

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

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2014**

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December 22, 2014

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2014**

This is the eleventh monthly report of program year (PY) 2014. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through November 2014 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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**Southern California Gas Company
Energy Savings Assistance Program
(ESA Program)
And
California Alternate Rates for Energy (CARE)
Program Monthly Report**

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. Energy Savings Assistance Program Executive Summary

1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary through November 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$132,417,191	\$79,361,672	59.93%
Homes Treated	136,836	77,725	56.80%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	2,642,593	108.89%

* Program Phase I decision 12-08-044 was issued August 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014; table reflects updated budgets and goals.

** Reflects authorized levels; does not reflect fund shift transactions.

*** Value shown represents the estimated energy savings for Program Year 2014 associated with the requested funding in Application (A.) 11-05-018. Funding was increased pursuant to D.11-08-044, which did not contain an associated upward energy savings estimate.

In November, SoCalGas processed and paid contractor invoices for 5,268 treated homes. This brings the year-to-date treated enrollment count to 77,725 homes, or approximately 57% of the 2014 annual treated goal of 136,836. Additionally, in November, SoCalGas paid for the weatherization of 4,744 homes, 640 furnace repairs and replacements, 70 water heater repairs and replacements, and 1,064 High Efficiency Clothes Washers.

1.2. Energy Savings Assistance Program Customer Outreach and Enrollment Update.

1.2.1. Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

Ethnic and Mass Media Campaign

SoCalGas launched an email blast in November to 10,574 previously enrolled CARE participants that specifically promoted the ESA Program to customers.

E- Newsletter

No E-Newsletter was deployed in the month of November

Energy Savings Assistance Program - Bill inserts/onserts

No bill inserts/onserts was deployed in the month of November

Energy Savings Assistance Program - Direct Mailings

In the month of November, there were 28,746 direct mail pieces sent to potentially eligible ESA Program customers.

Energy Savings Assistance Program - Outbound Dialing

No outbound dialing was performed in the month of November

Energy Savings Assistance Program - Web Activities

SoCalGas included website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. In November, through its online ESA Program lead form, SoCalGas generated 161 online leads.

1.2.1. Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program.

November 9, 2014 – 2nd Annual Mundo Fox Health Fair, Los Angeles

An American Spanish language broadcast television network, Mundo Fox, in collaboration with the Youth Men's Christian Association (YMCA), hosted a

health fair at Grand Park in Downtown Los Angeles. The second annual fair provided free health screenings, flu shots, fitness classes, and disseminated information about health and education. SoCalGas staffed a booth at the health fair to provide information regarding CARE, theESA Program, and its Advanced Meter Initiative (AMI) to over 10,000 people at the event.

November 15, 2014 – Annual Community Wellness and Resources Fair, San Bernardino

SoCalGas supported the San Bernardino City Unified School District Homeless Education Department hosting of the annual Community Wellness and Resource Fair. The event was done in partnership with the Inland Empire Concerned African-American Churches, the Salvation Army, and San Bernardino County Superintendent of Schools. The Community Wellness and Resource Fair provided free health screenings and health food demonstrations, had community resource booths, and educated attendees on disaster preparedness while providing entertainment. SoCalGas staffed a booth to promote and educate customers on the ESA Program and CARE.

November 15, 2014 – 4th Annual Teen Summit “Stop the Pain!” at California State University Dominguez Hills, Dominguez Hills

SoCalGas Public Affairs staff participated in the 4th Annual Teen Summit community event to promote the ESA Program and CARE. The summit educated youth on relationship violence and abuse and character development skills. About 500 people visited the SoCalGas booth to learn about Customer Assistance Programs, including bill savings through the CARE Program and the installation of no-cost energy efficiency measures through the ESA Program.

November 20, 2014 – Pacoima Beautiful Small Group Event, Pacoima

SoCalGas presented information to approximately 20 community members in Pacoima. The presentation included the ESA Program, CARE, and Medical Baseline. The event was held at the Pacoima Neighborhood City Hall and was

hosted by Pacoima Beautiful, an organization that advocates family and environmental well-being through education on indoor hazards, healthy eating, active living, and resource conservation. Pacoima Beautiful staff and SoCalGas representatives answered questions and aided customers to fill out both CARE applications and ESA Program lead forms following the presentation.

November 23 – 24th Annual Mariachi Festival and Community Fair, Boyle Heights

SoCalGas participated in the 24th Annual Mariachi Festival in Boyle Heights. Approximately 5,000 people attended the event throughout the day. SoCalGas staffed a booth at the event with bilingual outreach staff who spoke to customers about Customer Assistance Programs. In preparation for the event, SoCalGas sent approximately 10,000 postcards to the zip codes adjacent to Boyle heights. Many of the visitors to the booth who received the postcards were prepared to ask questions. In addition, SoCalGas invited a local ESA program contractor to answer questions about the ESA Program and to schedule appointments with customers.

1.3. Leveraging Success Evaluation, Including CSD

1.3.1. 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?

As directed by D.12-08-044, SoCalGas is working closely with the California Department of Community Services & Development (CSD) on the deployment of leveraging pilots. SoCalGas attends monthly coordination meetings with CSD and other Investor Owned Utilities (IOUs). SoCalGas has supported the solar water heating pilot by marketing to customers previously treated by the ESA Program and directing them to CSD. The pilot is planned to come to an end in Decemeber 2014.

