

**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 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 APRIL 2014**

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May 21, 2014

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

This is the fourth 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 April 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**

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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 April 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$120,506,165	\$24,914,957	20.68%
Homes Treated	136,836	24,976	18.25%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	748,565	30.84%

* Program decision D.12-08-044 was issued August 30, 2012; table reflects 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 April, SoCalGas processed 10,822 treated units, bringing the year-to-date treated enrollment count to 24,976, or more than 18% of the 2014 annual treated goal of 136,836. In addition, SoCalGas paid for the weatherization of 8,996 homes, 1,383 furnace repairs and replacements, and 443 water heater repairs and replacements.

Through April 2014, SoCalGas has incurred costs totaling \$5,606,959 related to the installation of high-efficiency clothes washers (HECWs), nearly depleting its authorized Program Year (PY) 2013 budget of \$6,919,859. In order to continue providing washers during 2014, SoCalGas has shifted funds totaling \$10,000,000 into its PY 2014 Appliances budget from unspent PY 2012 funds. The new PY 2014 budget for Appliances is \$16,919,859.

Please note that 2014 ESA “Actual To Date” expenditures in Table 1.1.1 as reported in the month of March did not reflect the same amount shown in the Appendix, ESA Program Table 1. The correct amount for ESA March “Actual To Date” expenditures for March 2014 was \$22,810,036, as reflected in the Appendix table. All expenditure values as shown above now reflect program activity through April 2014.

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

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

Ethnic and Mass Media Campaign

No ethnic or mass media campaign was deployed during the month of April.

E- Newsletter

During the month of April, SoCalGas sent out two email campaigns to facilitate ESA Program enrollment. The first campaign was deployed on April 4, 2014 and used a list of new CARE customers. The total number targeted by the email campaign was 7,574 customers. The second email campaign was deployed on April 7, 2014 and targeted 94,772 customers not enrolled in the ESA Program.

Energy Savings Assistance Program - Bill inserts/onserts

No bill insert was deployed during the month of April.

Energy Savings Assistance Program - Direct Mailings

No direct mail campaigns were conducted during the month of April. Direct mail campaigns are planned to resume in the month of May.

Energy Savings Assistance Program - Outbound Dialing

Throughout the month of April, Automated Voice Messaging (AVM) campaigns were deployed to approximately 14,000 CARE enrolled English and Spanish speaking ESA Program eligible customers. To facilitate enrollment, SoCalGas

has implemented a method to directly connect customers to ESA Program contractors.

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.

During the month of April, 812 customers completed the on-line English language ESA Program request form, which resulted in 365 on-line leads. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through the SoCalGas ESA Program.

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

April 12 – Community Water Conservation Festival, Perris

SoCalGas has a leveraging agreement with Eastern Municipal Water District (EMWD) to co-fund ESA Program water measures. Due to this relationship, SoCalGas was invited to participate in the annual water conservation festival hosted by EMWD. One of SoCalGas' ESA Program enrollment contractors was present at the event, which was attended by over 550 people.

April 12 – Cambodian New Year, San Bernardino

SoCalGas sponsored the Asian-American Resource Center hosted Cambodian Khmer New Year celebration. Because of the large number of monolingual speakers in attendance, SoCalGas worked with Imprenta Communications to ensure that Cambodian speakers would be present at the SoCalGas booth. Visitors learned about Customer Assistance Programs and received collateral. Those visitors who were already on the CARE Program learned about the ESA Program and received ESA Program enrollment forms. Approximately 1,000 people attended the event.

April 12 – Lamp Exchange, Santa Ana

Although the Lamp Exchange event was primarily developed for customers to exchange inefficient light bulbs for energy-efficient light bulbs, there were over 800 visitors to the SoCalGas booth. Visitors received information on energy efficiency and/or Customer Assistance Programs. Approximately 2,500 people attended this event.

April 19 – Tamale Festival, White Park, Riverside

SoCalGas deployed social media before the event to alert customers and encourage them to attend the Tamale Festival. Approximately 3,000 people attended the event and 1,500 visited the SoCalGas booth where bilingual personnel spoke to customers about Energy Efficiency programs and Customer Assistance Programs. Many of the visitors were already on the CARE Program, but learned about the ESA Program and signed up for a contractor visit to their home.

