

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

Applications of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)	Application 11-05-019 (Filed May 15, 2011)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 – 2014.	Application 11-05-020 (Filed May 15, 2011)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 – 2014.	Application 11-05-018 (Filed May 15, 2011)
Application of Southern California Edison Company (U 338-E) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 - 2014.	Application 11-05-017 (Filed May 15, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2012**

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May 21, 2012

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2012**

This is the fourth monthly report of program year (PY) 2012. 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 April 2012 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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May 21, 2012

**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.) 08-11-031:

Program Summary through April 2012			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$41,777,114	\$18,712,677	45%
Homes Treated	*	29,804	*%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	*	98,577	*%

\* Six month Bridge Funding authorized in D.11-11-010. Awaiting Commission authorization of program goals.

In April, SoCalGas processed and paid contractor invoices for 12,911 treated homes. Energy Savings Assistance Program contractors serviced or replaced 1,701 appliances, which included 1,205 furnace repairs/replacements, 104 water heater replacements, and 392 high efficiency clothes washers in April.

#### 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 April, SoCalGas combined efforts to provide its ESA Program contractor network with an additional 83 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 tracking methods take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of ESA Program activities from a whole neighborhood perspective. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System<sup>1</sup>, 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 and also capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”). The canvassing lists generated in April were initiated primarily in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 20,126 customer addresses, of which 11,611 (58%) are potentially eligible based on ESA Program income eligibility criteria. Additionally, based on SoCalGas data, 7,305 of the 20,126 (36%) addresses are in targeted self-certification PRIZM codes<sup>2</sup>.

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<sup>1</sup> The HEAT System is SoCalGas’ ESA Program database used to track program activity and expenditures.

<sup>2</sup> 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

*Footnote continued on next page*

<b>Number of WNA Events per City</b>	<b>Contractor</b>
Santa Fe Springs – 3; El Monte – 17	<b>ACS Group</b>
Pomona – 6	<b>Quality Conservation Services</b>
Farmersville – 10; Reedley – 13	<b>Synergy</b>
Hemet – 34	<b>The East Los Angeles Community Union</b>

Through April 2012, SoCalGas and its ESA Program contractors treated 133 homes through WNA activities.

### **1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update**

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

#### **Ethnic and Mass Media Campaign**

In April, SoCalGas' Customer Assistance Programs sponsored and participated in an L.A. Zoo and K-EARTH 101 FM event for two days which featured education, conservation and recycling information in an interactive and fun Earth-friendly environment. This year, Earth Day featured earth-friendly exhibitors throughout the L.A. Zoo. Visitors to the zoo learned about living in an interactive family friendly environment. Through the sponsorship, SoCalGas advertised in over 20 radio spots through KEARTH 101 FM. ESA Program and CARE information was provided to customers who came to the booth.

During the month of April, SoCalGas' Customer Assistance Programs logos were displayed on the Hispanic Lifestyle website. Hispanic Lifestyle

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distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a

*Footnote continued on next page*

is an ethnic owned and independently produced television program which has a companion website that highlights the positive contributions in the Hispanic community. During the month of April, there were 678,000 customers who 'clicked on' or linked to the SoCalGas Logo.

**Energy Savings Assistance Program Bill inserts/onserts**

No bill insert/onsert campaign was conducted in the month of April.

**Energy Savings Assistance Program Direct Mailings**

No direct mail campaigns were conducted during the month of April.

**Energy Savings Assistance Program Outbound Dialing**

There were no Automated Voice Messaging Campaign (AVM) conducted in April, however the AVM campaign in March to over 9,000 residential CARE customers throughout SoCalGas' service territory produced an additional 162 eligible customers who were interested in the ESA Program. SoCalGas is working with ESA Program contractors to aid them with customer leads and will continue to use AVM campaigns throughout 2012 as another method to reach out and encourage customers to enroll in the ESA Program.

**Energy Savings Assistance Program Web Activities**

SoCalGas includes its customer assistance programs website links in all of its communications to customers that promote the ESA Program. As of April 30<sup>th</sup>, 440 customers completed the online English ESA Program request form. The email website link encourages low income customers to apply for no-cost home

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variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.



improvements to reduce their energy use and potentially save money on their monthly gas bills through SoCalGas' ESA Program.

### **1.3.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and Energy Savings Assistance Program**

#### **April 5, 2012 – Health EXPO in Angeles**

SoCalGas hosted a booth at the annual Los Angeles Health Expo on Olvera Street. The event was co-hosted with the City of Los Angeles to reach hundreds of Los Angeles residents for the purpose of building a healthier community. People of all ages attended and learned about living healthy and programs that bring comfort to family households. SoCalGas participated and educated customers on its ESA Program. Approximately 500 people attended the event and visitors received information on how to enroll up in CARE, and the ESA Program.

#### **April 17, 2012 - Community Forum on Disability Issues**

SoCalGas Customer Assistance Programs representatives participated in the Community Forum on Disability Issues in the city of San Gabriel to hear from the disabled leaders and community residents. The State of California facilitated this forum to hear from the community and receive feedback on a location that would be established to serve the disabled community. The State Independent Living Council is currently working with the Department of Rehabilitation to establish a new Independent Living Center. The forum attracted about 100 of community leaders and disabled customers throughout Los Angeles County and program brochures were distributed.

**April 21- 22, 2012 - Los Angeles Zoo Event**

SoCalGas' representatives participated in the Los Angeles Zoo event on April 21<sup>st</sup> and 22<sup>nd</sup>. The event drew over 3,000 people during the two days. Information about the ESA Program and CARE was available in English and Spanish and distributed to over 200 attendees.

**April 21, 2012 - Health Fair for Earth Day in Palm Springs**

The City of Palm Springs Mayor and the city's Sustainability Committee hosted an inaugural "Healthy Planet, Healthy You" event to bring awareness to the community and to focus on childhood obesity. The event attracted approximately 200 attendees and over 40 exhibitors which included SoCalGas. SoCalGas Public Affairs participated as a sponsor and exhibitor at the event, educating the community on many SoCalGas programs including CARE, the ESA Program and on the Advanced Meter Initiative.

**April 21, 2012 - Home Improvement Fair in LaVerne**

SoCalGas representatives participated in a local nonprofit Uncommon Good and its Building Blocks green jobs program to celebrate Earth Day. The event focused on energy upgrades, general home improvements and environmental community service. The major goal of this event was to connect homeowners, contractors and unemployed workers on smaller home improvement projects and larger home energy upgrade projects. The event attracted approximately 300 attendees. Homeowners who visited the booth were educated about the Energy Upgrade California (EUC) rebate program and the ESA Program.