During November, SoCalGas maintained its water measure leveraging agreements with three investor owned water utilities, each co-funding High Efficiency (HE) Washers. SoCalGas' three water IOU agreements are with Park Water Company,¹ San Gabriel Valley Water Company,² and Fontana Water Company.³ SoCalGas also has leveraging agreements with two water districts. The agreement with the Eastern Municipal Water District (EMWD)⁴ is to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers. The leveraging agreement with Irvine Ranch Water District⁵ is to co-fund HE Washers installed at joint customer households. SoCalGas has billed over \$370,000 year-to-date related to co-funding activities associated with these water leveraging agreements.

1.4. Workforce Education & Training

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

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: (1) Enrollment and Assessment (E&A); and (2) ESA Program Operations. The Year-to-Date results are shown in the following tables:

¹ Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

² San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

³ Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

⁴ Cities in the EMWD service include Hemet, Menifee, Moreno Valley, Murrieta, Perris, San Jacinto, and Temecula.

⁵ The Irvine Ranch Water District is an independent special district serving Central Orange County, California.

SoCalGas Skill-Level Test Results						
	1st Quarter	2nd Quarter	3rd Quarter	October	November	Total
Attended Testing	78	115	96	13	19	321
Passed Test	68	100	84	10	17	279
Pass Rate	87%	87%	88%	77%	89%	87%

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

	1st Quarter	2nd Quarter	3rd Quarter	October	November	Total
Attended Class	73	87	73	16	17	266
Tested	69	86	71	16	17	259
Passed Class	63	81	63	12	9	228
Badged	34	57	32**	7	0	130
Census Attendees	0	0	0	0	0	0
Retention Rate*	91%	94%	89%	75%	53%	88%
*Retention Rate is Passed/Tested						
** Reflects updated badged students value associated with 3Q, 2014.						

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 130. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & 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 class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2014.

Class Type	1st Quarter		2 nd Quarter		3 rd Quarter		October		November		Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Initial	6	24	8	25	3	22	4	21	6	16	27	108
Refreshers	1	1	3	9	1	10	1	6	2	6	8	32
NGAT 5-Day	4	13	5	18	1	3	3	19	1	4	14	57
Grand Total	11	38	16	52	5	35	8	46	9	26	49	197

2. CARE Executive Summary

2.1. CARE Program Summary - November

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach (1)(4)	\$3,750,223	\$3,886,288	103.63%
Proc., Certification and Verification	\$8,232,248	\$1,256,197	15.26%
Information Tech./Programming	\$2,937,450	\$851,604	28.99%
Pilots (1)	\$180,000	\$60,000	33.33%
Measurement and Evaluation (3)	\$18,659	\$63,254	339.00%
Regulatory Compliance (2)	\$242,507	\$344,287	141.97%
General Administration	\$943,426	\$755,431	80.07%
CPUC Energy Division Staff	\$60,000	\$15,084	25.14%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,364,513	\$7,232,145	44.19%
Subsidies and Benefits	\$131,142,177	\$96,663,420	73.71%
Total Program Costs and Discounts	\$147,506,690	\$103,895,565	70.43%

* D. 12-08-044 was issued on Aug. 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014. Values are reflected in this table and may not sum to totals due to rounding.

(1) Outreach funds were reduced and reclassified as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is based on SoCalGas 25% share of up to \$60,000/month as authorized in D. 12-12-011, OP 1 & 2.

(2) In August the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from (\$242,507). This increase is to fund necessary labor expense consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.

(3) In November 2014, SCG increased PY 2014 M&E category budget by \$44,595 to fund M&E activities. The shift was funded from the unspent 2012 & 2013 available balance of \$55,789 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Outreach is \$63,254.

(4) In November 2014, SCG increased PY 2014 Outreach category budget by \$880,000 to fund Outreach activities. The shift was funded from the unspent 2012 available balance of \$880,337 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Outreach is \$4,630,223.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,565,516	1,898,302	82.5%

2.2. Outreach

2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.2.2.).

CARE Telephone Enrollments and Recertification

As reported in previous months, SoCalGas is concerned with customers who fail to recertify for the CARE Program; therefore, during the summer SoCalGas began an experimental campaign to encourage such customers to re-apply for the CARE Program. Based on the preliminary results, SoCalGas has decided to continue with these letters. During November, SoCalGas launched a campaign to 26,000 customers who had previously been on the CARE Program, but who had previously been on CARE, but did not recertify. Although SoCalGas does not currently expect to launch a campaign in the month of December, outgoing letters will resume in early 2015. There is a time-lag between sending a letter and receiving a response. Ongoing results from these campaigns will be reported in future months.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all communications. Because of the increasing number of customers with an email address on file, SoCalGas uses email communication where appropriate.

CARE Outreach has identified a “welcome email” as a channel for encouraging awareness of the CARE program. During November, approximately 8,500 potential CARE customers received welcome emails.

During November, SoCalGas received 4,458 applications from customers who used the online application. The online activity resulted in 1,686 new enrollments and 1,568 recertifications of eligibility.

CARE Third-Party Enrollments & Outreach

SoCalGas employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 2,206 applications in November; 1,698 customers were subsequently approved for enrollment into the CARE Program. This number of applications and enrollments is lower than previous months, but the canvassers will soon be receiving a fresh supply of leads, which should improve results during the canvassing efforts over the next few months. Year-to-date, almost 35,600 customers have enrolled in the CARE Program through door-to-door canvassing.⁶

A major focus of SoCalGas outreach is to use grassroots tactics to expand and reinforce awareness of the CARE Program (and the importance of recertifying for

⁶ For understanding, SoCalGas provides a correction to last month’s report which indicated that 26,000 customers were enrolled through door to door canvassing through October. The updated value for enrollments through October is 32,800.

the program). Community-Based Organizations and Faith-Based Organizations comprise a key component of the grassroots tactics.