April 24 – Cuadrilla de Semana, Radio Campesina, Bakersfield

A SoCalGas Public Affairs Manager attended the Radio Campesina lunchtime “Cuadrilla” (group meeting) and presented information on the ESA Program and CARE (Information was translated by DJ Fernando “El Pollo”). The audience of the radio station is primarily Spanish speaking. There were approximately 25 people present at the event, which is part of a sponsorship with CARE, Radio Campesina, and the Cesar Chavez Foundation. The event included an on-air radio advertisement of Customer Assistance Programs.

April 25 – Radio Campesina “Classroom of the Month”, Bakersfield

SoCalGas joined Radio Campesina in a rural community outside of Bakersfield in honor of the “Classroom of the Month” event”. This month’s recognition went to Lakeside Elementary School. The classroom received gifts, and were visited by the Bakersfield Blaze baseball team, the Condors basketball team, and

SoCalGas. SoCalGas' local Outreach Manager presented information to 25 students on SoCalGas Customer Assistance Programs.

April 26 – 35th Annual Children's Fair, El Centro

The 35th Annual Children's Fair is a one day event held in El Centro during April to highlight Child Abuse Prevention Awareness Month. The majority of the attendees were Spanish speaking, and bilingual SoCalGas personnel distributed collateral and answered questions on Customer Assistance Programs.

Approximately 1,000 people attended the event.

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 Services Department (CSD) on the deployment of leveraging pilots. SoCalGas attends monthly coordination meetings with CSD and other Investor Owned Utilities (IOUs). In April, SoCalGas deployed its first batch of 2014 direct mailers to 2,013 ESA Program customers to inform them of the potential opportunity to receive CSD solar water heaters at no cost. To date, over 12,000 letters have been sent in 2014.

In April, 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

^[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

Footnote continued on next page

Company.^[3] SoCalGas has billed over \$104,850 year to date to these water companies for co-funding of HE Washers installed in joint customer homes.

SoCalGas also has a leveraging agreement with the EMWD^[4] to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers installed at joint customer households. Due to this relationship, SoCalGas was invited to participate in the EMWD hosted Community Water Conservation Festival on April 12, 2014 (as noted in Section 1.2.2 above).

SoCalGas' ESA Program has leveraged approximately \$191,350 year to date, in co-funding of installed water measures through its four 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:

SoCalGas Skill-Level Test Results			
	1st Quarter	April	Total
Attended Testing	78	35	113
Passed Test	68	30	98
Pass Rate	87%	86%	87%

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.

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.

SoCalGas Enrollment and Assessment Training			
	1st Quarter	April	Totals
Attended Class	73	21**	94
Tested	69	20	89
Passed Class	63	17	80
Badged	2	0	2
Census Attendees	0	0	0
Retention Rate*	91%	85%	90%
*Retention Rate is Passed/Tested			
** One student in April only attended the first day of class.			

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 2. 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	April	YTD Total
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	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Initial	6	24	4	9	10	33
Refreshers	1	1	0	0	1	1
NGAT 5-Day	4	13	2	3	6	16
Grand Total	11	38	6	12	17	50

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)	\$3,750,223	\$873,345	24.46%
Proc., Certification and Verification	\$8,232,248	\$398,588	4.84%
Information Tech./Programming	\$2,937,450	\$294,885	10.04%
Pilots (1)	\$180,000	\$45,000	25.00%
Measurement and Evaluation	\$51,992	\$0	0.00%
Regulatory Compliance	\$242,507	\$123,234	50.82%
General Administration	\$943,426	\$261,663	27.74%
CPUC Energy Division Staff	\$60,000	\$4,901	8.17%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,217,846	\$2,001,616	12.34%
Subsidies and Benefits	\$131,142,177	\$47,479,841	36.20%
Total Program Costs and Discounts	\$147,360,023	\$49,481,457	33.58%

* D. 12-08-044 was issued on Aug. 30, 2012 and is reflected in this table. Values may not sum to totals due to rounding.