**April 21, 2012 - Cambodian Year Festival, San Bernardino**

SoCalGas' representatives sponsored and participated in the celebration of the 2012 Cambodian New Year. The cultural celebration featured dance performances, cultural fashion show games and authentic

Cambodian cuisine. The event drew over 2,000 people to the celebration and included elected officials within the city and county of San Bernardino such as Mayor Patrick Morris, County Supervisor Josie Gonzalez and Assemblywoman Wilma Carter. Information on the ESA Program and CARE was available in to interested customers who visited the our booth.

**April 26, 2012 – FIND (Food In Need of Distribution), Coachella Valley**  
SoCalGas gave a presentation to FIND in Coachella regarding low-income programs. FIND is a consortium of organizations (primarily, faith-based and community-based organizations) that operates the food banks in the Coachella Valley region. Customer Assistance staff will be working with these food banks to distribute low-income programs information throughout the year.

**April 28, 2012 – Community Health Festival, Los Angeles**  
SoCalGas' Public Affairs participated in the annual health and resource fair in Korea town (by the Korean Health Education Information and Resource Center). SoCalGas ran a booth and presented information on the ESA Program, CARE and our Energy Efficiency Programs to interested customers. The information provided to customers was in English, Spanish, Chinese and Korean. Approximately 200 customers visited the booth to inquire about its programs.

**April 29, 2012 - New Directions for Youth , Woodland Hills**  
SoCalGas' Customer Assistance Programs sponsored and ran a booth to support the 2<sup>nd</sup> Annual New Directions for Youth Charity Dog Walk. New Directions for Youth provides counseling and referral services to more than 2,000 young people and their families who have critical issues connected with gang affiliation, substance abuse and physical abuse. Most of the families receiving assistance from the organization are low income. Approximately 250 people attended this fun event to support and

receive information on services. SoCalGas provided information to residential customers on the ESA Program.

**April 29, 2012 – Monrovia Cinco de Mayo event**

SoCalGas Public Affairs sponsored and facilitated our participation in the Monrovia Cinco de Mayo. Approximately 2,000 people attended the event and customers were educated on CARE, ESA Program, Energy Efficiency and Safety. SoCalGas was recognized by the Monrovia Mayor and mentioned in the local media communications.

**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?

There are no updates from leveraging with CSD for the month of April. SoCalGas will continue to monitor discussions between CSD, CPUC and other utilities for closer collaboration and leveraging opportunities with CSD. A meeting has been scheduled for June 21 between representatives of CSD and the utilities to begin discussing ways to improve leveraging efforts between the ESA Program and LIHEAP.

SoCalGas continues its efforts to meet with various municipal 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.

To this end, SoCalGas and the City of Riverside have signed an Inter-Utility Agreement that will allow customers residing in both utilities' overlapping service territory to benefit from SoCalGas' ESA Program

services and from the City of Riverside's service offerings during the same visit. As with previous agreements with municipal utilities, SoCalGas ESA Program contractors will install certain electric measures, as well as any eligible gas measures, so that customers are able to realize the energy and bill savings inherent in both sets of measures. Initial installations for this effort will begin in the second quarter of 2012.

SoCalGas also continues to canvass joint territory for the ESA Program leveraging agreements with Imperial Irrigation District (IID) and Burbank Water and Power (BWP) and will report future results accordingly.

Lastly, SoCalGas and Eastern Municipal Water District (EMWD) have completed a leveraging agreement where EMWD provides a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' ESA Program. Initial installations under the signed agreement began in December 2010 and have continued throughout 2012. As a result of this agreement SoCalGas' Energy Savings Assistance Program will receive rebates totaling more than \$153,000 for High Efficiency Clothes Washers installed in SoCalGas and EMWD joint service territory in 2012.

## **1.5. Workforce Education & Training**

**1.5.1** 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 contribute 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:

SoCalGas Skill-Level Test Results					
	January	February	March	April	Totals
Attended Testing	20	17	18	14	69
Passed Test	17	17	18	14	66
Pass Rate	85%	100%	100%	0%	95%

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

SoCalGas Enrollment and Assessment Training					
	January	February	March	April	Totals
Attended Class	15	17	18	0	50
Passed Class	14	16	18	0	48
Badged	14	15	18	0	47
Census Attendees	2	0	0	0	2
Retention Rate	93%	88%	100%	0%	94%

The 5-day class covers utility-specific items related to policies, security process and overall customer service standards as well as for leveraging opportunities amongst 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 47. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial training for new participants in weatherization, inspections, HVAC and 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 range from 5 – 35 technicians. The table below shows the number of students that have attended class in 2012.

Class Type	January		February		March		April		YTD 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
<b>Initial</b>	0	0	7	20	3	6	1	4	11	30
<b>Refreshers</b>	0	0	3	9	2	32	1	8	6	49
<b>NGAT 5-Day</b>	0	0	0	0	1	10	1	9	2	19
<b>Grand Total</b>	0	0	10	29	6	48	3	21	19	98

## 2. CARE Executive Summary

### 2.1. CARE Program Summary - April

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$1,892,966	\$841,831	44%
Proc., Certification and Verification	\$624,464	\$379,952	61%
Information Tech./Programming (1)	\$261,277	\$266,808	102%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$8,596	\$0	0%
Regulatory Compliance	\$118,460	\$84,885	72%
General Administration	\$302,482	\$211,401	70%
CPUC Energy Division Staff	\$85,750	\$17,760	21%
Cooling Centers (3)	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$3,293,995</b>	<b>\$1,802,637</b>	<b>55%</b>
<b>Subsidies and Benefits (4)</b>	<b>\$67,950,825</b>	<b>\$46,887,021</b>	<b>69%</b>
<b>Total Program Costs and Discounts</b>	<b>\$71,244,819</b>	<b>\$48,689,658</b>	<b>68%</b>

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,703,693	1,830,476	<b>93.1%</b>

**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 1.3.2.)

**CARE Telephone Enrollments and Recertification**

SoCalGas continued with its monthly campaign to call existing CARE customers who are due to recertify their eligibility. In April, over 26,000 customers were contacted via an AVM campaign, and 6,405 customers recertified their eligibility. (When possible, SoCalGas also emails customers who need to recertify; the recertification email campaign is described below.)

In addition, over 37,800 customers who are not on the CARE program, but who were deemed to be potentially eligible by virtue of their zip code, were contacted during April via an AVM campaign; 981 customers subsequently enrolled in the program.