211 LA County is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directs needy customers to the CARE Program. As part of its reporting, 211 LA County provides a zip code breakdown of where the calls originated, which assists in ongoing marketing. During November, approximately 970 CARE calls were referred by 211 LA County. The organization also distributes CARE applications at events that they attend, such as veteran events, health fairs, candidate forums, and resource fairs. 211 LA County attended 8 events during November and promoted Customer Assistance Programs.

To assist with grassroots outreach in Los Angeles, specifically the Pico Union and Westlake Communities, SoCalGas continues to work with Centro Latino for Literacy to create awareness of the CARE Program. This organization works with adults in Los Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that specifically teaches literacy skills to adults. SoCalGas is providing collateral and is being allowed to show an online ad that precedes the computer-based learning of the students.

CARE Outreach also works with LIFT LA/Magnolia, which is in the Pico Union community. Counselors receive regular briefings and materials from SoCalGas. The counselors provide one-on-one counseling to low-income families.

To assist with outreach to low-income seniors who are house-bound in central Los Angeles, SoCalGas works with St. Vincent Meals on Wheels (SVMOW). Every month, St Vincent distributes CARE material and/or CARE giveaways to approximately 3,000 seniors who receive home-delivered meals.

SoCalGas continues to work with Los Angeles Opportunities Industrialization Centers (in conjunction with the Los Angeles Public Libraries) to inform students and families in low-income areas about the CARE Program. CARE Outreach sponsors library workshops that are in low-income neighborhoods. For example, during November, SoCalGas sponsored library workshops in .

SoCalGas also works with counselors from Worksite Wellness, a CBO that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles and neighboring communities. While informing workers of Medi-CAL eligibility, the counselors also inform the workers of the CARE Program.

In Orange County, SoCalGas is working with Catholic Charities of Orange County, which continues to host CalFresh workshops where SoCalGas distributes materials on its low-income programs. Also in Orange County, the Delhi Center in Santa Ana is working with SoCalGas to provide information on low-income programs to the community. Several times a year, CARE Outreach works with the Delhi Center to host an event that informs the community of SoCalGas programs. The attendees at these events are usually mono-lingual Spanish audiences.

During the summer, SoCalGas began working with the Santa Barbara Foodbank to extend awareness of the CARE Program. The Santa Barbara Foodbank discusses CARE in conjunction with its CalFresh Outreach. Also in Santa Barbara County, SoCalGas has recently been working with Unity Shoppe, a Community-Based Organization that is a non-profit, public benefit corporation that encourages self-sufficiency and independence by providing education and the necessities of life to families, children, seniors, and persons with disabilities. In the city of Santa Barbara itself, Unity Shoppe serves approximately 17,000 low-income customers per year.

CARE Direct Mail Activity and Enrollments

During November, SoCalGas launched two, separate direct mail campaigns. SoCalGas mailed out approximately 20,000 direct mail applications to new customers with a probability of being eligible. In addition, SoCalGas mailed out an additional 230,000 direct mail applications to current customers with a probability of being eligible. SoCalGas also received 8,100 applications during November as a result of applications mailed in prior months, with 5,700 customers subsequently enrolled in the CARE Program. Year to date, 77,000 direct mail applications have been returned and 49,000 customers have been enrolled in the CARE Program.

CARE Bill Inserts

CARE Outreach did not send out any bill inserts in the month of November. No further bill inserts are planned for this year. To recap the 2014 efforts, SoCalGas mailed out a bill insert to approximately 3 million residential customers not enrolled in the CARE Program in April. SoCalGas mailed out a similar bill insert in June, but the June insert publicized the updated eligibility guidelines. In addition, SoCalGas mailed an annual bill insert in September to approximately 300,000 Non-Profit Group Living facilities (for example, Migrant Farmworker Housing Centers (MFHC), qualified hospices, shelters, and transitional housing facilities). Year-to-date, approximately 8,300 customers have returned bill insert applications, and 5,200 customers were subsequently enrolled in the CARE Program.

Outreach by Field Employees

Field service employees distributed Customer Assistance Programs (CAP) flyers to customers when entering customer premises. Originally this distribution policy covered the “seasonal light” period (October through February), but the distribution currently continues year round. Throughout the year CARE Outreach sends out supplemental deliveries to individual bases on an as-requested basis.

CARE Mass Media Campaign

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*). These ads are ongoing.

Disability Outreach

SoCalGas has been working with the Westside Center of Independent Living to promote awareness of low-income customers to its community, such as individuals who have disabilities and are trying to live on their own. The organization discusses low-income programs as part of its case worker relationship with its community. The organization and case managers maintain an inventory of CARE Program information to distribute them to its clients.

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

To ensure new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison and San Diego Gas & Electric. During the month of November, 11,147 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in November generated 1,960 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer

data, those customers are considered automatically eligible and their “pre-enrollment verification” is used by SoCalGas to meet CARE’s PEV requirements. As a result of leveraging activities during November, 163 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

2.3. CARE Recertification Complaints.

There was no recertification complaints in the month of November.