(1) Outreach funds were reduced and recategorized 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.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,600,444	1,898,175	84.31%

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

During the month of April SoCalGas continued its process of reevaluating the timing and script of AVM campaigns for improve customer responsiveness, while focusing on sending additional letters to customers whose CARE eligibility is about to expire. Currently, those customers receive only one letter, but SoCalGas believes that program-eligible customers who need to recertify are an important component of maintaining enrollment. In addition, the CARE Outreach staff will begin a series of direct mail campaigns in June to customers who were recently dropped from the CARE Program because they failed to recertify. Results from this direct mail campaign will be incorporated into future reports.

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 did not send a welcome email to new customers during the month of April because of an upgrade to the ongoing and outbound email system. These welcome emails will resume in May.

During April, SoCalGas received 5,419 applications from customers who used the online CARE application form. The online activity resulted in 2,092 new enrollments and 1,710 recertifications of eligibility.

CARE Third-Party Enrollments & Outreach

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 3,965 applications in April, with 3,155 customers subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directed needy customers to the CARE Program. 211 LA County refers 900 to 1,000 calls a month to the CARE Program. During April the number was consistent with the average with 1,000 calls received. As part of its reporting, 211 LA County provides a zip code breakdown of where the calls originated, which assists in ongoing marketing and outreach. 211 LA County also distributes CARE applications at events that they attend.

To assist with grassroots outreach in Los Angeles, SoCalGas continues to work with Centro Latino for Literacy to create awareness of low-income programs such as CARE. 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 advertisement that precedes the computer-based learning of the students.

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.

To assist with outreach in Ventura County, SoCalGas is working with FOOD Share, a food bank and community-based organization, to spread awareness of the CARE Program, especially as part of FOOD Share's CalFresh outreach. SoCalGas also recently began a relationship with the Leukemia & Lymphoma Society to work with low-income schools in Santa Barbara and Ventura counties.

In Orange County, SoCalGas is working with Catholic Charities of Orange County, which continues to host CalFresh workshops, where SoCalGas also 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.

SoCalGas recently added LIFT LA/Magnolia place as a community-based organization to collaborate in awareness and outreach. This organization is located in Pico Union and provides one-on-one counseling to low-income families in the neighborhood. LIFT LA counselors will be providing ongoing awareness of SoCalGas low-income programs.

CARE Direct Mail Activity and Enrollments

Direct mail campaigns will resume in the month of June in conjunction with implementation of the new CARE eligibility guidelines. CARE applications are continuing to be processed from the 600,000 direct mail applications that have already been sent to customers. During April, SoCalGas received 8,687 applications, with 5,812 subsequently enrolled onto the CARE Program. In addition, SoCalGas has begun to separately track responsiveness to a welcome letter that goes to new customers who are considered to be likely to be eligible for the CARE Program. SoCalGas received 2,165 applications from this campaign during April, with 952 customers subsequently enrolled onto the CARE Program.

CARE Bill Inserts

CARE Outreach mailed out a bill insert during the month of April. The bill insert was sent to all residential customers who are not currently on the CARE Program (approximately 3,000,000 customers). Results from this campaign will be reported in the future. In addition, there will be a second bill insert during the summer (June or July) to notify residential customers of the new program eligibility guidelines.

Outreach by Field Employees

Field service employees distributed Customer Assistance Programs 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, there are several system wide deliveries of approximately 100,000 flyers. Bases with a high concentration of low-income customers go through the flyers more quickly than those with a lower concentration; those bases receive additional flyers as requested.

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*), and Los Angeles/Orange County (*El Aviso*). 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 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 and San Diego Gas & Electric. During the month of April, 4,536 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 April generated 3,147 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 April, 240 LIHEAP customers were enrolled in SoCalGas' CARE Program.

2.3. CARE Recertification Complaints.

There was one recertification complaint in the month of April. A customer had concerns regarding the recertification process and was referred to the CARE Program staff directly. The customer claimed the recertification paperwork was filled out incorrectly. A CARE representative contacted the customer three times and left a voice message, but did not receive a response. A CARE representative

will continue to contact the customer until the recertification complaint is resolved.