**CARE Web Activity & Enrollments**

SoCalGas references its website in virtually all communications, and during the month of March (the latest month for which statistics are available), the CARE program was the number five topic searched by visitors. (“Assistance” was the fourth most searched topic.) During April



3,097 new customers enrolled in the CARE program via the company website. In addition, because more and more SoCalGas customers have provided the company with their email addresses, SoCalGas is increasing its email communications. During April SoCalGas sent an email to 14,721 customers who were due to recertify their eligibility in the program (and who had previously supplied the company with their email addresses). The email contains a link to the company website, and 850 existing customers re-certified their eligibility.

### **CARE Third-Party Enrollments & Outreach**

To reach customers who are “missed” by traditional outreach (bill inserts, phone campaigns, direct mail, etc.), SoCalGas’ employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish). During the month of April, door-to-door outreach returned applications for 3,272 customers; 2,710 customers were subsequently enrolled.

Additionally, as a result of an agreement between SoCalGas and 211 LA County, 211 continues to refer interested, potentially eligible callers to SoCalGas’ CARE program as well as promote CARE and other SoCalGas assistance programs at select events

### **CARE Direct Mail Activity and Enrollments**

SoCalGas initiated a multi-month direct mail campaign. During April 360,000 letters were mailed to customers in the overlapping SoCalGas and Southern California Edison service territory. During April there were 1,934 Spanish applications returned from this campaign; 1,198 customers were put on CARE. There were 12,364 English applications returned; 7,326 were subsequently enrolled into the program. A total of 800,000 direct mail pieces were sent to customers during from February through April. The processing of this campaign will continue into May.

### **CARE Bill Inserts**

There was no bill insert in April. The next scheduled bill insert will be in July which will inform customers of the new eligibility guidelines.

### **Outreach by Field Employees**

From October through February (SoCalGas' gas furnace pilot re-lighting ) field employees distributed a bilingual (English/Spanish) leave-behind pamphlet with customers. The flyer details Customer Assistance programs. During the "off-season" personnel distribute the flyers on an as-needed basis. The mandatory distribution will resume in October.

### **CARE Mass Media Campaign**

There was no mass media campaign during the month of April.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison, San Diego Gas & Electric, Pacific Gas and Electric, and the Los Angeles Department of Water and Power. During the month of April , 8,125 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' Energy Savings Assistance Program and the Gas Assistance Fund. Intra-utility efforts in April generated 2,071 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 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 April 2012, 134 LIHEAP customers were enrolled in SoCalGas’ CARE program.

### **2.3 CARE Recertification Complaints**

There were no recertification complaints during the month of April.

### **3. Appendix Energy Savings Assistance Program Tables and CARE Tables**

**Energy Savings Assistance Program** - Table 1- Energy Savings Assistance Program Expenses

**Energy Savings Assistance Program** - Table 2- Energy Savings Assistance Program Expenses & Energy Savings by Measures Installed

**Energy Savings Assistance Program** - Table 3- Energy Savings Assistance Program Average Bill Savings per Treated Home

**Energy Savings Assistance Program** - Table 4- Energy Savings Assistance Program Homes Treated

**Energy Savings Assistance Program** - Table 5- Energy Savings Assistance Program Customer Summary

**Energy Savings Assistance Program** - Table 6- Energy Savings Assistance Program Expenditures for Pilots and Studies

**Energy Savings Assistance Program** - 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

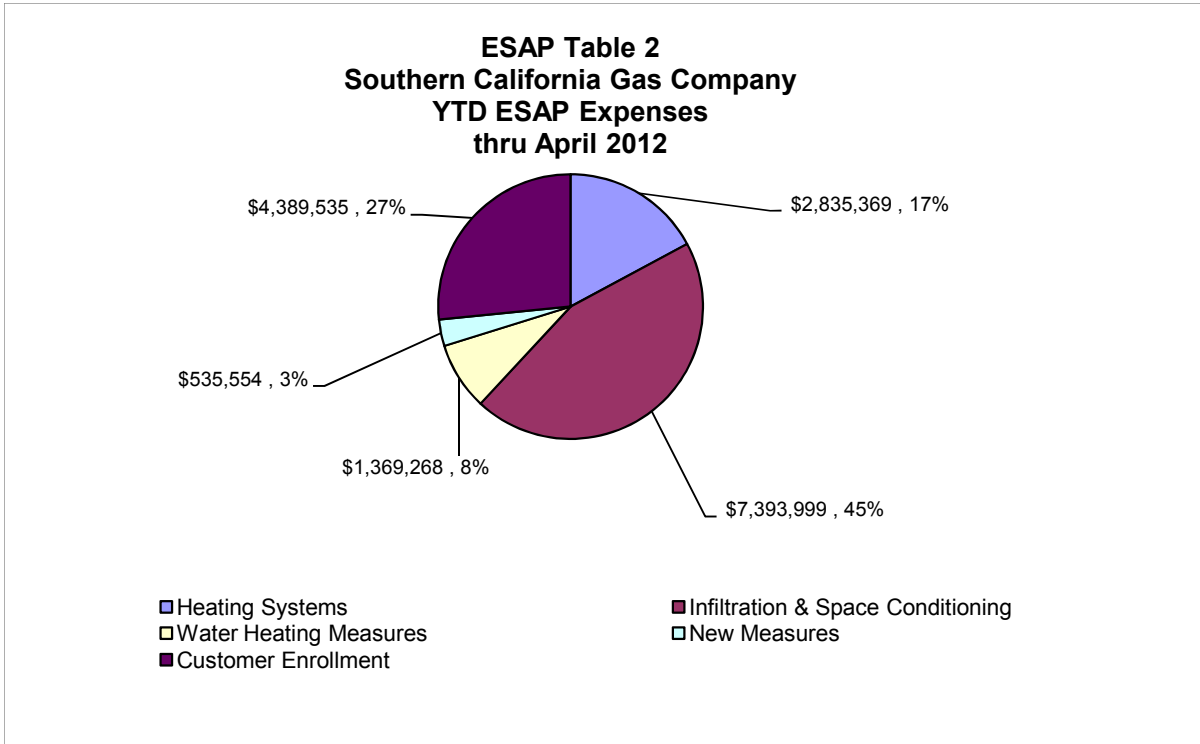
**CARE-** Table 7- Capitation Contractors