3. Appendix: Energy Savings Assistance Program Tables and CARE Tables

ESA Program - Table 1- Program Expenses

ESA Program - Table 2- Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 3- Average Bill Savings per Treated Home

ESA Program - Table 4a- Homes Treated

ESA Program - Table 4b- Homes Unwilling/Unable to Participate

ESA Program - Table 5- Program Customer Summary

ESA Program - Table 6- Expenditures for Pilots and Studies

CARE - Table 1- CARE Overall Program Expenses

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

CARE - Table 3a- CARE Post-Enrollment Verification Results (Model)

CARE - Table 3b- CARE Post-Enrollment Verification Results (High Usage)

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

CARE - Table 9- Expenditures for the CHANGES Pilot

CARE - Table 10- CHANGES Individual Customer Assistance

CARE - Table 11- CHANGES Group Customer Assistance

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	November 2014												
4		Authorized Budget¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances ^{2,3}	N/A	\$ 17,785,151	\$ 17,785,151	N/A	\$ 745,196	\$ 745,196	N/A	\$ 16,845,258	\$ 16,845,258	N/A	94.72%	94.72%
8	Domestic Hot Water	N/A	\$ 16,843,374	\$ 16,843,374	N/A	\$ 659,629	\$ 659,629	N/A	\$ 9,878,587	\$ 9,878,587	N/A	58.65%	58.65%
9	Enclosure	N/A	\$ 41,983,756	\$ 41,983,756	N/A	\$ 1,378,885	\$ 1,378,885	N/A	\$ 21,931,935	\$ 21,931,935	N/A	52.24%	52.24%
10	HVAC	N/A	\$ 19,210,885	\$ 19,210,885	N/A	\$ 668,503	\$ 668,503	N/A	\$ 9,552,025	\$ 9,552,025	N/A	49.72%	49.72%
11	Maintenance	N/A	\$ 2,128,846	\$ 2,128,846	N/A	\$ 84,804	\$ 84,804	N/A	\$ 1,219,227	\$ 1,219,227	N/A	57.27%	57.27%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Customer Enrollment ⁴	N/A	\$ 20,834,354	\$ 20,834,354	N/A	\$ 771,112	\$ 771,112	N/A	\$ 11,859,255	\$ 11,859,255	N/A	56.92%	56.92%
15	In Home Education	N/A	\$ 2,531,192	\$ 2,531,192	N/A	\$ 58,680	\$ 58,680	N/A	\$ 1,025,931	\$ 1,025,931	N/A	40.53%	40.53%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	Energy Efficiency TOTAL	N/A	\$ 121,317,558	\$ 121,317,558	N/A	\$ 4,366,809	\$ 4,366,809	N/A	\$ 72,312,218	\$ 72,312,218	N/A	59.61%	59.61%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 45,122	\$ 45,122	N/A	\$ 312,923	\$ 312,923	N/A	45.94%	45.94%
20	Inspections	N/A	\$ 3,361,051	\$ 3,361,051	N/A	\$ 125,862	\$ 125,862	N/A	\$ 1,542,771	\$ 1,542,771	N/A	45.90%	45.90%
21	Marketing and Outreach ⁵	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 72,791	\$ 72,791	N/A	\$ 1,075,573	\$ 1,075,573	N/A	89.75%	89.75%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
23	Measurement and Evaluation Studies ⁶	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ (1,885)	\$ (1,885)	N/A	-2.06%	-2.06%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 18,922	\$ 18,922	N/A	\$ 229,575	\$ 229,575	N/A	77.73%	77.73%
25	General Administration	N/A	\$ 5,286,041	\$ 5,286,041	N/A	\$ 347,069	\$ 347,069	N/A	\$ 3,884,033	\$ 3,884,033	N/A	73.48%	73.48%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 544	\$ 544	N/A	\$ 6,463	\$ 6,463	N/A	7.52%	7.52%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 132,417,191	\$ 132,417,191	N/A	\$ 4,977,119	\$ 4,977,119	N/A	\$ 79,361,672	\$ 79,361,672	N/A	59.93%	59.93%
29													
30	Indirect Costs				N/A	\$ 179,276	\$ 179,276	N/A	\$ 2,775,804	\$ 2,775,804			
31	NGAT Costs					\$ 103,186	\$ 103,186		\$ 1,773,960	\$ 1,773,960			
32													
33													
34	¹ Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts and does not include funds shifted from previous years and/or prior												
35	program cycles, and includes \$1,046,575 in the Appliance category related to Phase II authorized Carry Back Funding line item amount allocated as such.												
36	² YTD expenditures in Appliance category includes a credit adjustment of (\$4,800) related to Park Water Co. rebates that were inadvertently excluded from the January 2014												
37	numbers as part of contract costs.												
38	³ In April 2014, SCG increased PY 2014 Appliance category budget by \$10,000,000 to fund contract value increases for vendors providing Appliance services. The shift was funded from the												
39	unspent 2012 balance of \$34,288,722 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Appliances is \$26,738,575. This increases the total EE budget												
40	from \$120,270,983 to \$130,270,983 and the total ESA Program budget from \$132,417,190 to \$142,417,190.												
41	⁴ YTD expenditures in Customer Enrollment category includes an add back adjustment of \$15,674.22 that was inadvertently excluded from the January 2014 report as part of contract cost.												
42	⁵ YTD expenditures for Marketing and Outreach category includes a credit adjustment of (\$74,874.20) for an accounting reversal related to a December 2013 accrual which was inadvertently												
43	excluded from the January 2014 report.												
44	⁶ YTD costs includes an M&E re-accrual reversal balance of (\$1,884.93) due to M&E over-accrual in 2013 where actual payments were less than accrual estimate.												
45	Note: In January 2014, a manual adjustment was made to exclude \$411,650.32 for contractor costs related to 2013 activities. These costs are reflected as 2013 costs in the annual report.												
46	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
47													