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 Useage)

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 (detail)

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	April 2014												
4		Authorized Budget ¹			Current Month Expenses ²			Year to Date Expenses ²			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances ^{4,7}	N/A	\$ 6,919,859	\$ 6,919,859	N/A	\$ 242,321	\$ 242,321	N/A	\$ 5,419,044	\$ 5,419,044	N/A	78.31%	78.31%
8	Domestic Hot Water	N/A	\$ 15,710,853	\$ 15,710,853	N/A	\$ 211,064	\$ 211,064	N/A	\$ 3,035,276	\$ 3,035,276	N/A	19.32%	19.32%
9	Enclosure	N/A	\$ 41,537,596	\$ 41,537,596	N/A	\$ 710,010	\$ 710,010	N/A	\$ 6,700,294	\$ 6,700,294	N/A	16.13%	16.13%
10	HVAC	N/A	\$ 18,422,053	\$ 18,422,053	N/A	\$ 282,017	\$ 282,017	N/A	\$ 3,127,201	\$ 3,127,201	N/A	16.98%	16.98%
11	Maintenance	N/A	\$ 2,550,973	\$ 2,550,973	N/A	\$ (143,480)	\$ (143,480)	N/A	\$ 341,572	\$ 341,572	N/A	13.39%	13.39%
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 ⁵	N/A	\$ 21,023,556	\$ 21,023,556	N/A	\$ 305,467	\$ 305,467	N/A	\$ 3,735,519	\$ 3,735,519	N/A	17.77%	17.77%
15	In Home Education	N/A	\$ 2,531,184	\$ 2,531,184	N/A	\$ 4,893	\$ 4,893	N/A	\$ 308,618	\$ 308,618	N/A	12.19%	12.19%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	Energy Efficiency TOTAL	N/A	\$ 108,696,074	\$ 108,696,074	N/A	\$ 1,612,292	\$ 1,612,292	N/A	\$ 22,667,524	\$ 22,667,524	N/A	20.85%	20.85%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 17,649	\$ 17,649	N/A	\$ 87,601	\$ 87,601	N/A	12.86%	12.86%
20	Inspections	N/A	\$ 3,155,344	\$ 3,155,344	N/A	\$ 68,814	\$ 68,814	N/A	\$ 452,518	\$ 452,518	N/A	14.34%	14.34%
21	Marketing and Outreach ⁶	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 106,378	\$ 106,378	N/A	\$ 254,615	\$ 254,615	N/A	21.25%	21.25%
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 ³	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 21,121	\$ 21,121	N/A	\$ 78,543	\$ 78,543	N/A	26.59%	26.59%
25	General Administration	N/A	\$ 6,202,206	\$ 6,202,206	N/A	\$ 342,669	\$ 342,669	N/A	\$ 1,372,055	\$ 1,372,055	N/A	22.12%	22.12%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 2,101	\$ 2,101	N/A	2.44%	2.44%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 120,506,165.00	\$ 120,506,165	N/A	\$ 2,168,921	\$ 2,168,921	N/A	\$ 24,914,957	\$ 24,914,957	N/A	20.68%	20.68%
29													
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 200,768	\$ 200,768	N/A	\$ 999,361	\$ 999,361			
32	NGAT Costs					\$ 52,260	\$ 52,260		\$ 584,327	\$ 584,327			
33													
34	¹ Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2014 budget amounts and does not include funds shifted from previous years and/or prior program cycles.												
35	² Current month and YTD expenditures include a reversal of (\$8,120,451.99) related to March 2014 quarterly accrual in the following reporting categories: Appliances (\$1,521,394.00),												
36	Domestic Hot Water (\$1,161,802.96), Enclosure (\$2,323,407.24), HVAC (\$1,240,804.98), Maintenance (\$323,276.01) Customer Enrollment (\$1,334,630.80), In Home Energy Education												
37	(\$127,265.00), Inspection (\$87,870.00).												
38	³ Current month and YTD cost exclude an M&E re-accrual reversal of (\$337,525.07) due to M&E costs already accounted for in 2013.												
39	The re-accrual was necessary in order to comply with SoCalGas' Accounting policy, until SoCalGas receives and processes the M&E billing invoices from lead IOUs.												
40	⁴ 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 numbers as part of												
41	contract costs.												
42	⁵ 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.												
43	⁶ 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												
44	excluded from the January 2014 report.												
45	⁷ 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												
46	unspent 2012 balance of \$20,382,344. The new PY 2014 budget for Appliances is \$16,919,859. This increases the total EE budget from \$108,696,074 to \$118,696,074 and the total ESA												
47	Program budget from \$120,506,165 to \$130,506,165.												
48	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.												