**CARE-** Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>April 2012</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>Energy Savings</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 8,837,753	\$ 8,837,753	\$ -	\$ 254,070	\$ 254,070	\$ -	\$ 3,362,868	\$ 3,362,868	0%	38%	38%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization <sup>3</sup>	\$ -	\$ 18,877,740	\$ 18,877,740	\$ -	\$ 295,626	\$ 295,626	\$ -	\$ 8,699,905	\$ 8,699,905	0%	46%	46%
10	- Outreach and Assessment	\$ -	\$ 8,605,623	\$ 8,605,623	\$ -	\$ 1,195,488	\$ 1,195,488	\$ -	\$ 4,027,356	\$ 4,027,356	0%	47%	47%
11	- In Home Energy Education	\$ -	\$ 1,094,055	\$ 1,094,055	\$ -	\$ 134,798	\$ 134,798	\$ -	\$ 362,288	\$ 362,288	0%	33%	33%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 14,064	\$ 14,064	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 37,429,235</b>	<b>\$ 37,429,235</b>	<b>\$ -</b>	<b>\$ 1,879,982</b>	<b>\$ 1,879,982</b>	<b>\$ -</b>	<b>\$ 16,452,417</b>	<b>\$ 16,452,417</b>	<b>0%</b>	<b>44%</b>	<b>44%</b>
16													
17	Training Center	\$ -	\$ 160,294	\$ 160,294	\$ -	\$ 21,941	\$ 21,941	\$ -	\$ 94,313	\$ 94,313	0%	59%	59%
18	Inspections	\$ -	\$ 850,766	\$ 850,766	\$ -	\$ 253,589	\$ 253,589	\$ -	\$ 493,109	\$ 493,109	0%	58%	58%
19	Marketing	\$ -	\$ 525,146	\$ 525,146	\$ -	\$ 33,628	\$ 33,628	\$ -	\$ 145,621	\$ 145,621	0%	28%	28%
20	M&E Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 136,418	\$ 136,418	\$ -	\$ 20,664	\$ 20,664	\$ -	\$ 59,057	\$ 59,057	0%	43%	43%
22	General Administration	\$ -	\$ 2,632,368	\$ 2,632,368	\$ -	\$ 332,121	\$ 332,121	\$ -	\$ 1,460,549	\$ 1,460,549	0%	55%	55%
23	CPUC Energy Division	\$ -	\$ 42,887	\$ 42,887	\$ -	\$ 3,506	\$ 3,506	\$ -	\$ 7,611	\$ 7,611	0%	18%	18%
24													
25	<b>TOTAL PROGRAM COSTS<sup>2</sup></b>	<b>\$ -</b>	<b>\$ 41,777,114</b>	<b>\$ 41,777,114</b>	<b>\$ -</b>	<b>\$ 2,545,431</b>	<b>\$ 2,545,431</b>	<b>\$ -</b>	<b>\$ 18,712,677</b>	<b>\$ 18,712,677</b>	<b>0%</b>	<b>45%</b>	<b>45%</b>
26	<b>Funded Outside of Energy Savings Assistance Program Budget</b>												
27	Indirect Costs				\$ -	\$ 239,701	\$ 239,701		\$ 987,703	\$ 987,703			
28													
29	NGAT Costs				\$ 42,697	\$ 42,697		\$ 577,206	\$ 577,206				
30	<sup>1</sup> Budget reflects 6 month Bridge Funding authorized in D.11-11-010 of \$45,188,134 less a reduction for the carry back into PY2011 of \$3,411,020 authorized in the December 1, 2011 Joint Ruling of Assigned Commissioner and Administrative Law Judge on the Joint Emergency Motion of the East Los Angeles Community Union, et al. to continue the Low Income Energy Savings Assistance Program for Southern California Gas Company. (Bridge Funding Budget \$45,188,134 - \$3,411,020 = \$41,777,114). The amount carried back into PY 2011 from the 2012 Bridge Funding Budget is \$3,411,020 which was removed from the Gas Appliance sub-category (Gas Appliances = \$12,248,773 - \$3,411,020 = \$8,837,753)												
31	<sup>2</sup> 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
	<b>Energy Savings Assistance Program Table 2</b>							
	<b>Program Expenses and Energy Savings by Measures Installed</b>							
	<b>Southern California Gas Company</b>							
1	<b>April 2012</b>							
2			<b>Year-To-Date Completed &amp; Expensed Installations</b>					
3	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh (Annual)</b>	<b>kW (Annual)</b>	<b>Therms (Annual)<sup>1</sup></b>	<b>Expenses</b>	<b>% of Expenditure</b>
4	<b>Heating Systems</b>							
5	Furnaces	Each	2,660			0	\$2,835,369	17%
6	<b>Cooling Measures</b>							
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	<b>Infiltration &amp; Space Conditioning</b>							
15	Envelope and Air Sealing Measures	Home	22,670			80,768	\$5,431,927	33%
16	Duct Sealing	Home	443			0	\$479,167	3%
17	Attic Insulation	Home	1,354			9,807	\$1,482,905	9%
18	<b>Water Heating Measures</b>							
19	Water Heater Conservation Measures	Home	21,368			0	\$1,090,415	7%
20	Water Heater Replacement - Gas	Each	272			0	\$278,852	2%
21	Water Heater Replacement - Electric	Each						
22	Tankless Water Heater - Gas	Each						
23	Tankless Water Heater - Electric	Each						
24	<b>Lighting Measures</b>							
25	CFLs	Each						
26	Interior Hard wired CFL fixtures	Each						
27	Exterior Hard wired CFL fixtures	Each						
28	Torchiere	Each						
29	<b>Refrigerators</b>							
30	Refrigerators - Primary	Each						
31	Refrigerators - Secondary	Each						
32	<b>Pool Pumps</b>							
33	Pool Pumps	Each						
34	<b>Now Measures</b>							
35	Forced Air Unit Standing Pilot Change Out	Each	13			0	\$4,178	0%
36	Furnace Clean and Tune	Each	3,814			8,002	\$237,468	1%
37	High Efficiency Clothes Washer	Each	392			0	\$293,908	2%
38	Microwave	Each						
39	Thermostatic Shower Valve	Each						
40	LED Night Lights	Each						
41	Occupancy Sensor							
42	<b>Pilots</b>							
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	<b>Customer Enrollment</b>							
52	Outreach & Assessment	Home	35,771				\$4,027,247	24%
53	In-Home Education	Home	29,496				\$362,288	2%
54	Education Workshops	Participant						
55								
56								
57								
58	<b>Total Savings/Expenditures</b>					<b>98,577</b>	<b>\$16,523,724</b>	<b>100%</b>
59								
60	Homes Weatherized	Home	23,354					
61								
62	<b>Homes Treated</b>							
63	- Single Family Homes Treated	Home	22,009					
64	- Multi-family Homes Treated	Home	5,402					
65	- Mobile Homes Treated	Home	2,393					
66	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>29,804</b>					
67	<b># Eligible Homes to be Treated for PY<sup>2</sup></b>	<b>Home</b>						
68	<b>% OF Homes Treated</b>	<b>%</b>						
69								
70	- Total Master-Metered Homes Treated	Home	3,456					
71								
72	<sup>1</sup> Energy savings is based on the 2009 Load Impact Evaluation.							
73	<sup>2</sup> Based on Attachment H of D. 08-11-031							
74	<sup>3</sup> The Total Savings/Expenditures amount does not include a credit of \$71,412.50 from EMWD nor does it include a \$105 related to Outreach and Assessment							
75								
76	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