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill	
2	Savings per Treated Home	
3	Southern California Gas Company	
4	November 2014	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	N/A
6	Annual Therm Savings	2,642,593
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	27,996,535
9	Current kWh Rate	N/A
10	Current Therm Rate	0.55
11	Number of Treated Households	77,725
12	Average 1st Year Bill Savings / Treated households	\$ 18.78
13	Average Lifecycle Bill Savings / Treated Household	\$ 166.34
14		
15	Note: 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	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
2	Homes Treated						
3	Southern California Gas Company						
4	November 2014						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,469	11,484	150	939	1,089
8	Imperial	19,914	1	19,915	457	0	457
9	Kern	28,660	14,369	43,029	2,672	496	3,168
10	Kings	14,497	16	14,513	1,460	0	1,460
11	Los Angeles	2,986	1,154,988	1,157,974	427	36,467	36,894
12	Orange	10	252,750	252,760	0	4,909	4,909
13	Riverside	143,956	120,981	264,937	1,714	10,150	11,864
14	San Bernardino	986	187,413	188,399	165	8,916	9,081
15	San Luis Obispo	15,296	9,189	24,485	806	0	806
16	Santa Barbara	1,460	40,947	42,407	730	440	1,170
17	Tulare	49,776	11,327	61,103	3,667	910	4,577
18	Ventura	2,568	63,321	65,889	492	1,758	2,250
19	Total	280,126	1,866,771	2,146,897	12,740	64,985	77,725
20	Note: 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	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	November 2014								
4	Reason Provided								
5	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
6	Fresno	157	0	0	14	3	72	0	7
7	Imperial	35	0	0	6	0	12	37	2
8	Kern	47	13	0	5	6	50	4	4
9	Kings	352	0	0	48	4	151	1	15
10	Los Angeles	1,383	72	0	173	12	741	298	76
11	Orange	205	11	0	82	17	140	40	20
12	Riverside	529	3	0	24	12	504	268	41
13	San Bernardino	338	6	0	12	3	278	124	44
14	San Luis Obispo	4	0	0	1	0	7	4	1
15	Santa Barbara	92	0	0	11	0	24	3	6
16	Tulare	1,307	0	0	47	17	775	7	51
17	Ventura	101	1	0	5	1	15	0	4
18	Total	4,550	106	0	428	75	2,769	786	271
19									
20	Note: 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	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	November 2014																
4		Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6	2014		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	February	0	0	0	0	4,152	83,716	0	0	0	0	0	0	4,152	83,716	0	0
9	March	0	0	0	0	10,002	335,449	0	0	0	0	0	0	10,002	335,449	0	0
10	April	0	0	0	0	10,822	329,400	0	0	0	0	0	0	10,822	329,400	0	0
11	May	0	0	0	0	7,277	352,205	0	0	0	0	0	0	7,277	352,205	0	0
12	June	0	0	0	0	7,354	245,926	0	0	0	0	0	0	7,354	245,926	0	0
13	July	0	0	0	0	10,176	329,257	0	0	0	0	0	0	10,176	329,257	0	0
14	August	0	0	0	0	7,702	270,776	0	0	0	0	0	0	7,702	270,776	0	0
15	September	0	0	0	0	6,210	240,151	0	0	0	0	0	0	6,210	240,151	0	0
16	October	0	0	0	0	8,762	297,759	0	0	0	0	0	0	8,762	297,759	0	0
17	November	0	0	0	0	5,268	157,952	0	0	0	0	0	0	5,268	157,952	0	0
18	December																
19	Total	0	0	0	0	77,725	2,642,593	0	0	0	0	0	0	77,725	2,642,593	0	0
20																	
21	Note: 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	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	November 2014												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2014			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	none	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
8	Studies												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14													
15	Note: 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	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	November 2014												
4		Authorized Budget¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach ²	\$ -	\$ 3,750,223	\$ 3,750,223	\$ -	\$ 446,950	\$ 446,950	\$ -	\$ 3,886,288	\$ 3,886,288	N/A	103.63%	103.63%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 109,448	\$ 109,448	\$ -	\$ 1,071,163	\$ 1,071,163	N/A	23.87%	23.87%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 15,251	\$ 15,251	\$ -	\$ 185,034	\$ 185,034	N/A	4.94%	4.94%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 43,295	\$ 43,295	\$ -	\$ 851,604	\$ 851,604	N/A	28.99%	28.99%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	N/A
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ -	\$ -	\$ -	\$ 60,000	\$ 60,000	N/A	33.33%	33.33%
13													
14	Measurement and Evaluation ³	\$ -	\$ 18,659	\$ 18,659	\$ -	\$ -	\$ -	\$ -	\$ 63,254	\$ 63,254	N/A	339.00%	339.00%
15	Regulatory Compliance ⁴	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 28,158	\$ 28,158	\$ -	\$ 344,287	\$ 344,287	N/A	141.97%	141.97%
16	General Administration ⁴	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 61,166	\$ 61,166	\$ -	\$ 755,431	\$ 755,431	N/A	80.07%	80.07%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,270	\$ 1,270	\$ -	\$ 15,084	\$ 15,084	N/A	25.14%	25.14%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,364,513	\$ 16,364,513	\$ -	\$ 705,538	\$ 705,538	\$ -	\$ 7,232,145	\$ 7,232,145	N/A	44.19%	44.19%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 8,074,723	\$ 8,074,723	\$ -	\$ 96,663,420	\$ 96,663,420	N/A	73.71%	73.71%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,506,690	\$ 147,506,690	\$ -	\$ 8,780,261	\$ 8,780,261	\$ -	\$ 103,895,565	\$ 103,895,565	N/A	70.43%	70.43%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 778,308	\$ 778,308	\$ -	\$ 10,257,902	\$ 10,257,902			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 778,308	\$ 778,308	\$ -	\$ 10,257,902	\$ 10,257,902			
31													
32	Indirect Costs				\$ -	\$ 90,142	\$ 90,142	\$ -	\$ 1,271,663	\$ 1,271,663			
33													
34	¹ Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts.												
35	² In November 2014, SCG increased PY 2014 Outreach category budget by \$880,000 to fund Outreach activities. The shift was funded from the												
36	unspent 2012 available balance of \$880,337 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Outreach is \$4,630,223.												
37	³ In November 2014, SCG increased PY 2014 M&E category budget by \$44,595 to fund M&E activities. The shift was funded from the												
38	unspent 2012 & 2013 available balance of \$55,789 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Outreach is \$63,254.												
39	⁴ In August the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from (\$242,507). This increase is to fund necessary labor expense												
40	consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																								
2	Southern California Gas Company																								
3	November 2014																								
4		New Enrollment										Recertification					Attrition (Drop Offs)				Enrollment				
5		Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response to Recert	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
6	2014	Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																
7	January	4,616	2,689	139	7,444	2,198	17,856	714	20,768	0	28,212	19,400	13,934	8,686	42,020	15,255	1,748	619	8,455	26,077	70,232	2,135	1,606,546	1,894,724	84.79%
8	February	5,280	2,720	172	8,172	2,326	13,632	918	16,876	0	25,048	18,033	20,082	8,653	46,768	13,843	1,674	477	12,195	28,189	71,816	-3,141	1,604,487	1,894,724	84.68%
9	March	4,938	3,142	221	8,301	3,019	13,440	591	17,050	0	25,351	15,789	13,123	11,043	39,955	15,373	752	456	12,876	29,457	65,306	-4,106	1,600,381	1,894,724	84.47%
10	April	4,536	3,147	240	7,923	2,617	16,688	890	20,195	2	28,120	16,345	11,253	12,885	40,483	12,444	2,654	319	12,640	28,057	68,603	63	1,600,444	1,898,175	84.31%
11	May	4,346	2,912	324	7,582	2,162	15,086	858	18,106	4	25,692	17,273	11,060	6,934	35,267	16,096	1,690	425	18,798	37,009	60,959	-11,317	1,589,127	1,898,175	83.72%
12	June	4,204	2,535	322	7,061	2,649	18,479	601	21,729	0	28,790	29,308	17,576	9,351	56,235	13,024	2,494	498	16,029	32,045	85,025	-3,255	1,585,872	1,898,175	83.55%
13	July	5,633	2,457	269	8,359	2,288	20,513	918	23,719	1	32,079	34,181	16,439	15,119	65,739	14,777	1,976	378	12,816	29,947	97,818	2,132	1,588,004	1,896,764	83.72%
14	August	5,888	2,310	203	8,401	2,501	15,525	592	18,618	8	27,027	35,301	13,998	19,903	69,202	14,386	1,842	557	15,106	31,891	96,229	-4,864	1,583,140	1,896,764	83.47%
15	September	708	2,336	212	3,256	2,354	15,373	776	18,503	7	21,766	32,995	11,511	17,708	62,214	20,524	1,435	480	18,174	40,613	83,980	-18,847	1,564,293	1,896,764	82.47%
16	October	3,707	2,564	138	6,409	2,204	17,697	1338	21,239	0	27,648	37,138	26,939	12,512	76,589	22,881	1,745	571	5,887	31,084	104,237	-3,436	1,560,857	1,898,302	82.22%
17	November	11,147	1,960	163	13,270	2,326	14,530	3382	20,238	0	33,508	29,695	13,546	9,761	53,002	14,564	2,038	655	11,592	28,849	86,510	4,659	1,565,516	1,898,302	82.47%
18	December																								
19	Total for 2014	55,003	28,772	2,403	86,178	26,644	178,819	11,578	217,041	22	303,241	285,458	169,461	132,555	587,474	173,167	20,048	5,435	144,568	343,218	890,715	-39,977	1,565,516	1,898,302	82.47%
20																									
21	¹ Enrollments via data sharing between the IOUs.																								
22	² Enrollments via data sharing between departments and/or programs within the utility.																								
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
24	Note: 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 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	November 2014								