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	
1	Energy Savings Assistance Program Table 2								
2	Program Expenses & Energy Savings by Measures Installed								
3	Southern California Gas Company								
4	April 2014								
5			Year-To-Date Completed & Expensed Installation						
6	Measures	Units	Quantity Installed	kWh⁴ (Annual)	kW⁵ (Annual)	Therms (Annual)	Expenses⁷ (\$)	% of Expenditure	
7	Appliances								
8	High Efficiency Clothes Washer	Each	7,487			204,395	\$5,610,394.00	24.57%	
9	Refrigerators	Each							
10	Microwaves ⁶	Each							
11	Domestic Hot Water								
12	Water Heater Blanket	Home	1,152			5,240	\$85,212.72	0.37%	
13	Low Flow Shower Head	Home	21,102			88,533	\$967,374.09	4.24%	
14	Water Heater Pipe Insulation	Home	890			2,811	\$52,339.04	0.23%	
15	Faucet Aerator	Home	21,235			29,603	\$371,559.01	1.63%	
16	Water Heater Repair/Replacement	Each	572		-		\$1,248,141.44	5.47%	
17	Thermostatic Shower Valve	Each	23,840			324,224	\$311,026.26	1.36%	
18	Enclosure								
19	Air Sealing / Envelope ¹	Home	20,540			68,932	\$5,142,449.24	22.52%	
20	Attic Insulation	Home	1,422			10,688	\$1,559,215.88	6.83%	
21	HVAC								
22	FAU Standing Pilot Conversion	Each	18			756	\$6,001.12	0.03%	
23	Furnace Repair/Replacement	Each	2,652		-		\$2,659,394.93	11.65%	
24	Room A/C Replacement	Each							
25	Central A/C replacement	Each							
26	Heat Pump Replacement	Each							
27	Evaporative Cooler (Replacement)	Each							
28	Evaporative Cooler (Installation)	Each							
29	Duct Testing and Sealing	Home	550		-		\$461,715.25	2.02%	
30	Maintenance								
31	Furnace Clean and Tune	Home	5,487			13,384	\$341,572.46	1.50%	
32	Central A/C Tune up	Home							
33	Lighting								
34	Compact Fluorescent Lights (CFL)	Each							
35	Interior Hard wired CFL fixtures	Each							
36	Exterior Hard wired CFL fixtures	Each							
37	Torchiere	Each							
38	Occupancy Sensor	Each							
39	LED Night Lights	Each							
40	Miscellaneous								
41	Pool Pumps	Each							
42	Smart Power Strips	Each							
43	New Measures								
44									
45									
46									
47	Customer Enrollment								
48	Outreach & Assessment	Home	24,976				\$3,710,115.18	16.25%	
49	In-Home Education	Home	25,296				\$309,142.50	1.35%	
50									
51	Total Savings/Expenditures						748,565	\$22,835,653.11	
52									
53	Households Weatherized ²		23,280						
54									
55	Households Treated								
56	- Single Family Households Treated	Home	18,032						
57	- Multi-family Households Treated	Home	5,687						
58	- Mobile Homes Treated	Home	1,257						
59	Total Number of Households Treated			24,976					
60	# Eligible Households to be Treated for PY³		Home	136,836					
61	% of Households Treated		%	18%					
62	- Master-Meter Households Treated	Home	2,719						
63									
64	¹ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and								
65	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.								
66	² Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs								
67	³ Based on Attachment H of D.12-08-044								
68	⁴ All savings are calculated based on the following sources:								
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.								
70	⁵ Costs exclude support costs that are included in Table 1.								
71	⁶ Microwave savings are from ECONorthWest Studies received in December of 2011								
72	⁷ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's								
73	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill	
2	Savings per Treated Home	
3	Southern California Gas Company	
4	April 2014	
5	Year-to-Date Installations - Expensed	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	683,154
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	8,004,927
10	Current kWh Rate	N/A
11	Current Therm Rate	0.55
12	Number of Treated Households	24,976
13	Average 1st Year Bill Savings / Treated households	\$ 16.55
14	Average Lifecycle Bill Savings / Treated Household	\$ 147.67
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	April 2014						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,469	11,484	62	530	592
8	Imperial	19,914	1	19,916	80	0	80
9	Kern	28,660	14,369	43,030	1,220	117	1,337
10	Kings	14,497	16	14,513	557	0	557