**PIE CHART 1- Expenses by Measures Category For April 2012**



	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company April 2012</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	98,577
6	Lifecycle kWh Savings	n/a
7	Lifecycle Therm Savings	-
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	29,804
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 3.43</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 21.59</b>
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	<b>Energy Savings Assistance Program Table 4 - Energy Savings Assistance Program Homes Treated Southern California Gas Company April 2012</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	26	10,964	10,990	54	516	570
5	Imperial	17,764	1	17,765	93	14	107
6	Kern	30,216	13,518	43,734	1,038	273	1311
7	Kings	14,168	18	14,186	355		355
8	Los Angeles	2,902	1,125,078	1,127,980	150	14,378	14528
9	Orange	21	247,915	247,936		2,203	2203
10	Riverside	139,376	112,211	251,586	385	2,949	3334
11	San Bernardino	1,169	167,972	169,140	77	3,957	4034
12	San Luis Obispo	18,805	11,085	29,890	236		236
13	Santa Barbara	1,331	43,152	44,483	275	169	444
14	Tulare	44,399	10,073	54,472	1,851	623	2474
15	Ventura	2,154	62,421	64,575	19	189	208
16							
17	<b>Total</b>	<b>272,331</b>	<b>1,804,407</b>	<b>2,076,738</b>	<b>4,533</b>	<b>25,271</b>	<b>29,804</b>
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	<b>Energy Savings Assistance Program Table 5 - Program Customer Summary Southern California Gas Company April 2012</b>																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-12	0	0	0	0	5878	7,858	0	0	0	0	0	0	5,878	7,858	0	0
7	Mar-12	0	0	0	0	17974	61,361	0	0	0	0	0	0	17,974	61,361	0	0
8	Apr-12	0	0	0	0	29,804	98,577	0	0	0	0	0	0	29,804	98,577	0	0
9	May-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Jun-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Jul-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Aug-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	Sep-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Oct-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	Nov-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Dec-12	0	0	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	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>April 2012</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2012</b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8		\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9													
10	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	<b>Studies:</b>												
13	Non-Energy Benefits	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation <sup>1</sup>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	<b>Total Studies</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	1 Budget funds are carried over from the 2007-2008 Energy Savings Assistance Program Funding Cycle												
20	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>April 2012</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
7	90631-15 - ACS Group	126	62	45	0
8	90631-22 - ACS Group	105	43	7	2
9	90631-37 - ACS Group	239	105	55	1
10	90631-39 - ACS Group	280	147	28	0
11	90631-40 - ACS Group	195	99	56	2
12	90631-45 - ACS Group	361	169	116	7
13	90631-46 - ACS Group	384	210	146	10
14	90631-47 - ACS Group	408	207	138	3
15	90631-52 - ACS Group	247	125	25	6
16	90631-53 - ACS Group	296	176	92	6
17	90631-54 - ACS Group	191	105	52	5
18	90631-55 - ACS Group	311	155	54	4
19	90631-60 - ACS Group	304	167	61	0
20	90631-61 - ACS Group	202	108	51	2
21	90631-67 - ACS Group	361	124	79	1
22	90631-68 - ACS Group	249	133	74	0
23	90631-89 - ACS Group	290	128	45	1
24	90631-92 - ACS Group	194	92	4	1
25	90631-93 - ACS Group	18	10	1	0
26	90631-94 - ACS Group	25	12	0	0
27	92567-88 - Synergy	26	10	2	0
28	92567-89 - Synergy	210	78	14	0
29	92567-90 - Synergy	88	30	11	0
30	92567-91 - Synergy	212	74	20	0
31	92567-92 - Synergy	183	59	27	0
32	92567-93 - Synergy	162	54	22	5
33	92567-94 - Synergy	197	67	26	0
34	92567-95 - Synergy	175	58	29	0
35	92567-96 - Synergy	367	130	73	0
36	92567-97 - Synergy	270	88	42	0
37	92557-68 - The East Los Angeles Community Union	301	118	41	4
38	92557-69 - The East Los Angeles Community Union	304	131	82	2
39	90620-39 - ACS Group	76	42	38	0
40	90620-48 - ACS Group	116	52	58	0
41	90621-19 - ACS Group	383	217	109	1
42	90621-20 - ACS Group	265	160	81	0
43	90621-22 - ACS Group	161	100	40	0
44	90621-23 - ACS Group	233	125	58	1
45	90621-24 - ACS Group	195	95	67	1
46	90621-25 - ACS Group	263	113	12	0
47	90621-26 - ACS Group	243	140	34	2
48	90621-27 - ACS Group	406	229	125	7
49	90621-28 - ACS Group	289	151	77	4
50	90621-29 - ACS Group	130	72	45	2
51	90621-30 - ACS Group	271	163	38	0
52	90621-31 - ACS Group	355	206	133	0
53	90621-34 - ACS Group	114	59	41	0

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>April 2012</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
54	90621-35 - ACS Group	295	164	47	1
55	90621-40 - ACS Group	119	61	16	0
56	90621-41 - ACS Group	83	39	2	0
57	90621-42 - ACS Group	49	27	0	0
58	90621-43 - ACS Group	37	22	4	0
59	90621-44 - ACS Group	15	8	0	0
60	92553-17 - EASE	66	34	49	1
61	92553-20 - EASE	231	0	1	0
62	92553-23 - EASE	133	83	59	1
63	92553-27 - EASE	29	11	13	0
64	92553-28 - EASE	488	328	155	0
65	92553-30 - EASE	175	151	127	0
66	92553-31 - EASE	327	248	178	0
67	92553-34 - EASE	533	252	285	0
68	92553-37 - EASE	392	229	186	0
69	92553-41 - EASE	403	246	164	0
70	92553-42 - EASE	328	176	173	1
71	92553-43 - EASE	449	199	221	0
72	92553-65 - EASE	437	186	51	0
73	92553-75 - EASE	342	255	0	0
74	92553-76 - EASE	138	70	59	2
75	92553-77 - EASE	149	128	113	0
76	92553-80 - EASE	265	210	156	0
77	92553-83 - EASE	234	175	94	0
78	92553-93 - EASE	176	115	81	0
79	92583-27 - EASE	128	78	58	2
80	92583-28 - EASE	134	53	70	1
81	92583-32 - EASE	209	138	138	0
82	92583-33 - EASE	211	148	129	2
83	92583-34 - EASE	83	59	31	4
84	92583-35 - EASE	142	102	63	3
85	92583-36 - EASE	214	144	116	1
86	92583-39 - EASE	135	80	73	3
87	92583-40 - EASE	147	89	73	1
88	92583-41 - EASE	114	69	47	1
89	92583-42 - EASE	186	136	99	1
90	92583-43 - EASE	274	198	112	0
91	92583-46 - EASE	65	44	23	0
92	92583-47 - EASE	269	175	147	3
93	92583-48 - EASE	320	166	96	4
94	92583-50 - EASE	242	176	13	2
95	92583-51 - EASE	293	162	124	7
96	92583-65 - EASE	435	179	53	12
97	92583-67 - EASE	32	14	11	0
98	91786-81 - Quality Conservation Services	407	119	174	0
99	91786-82 - Quality Conservation Services	2	1	0	0
100	91786-85 - Quality Conservation Services	13	5	0	0