4	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,606,546	3,659	0.23%	1,695	164	1,859	50.81%	0.12%
6	February	1,604,487	4,858	0.30%	2,426	234	2,660	54.76%	0.17%
7	March	1,600,381	4,323	0.27%	2,238	205	2,443	56.51%	0.15%
8	April	1,600,444	3,792	0.24%	2,117	203	2,320	61.18%	0.14%
9	May	1,589,127	2,517	0.16%	1,273	103	1,376	54.67%	0.09%
10	June	1,585,872	3,519	0.22%	1,774	167	1,941	55.16%	0.12%
11	July	1,588,004	4,599	0.29%	2,608	263	2,871	62.43%	0.18%
12	August	1,583,140	3,483	0.22%	1,116	141	1,257	36.09%	0.08%
13	September	1,564,293	3,937	0.25%	10	161	171	4.34%	0.01%
14	October	1,560,857	4,437	0.28%	7	141	148	3.34%	0.01%
15	November	1,565,516	7,772	0.50%	1	37	38	0.49%	0.00%
16	December								
17	YTD Total	1,565,516	46,896	3.00%	15,265	1,819	17,084	36.43%	1.09%

18

19 ¹ Includes customers verified as over income or who requested to be de-enrolled.

20 ² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

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

22

23 **CARE Table 3B Post-Enrollment Verification Results (High Usage)**

24 **not applicable to SoCalGas**

25	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
26	January								
27	February								
28	March								
29	April								
30	May								
31	June								
32	July								
33	August								
34	September								
35	October								
36	November								
37	December								
38	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%

39

40 ¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.