11	Los Angeles	2,986	1,154,988	1,157,974	101	12,171	12,272
12	Orange	10	252,750	252,760	0	1,624	1,624
13	Riverside	143,956	120,981	264,938	247	2,787	3,034
14	San Bernardino	986	187,413	188,399	40	2,312	2,352
15	San Luis Obispo	15,296	9,189	24,485	355	0	355
16	Santa Barbara	1,460	40,947	42,408	217	120	337
17	Tulare	49,776	11,327	61,103	1,127	358	1,485
18	Ventura	2,568	63,321	65,889	198	753	951
19	Total	280,126	1,866,772	2,146,898	4,204	20,772	24,976
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	April 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	13	0		0	0	0	0	0
7	Imperial	0	0		0	0	0	1	0
8	Kern	4	3		0	0	6	0	1
9	Kings	64	0		1	0	10	0	4
10	Los Angeles	320	8		34	2	108	62	10
11	Orange	34	1		3	1	22	4	3
12	Riverside	89	0		6	1	86	36	5
13	San Bernardino	83	1		0	0	43	19	6
14	San Luis Obispo	0	0		0	0	2	0	0
15	Santa Barbara	82	0		11	0	17	1	3
16	Tulare	11	0		1	0	38	3	3
17	Ventura	12	0		1	0	3	0	0
18	Total	712	13		57	4	335	126	35
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	April 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					4,152	83,716	0	0
9	March	0	0	0	0	10,002	335,449	0	0					10,002	335,449	0	0
10	April	0	0	0	0	10,822	329,400	0	0					10,822	329,400	0	0
11	May																
12	June																
13	July																
14	August																
15	September																
16	October																
17	November																
18	December																
19	Total					24,976	748,565	0	0					24,976	748,565	0	0
20																	
21	Note: 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 2.																
22	Note: The enrollments processed and the installations completed in January 2014 will be reported in the February monthly report tables as part of PY2014 program expenses.																
23	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	April 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												
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	April 2014												
4		Authorized Budget ¹			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	\$ -	\$ 3,570,223	\$ 3,570,223	\$ -	\$ 190,683	\$ 190,683	\$ -	\$ 873,345	\$ 873,345	N/A	24.46%	24.46%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 91,476	\$ 91,476	\$ -	\$ 337,359	\$ 337,359	N/A	7.52%	7.52%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 18,487	\$ 18,487	\$ -	\$ 61,229	\$ 61,229	N/A	1.64%	1.64%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 48,370	\$ 48,370	\$ -	\$ 294,885	\$ 294,885	N/A	10.04%	10.04%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	N/A
11													
12	Pilots ²	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 45,000	\$ 45,000	N/A	25.00%	25.00%
13													
14	Measurement and Evaluation	\$ -	\$ 51,992	\$ 51,992	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 33,179	\$ 33,179	\$ -	\$ 123,234	\$ 123,234	N/A	50.82%	50.82%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 74,672	\$ 74,672	\$ -	\$ 261,663	\$ 261,663	N/A	27.74%	27.74%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ -	\$ -	\$ 4,901	\$ 4,901	N/A	8.17%	8.17%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,217,846	\$ 16,217,846	\$ -	\$ 471,868	\$ 471,868	\$ -	\$ 2,001,616	\$ 2,001,616	N/A	12.34%	12.34%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 8,745,975	\$ 8,745,975	\$ -	\$ 47,479,841	\$ 47,479,841	N/A	36.20%	36.20%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,360,023	\$ 147,360,023	\$ -	\$ 9,217,843	\$ 9,217,843	\$ -	\$ 49,481,457	\$ 49,481,457	N/A	33.58%	33.58%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 995,654	\$ 995,654	\$ -	\$ 5,498,317	\$ 5,498,317			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 995,654	\$ 995,654	\$ -	\$ 5,498,317	\$ 5,498,317			
31													
32	Indirect Costs				\$ -	\$ 119,610	\$ 119,610	\$ -	\$ 460,320	\$ 460,320			
33													
34	¹ Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2014 budget amounts.												
35	² 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.												
36	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	R	S	T	U	V	W	X	Y		
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																										
2	Southern California Gas Company																										