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>April 2012</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
101	91786-86 - Quality Conservation Services	8	3	3	0
102	91786-87 - Quality Conservation Services	2	1	0	0
103	91786-89 - Quality Conservation Services	41	10	3	0
104	91786-94 - Quality Conservation Services	191	93	0	0
105	91752-11 - Synergy	97	56	72	0
106	91752-12 - Synergy	602	345	67	0
107	91752-13 - Synergy	725	418	118	0
108	91752-14 - Synergy	255	22	3	0
109	91752-16 - Synergy	357	27	20	0
110	91752-17 - Synergy	211	35	27	0
111	91752-18 - Synergy	306	121	105	0
112	91752-19 - Synergy	309	123	111	0
113	91752-20 - Synergy	221	36	30	0
114	91752-21 - Synergy	246	46	20	0
115	91752-22 - Synergy	309	86	71	0
116	91752-23 - Synergy	321	91	89	0
117	91752-24 - Synergy	174	67	46	0
118	91752-25 - Synergy	170	65	37	0
119	91752-26 - Synergy	202	66	38	0
120	91752-27 - Synergy	102	39	33	0
121	91752-28 - Synergy	356	205	135	0
122	91752-29 - Synergy	86	5	1	0
123	91752-30 - Synergy	278	53	11	0
124	91752-31 - Synergy	173	51	0	0
125	91752-34 - Synergy	488	39	7	0
126	91752-36 - Synergy	315	92	1	0
127	91752-42 - Synergy	156	46	0	0
128	91752 -43- Synergy	487	39	9	0
129	91752-44 - Synergy	215	14	4	0
130	91752-66 - Synergy	195	57	0	0
131	91752-73 - Synergy	249	20	0	0
132	91752-76 - Synergy	105	31	3	0
133	90670-44 - ACS Group	222	110	1	0
134	90670-59 - ACS Group	110	55	36	0
135	90670-71 - ACS Group	101	50	17	0
136	91732-23 - ACS Group	425	228	170	0
137	91732-24 - ACS Group	464	269	196	0
138	91732-26 - ACS Group	434	245	224	0
139	91732-27 - ACS Group	433	263	250	0
140	91732-28 - ACS Group	457	261	229	0
141	91732-30 - ACS Group	305	177	165	0
142	91732-31 - ACS Group	130	63	72	0
143	91732-33 - ACS Group	474	270	284	0
144	91732-34 - ACS Group	612	400	342	0
145	91732-35 - ACS Group	506	295	251	0
146	91732-36 - ACS Group	581	276	287	0
147	91732-37 - ACS Group	396	199	268	0

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>April 2012</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
148	91732-39 - ACS Group	472	228	320	0
149	91732-42 - ACS Group	265	158	111	0
150	91732-45 - ACS Group	75	44	32	0
151	91732-46 - ACS Group	76	40	38	0
152	91732-47 - ACS Group	75	33	53	0
153	91767-48 - Quality Conservation Services	435	194	261	0
154	91767-49 - Quality Conservation Services	334	178	211	0
155	91767-50 - Quality Conservation Services	347	199	227	0
156	91767-52 - Quality Conservation Services	206	142	149	0
157	91767-56 - Quality Conservation Services	168	94	72	0
158	91767-57 - Quality Conservation Services	106	63	73	0
159	93223-11 - Synergy	185	113	151	0
160	93223-12 - Synergy	159	75	110	0
161	93223-13 - Synergy	244	113	180	0
162	93223-14 - Synergy	246	157	152	0
163	93223-15 - Synergy	131	83	108	0
164	93223-16 - Synergy	132	83	116	0
165	93223-17 - Synergy	172	108	141	0
166	93223-18 - Synergy	153	101	128	0
167	93223-19 - Synergy	156	100	98	0
168	93223-20 - Synergy	219	143	84	0
169	93654-23 - Synergy	382	185	256	0
170	93654-26 - Synergy	85	60	50	0
171	93654-29 - Synergy	51	35	39	0
172	93654-30 - Synergy	167	119	118	0
173	93654-31 - Synergy	369	284	250	0
174	93654-32 - Synergy	370	210	196	0
175	93654-33 - Synergy	155	64	104	0
176	93654-34 - Synergy	116	83	90	0
177	93654-35 - Synergy	327	179	237	0
178	93654-40 - Synergy	381	276	156	0
179	93654-42 - Synergy	164	82	111	0
180	93654-43 - Synergy	72	52	65	0
181	93654-53 - Synergy	182	89	144	0
182	92543-17 - The East Los Angeles Community Union	278	141	75	0
183	92543-18 - The East Los Angeles Community Union	230	133	109	0
184	92543-26 - The East Los Angeles Community Union	373	292	150	0
185	92543-27 - The East Los Angeles Community Union	263	201	130	0
186	92543-28 - The East Los Angeles Community Union	153	115	29	0
187	92543-29 - The East Los Angeles Community Union	131	88	72	0
188	92543-30 - The East Los Angeles Community Union	491	306	232	0
189	92543-31 - The East Los Angeles Community Union	14	7	4	0
190	92543-38 - The East Los Angeles Community Union	63	48	24	0
191	92543-39 - The East Los Angeles Community Union	159	119	64	0
192	92543-40 - The East Los Angeles Community Union	144	106	71	0
193	92543-41 - The East Los Angeles Community Union	221	162	114	0
194	92543-42 - The East Los Angeles Community Union	63	35	15	0

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>April 2012</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
195	92543-43 - The East Los Angeles Community Union	208	111	65	0
196	92543-44 - The East Los Angeles Community Union	33	16	15	0
197	92543-45 - The East Los Angeles Community Union	75	42	43	0
198	92543-46 - The East Los Angeles Community Union	31	24	16	0