41 ² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

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

43

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications Southern California Gas Company November 2014						
2							
3							
4		Provided ¹	Received	Approved ²	Denied ³	Pending/Never Completed ⁴	Duplicates ⁵
5	Total (Y-T-D)	8,529,082	518,045	390,972	28,167	33,631	65,275
6	Percentage		100.00%	75.47%	5.44%	6.49%	12.60%
7	¹ 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. ² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. ³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. ⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. ⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
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9							
10							
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	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	November 2014									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
Urban		Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
6	Fresno	11,045	24	11,068	11,240	17	11,257	101.77%	72.2%	101.7%
7	Imperial	0	18,256	18,256	13	12,684	12,697	N/A	69.5%	69.5%
8	Kern	13,508	27,832	41,340	10,125	26,988	37,113	75.0%	97.0%	89.8%
9	Kings	22	14,221	14,243	19	14,007	14,026	86.9%	98.5%	98.5%
10	Los Angeles	992,032	2,962	994,994	827,287	1,065	828,352	83.4%	36.0%	83.3%
11	Orange	211,059	10	211,069	152,407	19	152,426	72.2%	0.0%	72.2%
12	Riverside	114,305	137,765	252,070	88,000	111,768	199,768	77.0%	81.1%	79.3%
13	San Bernardino	173,100	996	174,097	159,835	810	160,645	92.3%	81.3%	92.3%
14	San Luis Obispo	8,038	14,644	22,682	4,053	11,674	15,727	50.4%	79.7%	69.3%
15	Santa Barbara	36,363	1,408	37,770	27,338	580	27,918	75.2%	41.2%	73.9%
16	Tulare	11,301	48,408	59,709	11,360	46,811	58,171	100.5%	96.7%	97.4%
17	Ventura	58,731	2,272	61,003	45,999	1,417	47,416	78.3%	62.4%	77.7%
18	Total	1,629,504	268,799	1,898,302	1,337,676	227,840	1,565,516	82.1%	84.8%	82.5%
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									
20										