3	April 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-Utility ¹	Intra-Utility ²	Leveraging ³	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	84.8%		
8	February	5,280	2,720	172	8,172	2,617	13,632	918	17,167	0	25,339	18,033	20,082	8,653	46,768	13,843	1,674	477	12,195	28,189	72,107	-2,850	1,604,487	1,894,724	84.7%		
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	84.5%		
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	14,717	30,134	68,603	-2,014	1,600,444	1,898,175	84.3%		
11	May																										
12	June																										
13	July																										
14	August																										
15	September																										
16	October																										
17	November																										
18	December																										
19	Total for 2014	19,370	11,698	772	31,840	10,451	61,616	3,113	75,180	2	107,022	69,567	58,392	41,267	169,226	56,915	6,828	1,871	48,243	113,857	276,248	-6,835	1,600,444	1,898,175	84.3%		
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	April 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%	22	156	178	4.86%	0.01%
6	February	1,604,487	4,858	0.30%	8	213	221	4.55%	0.01%
7	March	1,600,381	4,323	0.27%	5	146	151	3.49%	0.01%
8	April	1,600,444	3,792	0.24%	3	10	13	0.34%	0.00%
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,600,444	16,632	0.24%	38	525	563	3.39%	0.00%
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								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
25	not applicable to SoCalGas								
26	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
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
40									
41	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	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 4 - CARE Self-Certification and Self-Recertification Applications						
2	Southern California Gas Company						
3	April 2014						
4		Provided ¹	Received	Approved ²	Denied ³	Pending/Never Completed ⁴	Duplicates ⁵
5	Total (Y-T-D)	3,693,441	179,756	132,037	8,372	10,744	28,603
6	Percentage		100.00%	73.45%	4.66%	5.98%	15.91%
7							
8	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.						
9	² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications.						
10	³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
14							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	April 2014									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,076	23	11,099	11,372	16	11,388	102.7%	69.4%	102.6%
7	Imperial	0	18,282	18,282	13	12,659	12,672	N/A	69.2%	69.3%
8	Kern	13,495	27,717	41,212	10,226	27,453	37,679	75.8%	99.0%	91.4%
9	Kings	22	14,238	14,261	20	14,093	14,113	89.4%	99.0%	99.0%
10	Los Angeles	993,003	2,949	995,953	849,694	1,134	850,828	85.6%	38.4%	85.4%
11	Orange	210,671	10	210,682	158,753	19	158,772	75.4%	0.0%	75.4%
12	Riverside	114,127	137,510	251,638	89,337	112,563	201,900	78.3%	81.9%	80.2%
13	San Bernardino	172,920	1,004	173,924	161,178	808	161,986	93.2%	80.5%	93.1%
14	San Luis Obispo	8,052	14,588	22,640	4,364	12,136	16,500	54.2%	83.2%	72.9%
15	Santa Barbara	36,362	1,402	37,764	28,080	645	28,725	77.2%	46.0%	76.1%
16	Tulare	11,309	48,478	59,787	11,344	46,432	57,776	100.3%	95.8%	96.6%
17	Ventura	58,671	2,263	60,934	46,708	1,397	48,105	79.6%	61.7%	78.9%
18	Total	1,629,710	268,465	1,898,175	1,371,089	229,355	1,600,444	84.1%	85.4%	84.3%
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	April 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%	20,444	9,052	52.85%	0.56%
6	February	1,604,487	30,732	1.92%	18,801	590	61.18%	0.04%
7	March	1,600,381	38,506	2.41%	17,478	707	45.39%	0.04%
8	April	1,600,444	35,396	2.21%	3,866	190	10.92%	0.01%
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	1,600,444	143,319	8.95%	60,589	10,539	42.28%	0.66%
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	April 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 Sacrament 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			1	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			1	1
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	0
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					2	2
47	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
48	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
49							