	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>April 2012</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
199	92543-48 - The East Los Angeles Community Union	63	35	18	0
200	92543-51 - The East Los Angeles Community Union	39	22	18	0
201	92543-58 - The East Los Angeles Community Union	454	259	128	0
202	92543-59 - The East Los Angeles Community Union	446	251	205	0
203	92543-60 - The East Los Angeles Community Union	430	238	160	0
204	92543-61 - The East Los Angeles Community Union	384	208	148	0
205	92543-62 - The East Los Angeles Community Union	48	18	27	0
206	92543-67 - The East Los Angeles Community Union	19	15	7	0
207	92543-68 - The East Los Angeles Community Union	442	213	228	0
208	92543-69 - The East Los Angeles Community Union	670	356	293	0
209	92543-70 - The East Los Angeles Community Union	406	218	180	0
210	92543-72 - The East Los Angeles Community Union	391	144	151	0
211	92543-74 - The East Los Angeles Community Union	32	23	8	0
212	92543-79 - The East Los Angeles Community Union	167	104	38	0
213	92543-81 - The East Los Angeles Community Union	133	48	57	0
214	92543-86 - The East Los Angeles Community Union	83	62	43	0
215	92543-88 - The East Los Angeles Community Union	162	120	113	0
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	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>April 2012</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
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	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>April 2012</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach <sup>[1]</sup>	\$ -	\$1,892,966	\$1,892,966		\$334,262	\$334,262		\$841,831	\$841,831	0%	44%	44%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$624,464	\$624,464	\$ -	\$86,803	\$86,803	\$ -	\$379,952	\$379,952	0%	61%	61%
9	Information Technology / Programming	\$ -	\$261,277	\$261,277	\$ -	\$78,808	\$78,808	\$ -	\$266,808	\$266,808	0%	102%	102%
10													
11	<b>Pilots</b>												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation <sup>[2]</sup>	\$ -	\$8,596	\$8,596	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$118,460	\$118,460	\$ -	\$21,389	\$21,389	\$ -	\$84,885	\$84,885	0%	72%	72%
19	General Administration	\$ -	\$302,482	\$302,482	\$ -	\$39,760	\$39,760	\$ -	\$211,401	\$211,401	0%	70%	70%
20	CPUC Energy Division	\$ -	\$85,750	\$85,750	\$ -	\$8,181	\$8,181	\$ -	\$17,760	\$17,760	0%	21%	21%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ -	\$3,293,995	\$3,293,995	\$ -	\$569,203	\$569,203	\$ -	\$1,802,637	\$1,802,637	0%	55%	55%
23													
24	CARE Rate Discount	\$ -	\$66,356,094	\$66,356,094	\$ -	\$7,778,421	\$7,778,421	\$ -	\$45,667,535	\$45,667,535	0%	69%	69%
25	Service Establishment Charge Discount	\$ -	\$1,594,731	\$1,594,731	\$ -	\$288,360	\$288,360	\$ -	\$1,219,486	\$1,219,486	0%	76%	76%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ -	\$71,244,820	\$71,244,820	\$ -	\$8,635,984	\$8,635,984	\$ -	\$48,689,658	\$48,689,658	0%	68%	68%
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption				\$ -	\$1,797,899	\$1,797,899		\$9,315,176	\$9,315,176			
32	California Solar Initiative Exemption <sup>[3]</sup>												
33	kWh Surcharge Exemption												
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				\$ -	\$1,797,899	\$1,797,899	\$ -	\$9,315,176	\$9,315,176			
35													
36	Indirect Costs					\$108,091	\$108,091	\$ -	\$423,093	\$423,093			
37	<sup>1</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media. The total reflects a reversal of a 2011 yearend accrual still pending receipt of invoices expected later in Jan.												
38	<sup>2</sup> Measurement and Evaluation consists of Needs Assessment costs												
39	<sup>3</sup> 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	<sup>4</sup> 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													
42	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	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																		
2	<b>Southern California Gas Company</b>																		
3	<b>April 2012</b>																		
4	<b>Gross Enrollment</b>												<b>Enrollment</b>		<b>Total CARE</b>		<b>Estimated CARE</b>	<b>Penetration</b>	
5	<b>Automatic Enrollment</b>						<b>Capitation</b>	<b>Other Sources<sup>5</sup></b>	<b>Total (G+H+I)</b>	<b>Recertification<sup>6</sup></b>	<b>Total Adjusted (J+K)</b>	<b>Attrition (Drop Offs)<sup>7</sup></b>	<b>Net (L-M)</b>	<b>Net Adjusted (N-K)</b>	<b>Participants</b>	<b>Eligible</b>	<b>Rate % (P/Q)</b>		
6	<b>2012</b>	<b>Inter-Utility<sup>1</sup></b>	<b>Intra-Utility<sup>2</sup></b>	<b>Leveraging<sup>3</sup></b>	<b>One-e-App<sup>4</sup></b>	<b>SB580</b>												<b>Combined (B+C+D+E+F)</b>	
7	<b>January</b>	5,471	2,170	102	0	0	7,743	33	12,360	20,136	45,131	65,267	23,805	41,462	-3,669	1,712,826	1,826,972	93.8%	
8	<b>February</b>	6,282	2,316	169	0	0	8,767	16	15,442	24,225	45,308	69,533	25,140	44,393	-915	1,711,911	1,826,972	93.7%	
9	<b>March</b>	5,935	1,971	171	0	0	8,077	50	13,278	21,405	48,899	70,304	35,116	35,188	-13,711	1,698,200	1,826,972	93.0%	
10	<b>April</b>	8,125	2,071	134	0	0	10,330	3	22,047	32,380	35,314	67,694	26,887	40,807	5,493	1,703,693	1,830,476	93.1%	
11	<b>May</b>																		
12	<b>June</b>																		
13	<b>July</b>																		
14	<b>August</b>																		
15	<b>September</b>																		
16	<b>October</b>																		
17	<b>November</b>																		
18	<b>December</b>																		
19	<b>Total for 2012</b>	<b>25,813</b>	<b>8,528</b>	<b>576</b>	<b>0</b>	<b>0</b>	<b>34,917</b>	<b>102</b>	<b>63,127</b>	<b>98,146</b>	<b>174,652</b>	<b>272,798</b>	<b>110,948</b>	<b>161,850</b>	<b>-12,802</b>				
20	<sup>1</sup> Enrollments via data sharing between the IOUs.																		
21	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																		
22	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	<sup>4</sup> 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	<sup>5</sup> Not including Recertification.																		
25	<sup>6</sup> Recertifications completed regardless of month requested.																		
26	<sup>7</sup> 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	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>April 2012</b>								
4	<b>2012</b>	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	<b>January</b>	1,712,826	4,630	0.27%	1,574	206	1,780	38%	0.10%
6	<b>February</b>	1,711,911	4,882	0.29%	6	167	173	4%	0.01%
7	<b>March</b>	1,698,200	5,923	0.35%	7	117	124	2%	0.01%
8	<b>April</b>	1,703,693	412	0.02%	1	3	4	1%	0.00%
9	<b>May</b>								
10	<b>June</b>								
11	<b>July</b>								
12	<b>August</b>								
13	<b>September</b>								
14	<b>October</b>								
15	<b>November</b>								
16	<b>December</b>								
17	<b>Total for 2012</b>	<b>1,703,693</b>	<b>15,847</b>	<b>0.93%</b>	<b>1,588</b>	<b>493</b>	<b>2,081</b>	<b>13%</b>	<b>0.12%</b>
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	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>April 2012</b>						
4		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/ Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
5	<b>YTD Total</b>	1,025,108	353,773	272,798	10,979	69,996	
6	<b>Percentage</b>		100.00%	77.11%	3.10%	19.79%	0.00%
7	<sup>1</sup> Includes sub-metered customers.						
8	<sup>2</sup> 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	<sup>3</sup> 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	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	<sup>6</sup> SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						
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	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>April 2012</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban <sup>1</sup>	Rural <sup>1</sup>	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,572	25	10,597	12,241	17	12,258	116%	67%	116%
7	Imperial	0	16,149	16,149	20	13,582	13,602	#DIV/0!	84%	84%
8	Kern	12,955	28,785	41,740	11,279	28,566	39,845	87%	99%	95%
9	Kings	22	13,928	13,950	19	14,759	14,778	87%	106%	106%
10	Los Angeles	965,622	2,465	968,087	916,520	1,224	917,744	95%	50%	95%
11	Orange	205,535	0	205,535	169,261	22	169,283	82%	0%	82%
12	Riverside	106,577	132,161	238,738	93,126	116,608	209,734	87%	88%	88%
13	San Bernardino	154,833	1,088	155,921	165,460	873	166,333	107%	80%	107%
14	San Luis Obispo	10,377	17,329	27,706	5,032	14,015	19,047	48%	81%	69%
15	Santa Barbara	37,752	1,177	38,929	30,594	750	31,344	81%	64%	81%
16	Tulare	9,941	43,429	53,370	11,541	48,229	59,770	116%	111%	112%
17	Ventura	57,850	1,904	59,754	48,491	1,464	49,955	84%	77%	84%
18										
19	<b>Total</b>	<b>1,572,035</b>	<b>258,440</b>	<b>1,830,476</b>	<b>1,463,584</b>	<b>240,109</b>	<b>1,703,693</b>	<b>93%</b>	<b>93%</b>	<b>93.1%</b>
20	<sup>1</sup> Define Urban vs Rural									
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	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>April 2012</b>							
4	<b>2012</b>	Total CARE Population	Participants Requested to Recertify <sup>1</sup>	% of Population Total	Participants Recertified <sup>2, 3</sup>	Participants Dropped <sup>3</sup>	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	<b>January</b>	1,712,826	27,257	1.59%	18,475	7,157	68%	0.42%
6	<b>February</b>	1,711,911	22,728	1.33%	11,808	422	52%	0.02%
7	<b>March</b>	1,698,200	28,733	1.69%	11,048	474	38%	0.03%
8	<b>April</b>	1,703,693	650	0.04%	356	11	55%	0.00%
9	<b>May</b>							
10	<b>June</b>							
11	<b>July</b>							
12	<b>August</b>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2012</b>	<b>1,703,693</b>	<b>79,368</b>	<b>4.66%</b>	<b>41,687</b>	<b>8,064</b>	<b>53%</b>	<b>0.47%</b>
18	<sup>1</sup> Participants requested to recertify.							
19	<sup>2</sup> Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	<sup>3</sup> 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.							



