261,666	\$ 261,666	\$ -	\$ 261,666	\$ 261,666	0%	5%	5%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 1,588	\$ 1,588	\$ -	\$ 1,588	\$ 1,588	0%	2%	2%
24													
25	TOTAL PROGRAM COSTS	\$ -	\$ 62,571,908	\$ 62,571,908	\$ -	\$ 289,874	\$ 289,874	\$ -	\$ 289,874	\$ 289,874	0%	0%	0%
26	Funded Outside of LIEE Program Budget												
27	Indirect Costs ²					\$ 137,781	\$ 137,781		\$ 137,781	\$ 137,781			
28													
29	NGAT Costs					\$ (32,602)	\$ (32,602)		\$ (32,602)	\$ (32,602)			
30	¹ Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	² The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin and therefore are not included in the LIEE/DAP Total Program Costs.												
32	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H
	LIEE Table 2 LIEE Expenses and Energy Savings by Measures Installed Southern California Gas Company January 2010							
1								
2	Year-To-Date Completed & Expensed Installations							
3	Measures	Units	Quantity Installed	kWh (Annual)	kW (Annual)¹	Therms (Annual)	Expenses	% of Expenditure
4	Heating Systems							
5	Furnaces	Each						0%
6	Cooling Measures							
7	A/C Replacement - Room	Each						
8	A/C Replacement - Central	Each						
9	A/C Tune-up - Central	Each						
10	A/C Services - Central	Each						
11	Heat Pump	Each						
12	Evaporative Coolers	Each						
13	Evaporative Cooler Maintenance	Each						
14	Infiltration & Space Conditioning							
15	Envelope and Air Sealing Measures	Home						0%
16	Duct Sealing	Home						0%
17	Attic Insulation	Home						0%
18	Water Heating Measures							
19	Water Heater Conservation Measures	Home						0%
20	Water Heater Replacement - Gas	Each						0%
21	Water Heater Replacement - Electric	Each						
22	Tankless Water Heater - Gas	Each						
23	Tankless Water Heater - Electric	Each						
24	Lighting Measures							
25	CFLs	Each						
26	Interior Hard wired CFL fixtures	Each						
27	Exterior Hard wired CFL fixtures	Each						
28	Torchiere	Each						
29	Refrigerators							
30	Refrigerators -Primary	Each						
31	Refrigerators - Secondary	Each						
32	Pool Pumps							
33	Pool Pumps	Each						
34	New Measures							
35	Forced Air Unit Standing Pilot Change Out	Each						
36	Furnace Clean and Tune	Each						0%
37	High Efficiency Clothes Washer	Each						
38	Microwave	Each						
39	Thermostatic Shower Valve	Each						
40	LED Night Lights	Each						
41	Occupancy Sensor							
42	Pilots							
43	A/C Tune-up Central	Home						
44	Interior Hard wired CFL fixtures	Each						
45	Ceiling Fans	Each						
46	In-Home Display	Each						
47	Programmable Controllable Thermostat	Each						
48	Forced Air Unit	Each						
49	Microwave							
50	High Efficiency Clothes Washer							
51								
52	Customer Enrollment							
53	Outreach & Assessment	Home						0%
54	In-Home Education	Home						0%
55	Education Workshops	Participant						
56								
57								
58	Total Savings/Expenditures					-	\$ -	0%
59								
60	Homes Weatherized	Home						
61								
62	Homes Treated							
63	- Single Family Homes Treated	Home						
64	- Multi-family Homes Treated	Home						
65	- Mobile Homes Treated	Home						
66	- Total Number of Homes Treated	Home	-					
67	# Eligible Homes to be Treated for PY²	Home	143,540					
68	% OF Homes Treated	%	0%					
69								
70	- Total Master-Metered Homes Treated	Home						
71	¹ Energy savings is based on the 2005 Load Impact Evaluation.							
72	² Based on Attachment H of D0811031							
73								
74	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company January 2010	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	-
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	-
11	Average 1st Year Bill Savings / Treated Home	\$ -
12	Average Lifecycle Bill Savings / Treated Home	\$ -
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	LIEE Table 4 - LIEE Homes Treated Southern California Gas Company January 2010						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno						
5	Imperial						
6	Kern						
7	Kings						
8	Los Angeles						
9	Orange						
10	Riverside						
11	San Bernardino						
12	San Luis Obispo						
13	Santa Barbara						
14	Tulare						
15	Ventura						
16							
17	Total	0	0	0	0	0	0
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	LIEE Table 5 - LIEE Customer Summary Southern California Gas Company January 2010																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated				# of YTD Homes Treated				# of YTD Homes Treated				# of YTD Homes Treated			
4	Month		Therm	kWh	kW												
5	Jan-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
6	Feb-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
7	Mar-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
8	Apr-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
9	May-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
10	Jun-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
11	Jul-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
12	Aug-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
13	Sep-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
14	Oct-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
15	Nov-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
16	Dec-10	0	0	0	0			0	0	0	0	0	0	0	0	0	0
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	January 2010												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	FAU Pilot	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8													
9													
10	Total Pilots	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	Studies:												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation ¹	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	Total Studies	\$ -	\$ 302,500	\$ 302,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	¹ Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Jan-10				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
7	Neighborhood in zip code 93292-39 - Synergy	296	134	65	7
8	Neighborhood in zip code 93292-73 - Synergy	261	93	17	13
9	Neighborhood in zip code 93292-96 - Synergy	163	85	39	3
10					
11					
12					