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	April 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								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD	N/A	1,600,444	N/A	1,600,444	1,898,175	84.3%	0.0%	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	April 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	\$15,000	\$45,000	54%								
8	Total Pilots	\$540,000	\$15,000	\$45,000	54%								
9													
10	¹ % of 2013-14 Budget Expended is the sum of CHANGES 2013 total annual expenses of \$150,000 + April YTD 2014 expense of \$45,000 over the two year budget of \$360,000.												
11	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 2013 - Southern California Gas Company														
3	(Provide Cumulative Data from January, 2014 through 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		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
6				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
7										1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
8															
9															
10															
11															
12															
13														1	
14															
15															
16															
17	Current Month Total														
18	Year-to-Date Total														
19															
20	1 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.														
21	2 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
22	3 Detailed information for Column C available through table provided by SHE organization.														
23	4 Table reflects new monthly activity and may include information from prior months not previously reported.														
24	5 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.														

Data not available for this month

	A	B	C	D	E	F	G
1	CARE Table 11 - CHANGES Group Customer Assistance Sessions²						
2	Reporting Period March 1, 2014 through March 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	3	0.5	49	Not Available
6	Not Available	Spanish	Understanding Your Bill	2	0.5	39	Not Available
7	Not Available	Tagalog	Understanding Your Bill	1	0.5	10	Not Available
8	Not Available	Korean	Understanding Your Bill	13	0.5	283	Not Available
9	Not Available	Vietnamese	Understanding Your Bill	1	0.5	23	Not Available
10	Not Available	English	Understanding Your Bill	13	0.5	100	Not Available
11	Not Available	Tagalog	Safety Tips	8	0.5	127	Not Available
12	Not Available	Spanish	Safety Tips	3	0.5	21	Not Available
13	Not Available	English	Safety Tips	2	0.5	12	Not Available
14	Not Available	Spanish	Level Pay Plan	2	0.5	28	Not Available
15	Not Available	Spanish	Energy Conservation	2	0.5	40	Not Available
16	Not Available	Vietnamese	Energy Conservation	1	0.5	18	Not Available
17	Not Available	Tagalog	Energy Conservation	5	0.5	63	Not Available
18	Not Available	Japanese	Energy Conservation	4	0.5	64	Not Available
19	Not Available	Cantonese	Energy Conservation	1	0.5	15	Not Available
20	Not Available	Cantonese	CARE/FERA and Other	2	0.5	30	Not Available
21	Not Available	Spanish	CARE/FERA and Other	4	0.5	51	Not Available
22	Not Available	Tagalog	CARE/FERA and Other	1	0.5	11	Not Available
23	Not Available	Vietnamese	CARE/FERA and Other	1	0.5	15	Not Available
24	Not Available	Japanese	CARE/FERA and Other	1	0.5	10	Not Available
25	Not Available	Thai	CARE/FERA and Other	1	0.5	7	Not Available
26	Not Available	English	CARE/FERA and Other	1	0.5	3	Not Available
27	Not Available	Spanish	Avoiding Disconnection	1	0.5	9	Not Available
28	Not Available	Farsi	Avoiding Disconnection	1	0.5	9	Not Available
29	Not Available	English	Avoiding Disconnection	1	0.5	1	Not Available
30	Current Month Total			75		1,038	
31	Year-to-Date			134		1,766	
32							
33	¹ Contractor states all sessions at least 30 minutes.						
34	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 have a more consistent appearance and format with existing SCG tables.						
35							
36							