	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors</b>							
2	<b>Southern California Gas Company</b>							
3	<b>April 2012</b>							
4		Contractor Type				Year-to-Date		
5	Contractor Name <sup>1</sup>	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	0	0
7	ELA Communications Energy ED Program		X			0	0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
9	Proteus, Inc.		X			0	1	1
10	Community Pantry of Hemet		X			0	0	0
11	Community Action Partnership of San Bernardino		X		X	0	20	20
12	LA Works		X			0	0	0
13	Children’s Hospital of Orange County		X			0	0	0
14	The Companion Line		X			0	0	0
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	0	0
17	LA County 211		X			0	12	12
18	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
19	Coachella Valley Housing Coalition		X			0	0	0
20	HABBM		X			0	0	0
21	Second Harvest Food Bank of Orange County		X			0	0	0
22	Southeast Community Development Corp.		X			0	0	0
23	Latino Resource Organization		X			0	0	0
24	Independent Living Center of Southern California		X			0	0	0
25	Community Action Partnership - Kern County		X			0	0	0
26	El Concilio del Condado de Ventura		X			0	0	0
27	Blessed Sacrament Church		X			0	0	0
28	Starbright Management Services		X			0	0	0
29	Hermanidad Mexicana		X			0	0	0
30	CSET		X			0	0	0
31	Crest Forest Family and Community Service		X			0	0	0
32	CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
33	Veterans in Community Service		X	X	X	0	0	0
34	Chinatown Service Center		X			0	3	3
35	Koreatown Youth and Community Center		X			0	0	0
36	MEND		X			0	0	0
37	Armenian Relief Society		X			0	0	0
38	Catholic Charities of LA – Brownson House		X			0	1	1
39	BroadSpectrum		X			0	0	0
40	OCCC, Inc. (Orange County Community Center)		X			0	1	1
41	Green Light Shipping	X				0	0	0
42	APAC Service Center		X			0	64	64
43	Visalia Emergency Aid Council		X			0	0	0
44	<b>Total Enrollments</b>					<b>0</b>	<b>102</b>	<b>102</b>
45	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
46	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	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>April 2012</b>							
4	<b>2012</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change<sup>1</sup></b>
5	<b>January</b>	n/a	1,712,826	n/a	1,712,826	1,826,972	93.8%	9.8%
6	<b>February</b>	n/a	1,711,911	n/a	1,711,911	1,826,972	93.7%	-0.1%
7	<b>March</b>	n/a	1,698,200	n/a	1,698,200	1,826,972	93.0%	-0.8%
8	<b>April</b>	n/a	1,703,693	n/a	1,703,693	1,830,476	93.1%	0.3%
9	<b>May</b>							
10	<b>June</b>							
11	<b>July</b>							
12	<b>August</b>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2012</b>							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							