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	January 2010												
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach ^[1]	\$ -	\$ 3,647,684	\$ 3,647,684	\$0	\$226,223	\$226,223	\$ -	\$226,223	\$226,223	0%	6%	6%
7	Automatic Enrollment	\$ -	\$ -	\$ -	\$0	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$ 1,173,027	\$ 1,173,027	\$0	\$104,832	\$104,832	\$ -	\$104,832	\$104,832	0%	9%	9%
9	Information Technology / Programming	\$ -	\$ 489,451	\$ 489,451	\$0	\$28,479	\$28,479	\$ -	\$28,479	\$28,479	0%	6%	6%
10													
11	Pilots												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation ^[2]	\$ -	\$ 16,237	\$ 16,237	\$0	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$ 222,130	\$ 222,130	\$0	\$13,314	\$13,314	\$ -	\$ 13,314	\$ 13,314	0%	6%	6%
19	General Administration	\$ -	\$ 566,635	\$ 566,635	\$0	\$33,778	\$33,778	\$ -	\$ 33,778	\$ 33,778	0%	6%	6%
20	CPUC Energy Division	\$ -	\$ 171,500	\$ 171,500	\$0	\$3,705	\$3,705	\$ -	\$ 3,705	\$ 3,705	0%	2%	2%
21													
22	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 6,286,664	\$ 6,286,664	\$0	\$410,330	\$410,330	\$ -	\$410,330	\$410,330	0%	7%	7%
23													
24	CARE Rate Discount	\$ -	\$ 129,749,002	\$ 129,749,002	\$0	\$16,189,087	\$16,189,087	\$ -	\$16,189,087	\$16,189,087	0%	12%	12%
25	Service Establishment Charge Discount	\$ -	\$ 3,097,120	\$ 3,097,120	\$0	\$14,610	\$14,610	\$ -	\$14,610	\$14,610	0%	0.47%	0.47%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ -	\$ 139,132,786	\$ 139,132,786	\$ -	\$16,614,027	\$16,614,027	\$ -	\$ 16,614,027	\$ 16,614,027	0%	12%	12%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption	\$ -	\$2,202,996	\$2,202,996					\$2,202,996	\$2,202,996			
32	California Solar Initiative Exemption ^[3]												
33	kWh Surcharge Exemption												
34	TOTAL - OTHER CARE RATE BENEFITS	\$ -	\$2,202,996	\$2,202,996	\$ -	\$2,202,996	\$2,202,996	\$ -	\$ 2,202,996	\$ 2,202,996			
35													
36	Indirect Costs				\$ -	\$87,612	\$87,612	\$ -	\$ 87,612	\$ 87,612			
37	¹ Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	² Measurement and Evaluation consists of Needs Assessment costs												
39	³ DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.												
40	⁴ The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.												
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																		
2	Southern California Gas Company																		
3	January 2010																		
4		Gross Enrollment												Enrollment					
5		Automatic Enrollment																	
6	2010	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification ⁶	Total Adjusted (J+K)	Attrition (Drop Offs) ⁷	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
7	January	9,889	1,534	72	0	0	11,495	90	20,476	32,061	59,107	91,168	21,224	69,944	10,837	1,571,380	1,802,661	87.2%	
8	February				0	0				0		0		0	0				
9	March				0	0				0		0		0	0				
10	April				0	0				0		0		0	0				
11	May				0	0				0		0		0	0				
12	June				0	0				0		0		0	0				
13	July				0	0				0		0		0	0				
14	August				0	0				0		0		0	0				
15	September				0	0				0		0		0	0				
16	October				0	0				0		0		0	0				
17	November				0	0				0		0		0	0				
18	December				0	0				0		0		0	0				
19	Total for 2010	9,889	1,534	72	0	0	11,495	90	20,476	32,061	59,107	91,168	21,224	69,944	10,837				
20	¹ Enrollments via data sharing between the IOUs.																		
21	² Enrollments via data sharing between departments and/or programs within the utility.																		
22	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	⁴ One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																		
24	⁵ Not including Recertification.																		
25	⁶ Recertifications completed regardless of month requested.																		
26	⁷ The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																		
27	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results								
2	Southern California Gas Company								
3	January 2010								
4	2010	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	January	1,571,380	3,891	0.25%	1	11	12	0.31%	0.001%
6	February								
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	Total for 2010	1,571,380	3,891	0.25%	1	11	12	0.31%	0.001%
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹ Southern California Gas Company January 2010						
2							
3							
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	572,213	65,929	43,111	3,112	19,706	0
6	Percentage		100.00%	65.39%	4.72%	29.89%	0.00%
7	¹ Includes sub-metered customers.						
8	² An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	³ Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁶ SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	January 2010									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,335	705	11,039	10,298	655	10,953	100%	93%	99%
7	Imperial	256	15,959	16,215	258	14,140	14,398	101%	89%	89%
8	Kern	8,810	33,472	42,282	9,024	25,579	34,603	102%	76%	82%
9	Kings	15	15,485	15,499	11	13,007	13,018	76%	84%	84%
10	Los Angeles	965,600	5,289	970,890	890,656	6,219	896,875	92%	118%	92%
11	Orange	184,690	0	184,690	141,054	0	141,054	76%	0%	76%
12	Riverside	184,019	43,417	227,436	157,099	23,708	180,807	85%	55%	79%
13	San Bernardino	152,842	8,426	161,268	137,092	5,206	142,298	90%	62%	88%
14	San Luis Obispo	220	26,285	26,505	50	16,767	16,817	23%	64%	63%
15	Santa Barbara	21,732	14,345	36,077	14,079	13,170	27,249	65%	92%	76%
16	Tulare	13,173	42,099	55,271	16,407	35,403	51,810	125%	84%	94%
17	Ventura	48,619	6,870	55,489	35,934	5,564	41,498	74%	81%	75%
18										
19	Total	1,590,308	212,352	1,802,661	1,411,962	159,418	1,571,380	89%	75%	87.2%
20										
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	January 2010							
4	2010	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ^{2, 3}	Participants Dropped ³	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	1,571,380	34,551	2.20%	1,690	56	5%	0.00%
6	February							
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2010	1,571,380	34,551	2.20%	1,690	56	5%	0.00%
18	¹ Participants requested to recertify.							
19	² Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	³ Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