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	November 2014							
4	2014	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified	Households De-enrolled	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,606,546	38,685	2.41%	19,878	19,001	51.38%	1.18%
6	February	1,604,487	30,732	1.92%	18,375	12,562	59.79%	0.78%
7	March	1,600,381	38,506	2.41%	20,440	18,331	53.08%	1.15%
8	April	1,600,444	35,396	2.21%	20,266	15,452	57.26%	0.97%
9	May	1,589,127	38,601	2.43%	21,669	17,522	56.14%	1.10%
10	June	1,585,872	69,047	4.35%	36,096	33,789	52.28%	2.13%
11	July	1,588,004	38,011	2.39%	20,394	18,068	53.65%	1.14%
12	August	1,583,140	36,355	2.30%	24,026	9,264	66.09%	0.59%
13	September	1,564,293	35,005	2.24%	19,673	879	56.20%	0.06%
14	October	1,560,857	33,872	2.17%	13,982	615	41.28%	0.04%
15	November	1,565,516	27,233	1.74%	2,578	100	9.47%	0.01%
16	December							
17	YTD	1,565,516	421,443	26.92%	217,377	145,583	51.58%	9.30%
18								
19	Note: 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 7 - Capitation Contractors						
2	Southern California Gas Company						
3	November 2014						
4		Contractor Type				Year-to-Date	
5	Contractor Name¹	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6	Community Action Partnership of Orange County		X	X	X	0	0
7	ELA Communications Energy ED Program		X			0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
9	Proteus, Inc.		X			0	0
10	Community Pantry of Hemet		X			0	0
11	Community Action Partnership of San Bernardino		X		X	0	0
12	LA Works		X			0	0
13	Children’s Hospital of Orange County		X			0	0
14	The Companion Line		X			0	0
15	Across Amer Foundation		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacramento Church		X			0	0
30	Starbright Management Services		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	1
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	BroadSpectrum		X			0	0
42	OCCC, Inc. (Orange County Community Center)		X			0	2
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	19
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	22
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or						
49	Note: 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 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	November 2014								
4	2014	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	N/A	1,606,546	N/A	1,606,546	1,894,724	84.8%	0.1%	100.0%
6	February	N/A	1,604,487	N/A	1,604,487	1,894,724	84.7%	-0.1%	100.0%
7	March	N/A	1,600,381	N/A	1,600,381	1,894,724	84.5%	-0.3%	100.0%
8	April	N/A	1,600,444	N/A	1,600,444	1,898,175	84.3%	0.0%	100.0%
9	May	N/A	1,589,127	N/A	1,589,127	1,898,175	83.7%	-0.7%	100.0%
10	June	N/A	1,585,872	N/A	1,585,872	1,898,175	83.5%	-0.2%	100.0%
11	July	N/A	1,588,004	N/A	1,588,004	1,896,764	83.7%	0.1%	100.0%
12	August	N/A	1,583,140	N/A	1,583,140	1,896,764	83.5%	-0.3%	100.0%
13	September	N/A	1,564,293	N/A	1,564,293	1,896,764	82.5%	-1.2%	100.0%
14	October	N/A	1,560,857	N/A	1,560,857	1,898,302	82.2%	-0.2%	100.0%
15	November	N/A	1,565,516	N/A	1,565,516	1,898,302	82.5%	0.3%	100.0%
16	December								
17	YTD	N/A	1,565,516	N/A	1,565,516	1,898,302	82.5%	-2.4%	100.0%
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Program Table 9 - Expenditures for CHANGES Pilot												
2	Southern California Gas Company												
3	November 2014												
4		Authorized 3-Year Budget	Current Month Expenses	Expenses Since Jan. 1, 2014	% of 2013-14 Budget Expended ¹								
5		Total	Total	Total	Total								
6	Pilots												
7	CHANGES	\$540,000	\$0	\$60,000	58%								
8	Total Pilots	\$540,000	\$0	\$60,000	58%								
9	¹ % of 2013-14 budget expensed is the sum of 2013 total annual expenses of \$150,000 + November y-t-d 2014 expense of \$60,000 over the two												
10	year budget of \$360,000.												
11													
12	Note: 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
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from October 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5	Date	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU
1 = Yes 0 = No				How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	800 # Not Used		
6	10/8/2014	Chinese/Cantonese	Set Up/Change Payment Extension	1	Edison	0		0		0	Meeting with client.				
7	10/9/2014	Vietnamese	Educated on CARE/FERA Set Up/Change Payment Extension Stop Disconnection	1	SoCalGas customer service	0		0		0	Meeting with client.				
8	10/16/2014	Korean	Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Set Up/Change Payment Plan Stop Disconnection	1	SoCalGas customer service	0		0		0	Meeting with client.				
9	10/21/2014	Spanish	HEAP/LiHeap Application Assistance	1	SoCalGas customer service	0		0		1					
10	10/22/2014	Korean	ESAP Application Assistance Bill Education	1	SoCalGas customer service	0		0		0	Meeting with client.				
11	10/23/2014	Spanish	HEAP/LiHeap Application Assistance Educated on CARE/FERA	1	Not on CARE					0	Meeting with client.				
12	10/23/2014	Korean	HEAP/LiHeap Application Assistance	1	Branch Payment Office	0		0		0	Meeting with client.				
13	10/23/2014	Korean	HEAP/LiHeap Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
14	10/27/2014	Korean	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation Stop Disconnection	1	SoCalGas customer service	0		0		0	Meeting with client.				
15	10/28/2014	Spanish		1	Edison	0		0		0	This call was to another company/organization (example: HEAP provider).				
16	10/30/2014	Chinese/Cantonese		0	Not on CARE					0	Meeting with client.				
17															
18															
19	Current Month Total			10		0		0							42
20	Year-to-Date Total			196		0		0							748
21															
22	Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.														
23	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
24	Detailed information for Column C available through table provided by SHE organization.														
25	Table reflects new monthly activity and may include information from prior months not previously reported.														
26	Note: 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 11 - CHANGES Group Customer Assistance Sessions₂						
2	Reporting Period October 1, 2014 through October 31, 2014						
3				Session Logistics			
4	Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length ¹ (Hours)	Number of Attendees	Description of Information / Literature Provided
5	Not Available	Cantonese	Understanding Your Bill	2	0.5	29	Not Available
6	Not Available	English	Understanding Your Bill	2	0.5	3	Not Available
7	Not Available	Korean	Understanding Your Bill	10	0.5	74	Not Available
8	Not Available	Spanish	Understanding Your Bill	9	0.5	97	Not Available
9	Not Available	Tagalog	Understanding Your Bill	7	0.5	149	Not Available
10	Not Available	Vietnamese	Understanding Your Bill	2	0.5	49	Not Available
11	Not Available	Cantonese	Safety Tips	3	0.5	48	Not Available
12	Not Available	English	Safety Tips	1	0.5	3	Not Available
13	Not Available	Mandarin	Safety Tips	1	0.5	2	Not Available
14	Not Available	Spanish	Safety Tips	1	0.5	17	Not Available
15	Not Available	Tagalog	Safety Tips	7	0.5	174	Not Available
16	Not Available	Cantonese	Level Pay Plan	2	0.5	42	Not Available
17	Not Available	Tagalog	Level Pay Plan	1	0.5	12	Not Available
18	Not Available	Cantonese	Energy Conservation	2	0.5	34	Not Available
19	Not Available	English	Energy Conservation	1	0.5	10	Not Available
20	Not Available	Japanese	Energy Conservation	3	0.5	43	Not Available
21	Not Available	Korean	Energy Conservation	1	0.5	22	Not Available
22	Not Available	Mandarin	Energy Conservation	1	0.5	2	Not Available
23	Not Available	Spanish	Energy Conservation	6	0.5	75	Not Available
24	Not Available	Tagalog	Energy Conservation	7	0.5	147	Not Available
25	Not Available	Vietnamese	Energy Conservation	2	0.5	50	Not Available
26	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	18	Not Available
27	Not Available	English	CARE/FERA and Other Assistance Programs	1	0.5	2	Not Available
28	Not Available	Spanish	CARE/FERA and Other Assistance Programs	6	0.5	83	Not Available
29	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	2	0.5	39	Not Available
30	Not Available	Cantonese	Avoiding Disconnection	2	0.5	29	Not Available
31	Not Available	Tagalog	Avoiding Disconnection	1	0.5	17	Not Available
32	Not Available	Vietnamese	Avoiding Disconnection	1	0.5	30	Not Available
33	Not Available	English	High Energy Use	1	0.5	6	High Energy Use Handout
34	Not Available	Korean	High Energy Use	1	0.5	24	High Energy Use Handout
35	Not Available	Spanish	High Energy Use	8	0.5	178	High Energy Use Handout
36	Not Available	Tagalog	High Energy Use	2	0.5	42	High Energy Use Handout
37	Not Available	Cantonese	Gas Aggregation	1	0.5	16	Gas Aggregation Handout
38	Not Available	Tagalog	Gas Aggregation	2	0.5	36	Gas Aggregation Handout
39	Current Month Total			100		1,602	
40	Year-to-Date			405		5,869	
41							
42	¹ Contractor states all sessions at least 30 minutes.						
43	² This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more						
44	consistent appearance and format with existing SCG tables.						
45	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						