**CARE Table 7 - Capitation Contractors
Southern California Gas Company
January 2010**

Contractor Name ¹	Contractor Type				Year-to-Date		
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
Community Action Partnership of Orange County		X	X	X	0	0	0
ELA Communications Energy ED Program		X			0	5	5
PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
Proteus, Inc.		X			0	14	14
Community Pantry of Hemet		X			0	1	1
Community Action Partnership of San Bernardino		X		X	0	38	38
LA Works		X			0	0	0
Children’s Hospital of Orange County		X			0	4	4
The Companion Line		X			0	0	0
Across Amer Foundation		X			0	0	0
All Peoples Christian Center		X			0	0	0
LA County 211		X			0	3	3
Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
Coachella Valley Housing Coalition		X			0	0	0
HABBM		X			0	0	0
Second Harvest Food Bank of Orange County		X			0	0	0
Southeast Community Development Corp.		X			0	0	0
Latino Resource Organization		X			0	0	0
Independent Living Center of Southern California		X			0	0	0
El Concilio del Condado de Ventura		X			0	0	0
Blessed Sacrament Church		X			0	0	0
Starbright Management Services		X			0	0	0
Hermanidad Mexicana		X			0	0	0
CSET		X			0	1	1
Crest Forest Family and Community Service		X			0	0	0
CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
Veterans in Community Service		X	X	X	0	0	0
MEND		X			0	0	0
Armenian Relief Society		X			0	0	0
Catholic Charities of LA – Brownson House		X			0	0	0
BroadSpectrum		X			0	0	0
OCCC, Inc. (Orange County Community Center)		X			0	0	0
Green Light Shipping	X				0	0	0
APAC Service Center		X			0	24	24
Visalia Emergency Aid Council		X			0	0	0
Total Enrollments					0	90	90

¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End							
2	Southern California Gas Company							
3	January 2010							
4	2010	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	n/a	1,571,380	n/a	1,571,380	1,802,661	87.2%	0.7%
6	February	n/a		n/a	0			
7	March	n/a		n/a	0			
8	April	n/a		n/a	0			
9	May	n/a		n/a	0			
10	June	n/a		n/a	0			
11	July	n/a		n/a	0			
12	August	n/a		n/a	0			
13	September	n/a		n/a	0			
14	October	n/a		n/a	0			
15	November	n/a		n/a	0			
16	December	n/a		n/a	0			
17	¹ Explain any monthly variance of 5% or more in the number of participants.							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

CERTIFICATE OF SERVICE

I hereby certify that a copy of **MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR JANUARY 2010** has been electronically mailed to each party of record of the service list in A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to the assigned Administrative Law Judges and Commissioner.

Executed this 22nd day of February, 2010 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin