

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

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)
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)
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)

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

Kim F. Hassan

Attorney for
Southern California Gas Company
555 West Fifth Street GT14E7
Los Angeles, CA 90013
Telephone: (213) 244-3061
Facsimile: (213) 629-9620
E-Mail: KHassan@semprautilities.com

September 21, 2012

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

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)
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)
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)

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

This is the eighth 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 August 2012 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

/s/ Kim F. Hassan

Kim F. Hassan
Attorney for
Southern California Gas Company
555 West Fifth Street GT14E7
Los Angeles, CA 90013
Telephone: (213) 244-3061
Facsimile: (213) 629-9620
E-Mail: KHassan@semprutilities.com

September 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

TABLE OF CONTENTS

Title	Page
1. Energy Savings Assistance Program Executive Summary.....	5
1.1 Program Overview.....	5
1.2 Whole Neighborhood Approach Evaluation.....	6
1.3 Customer Outreach and Enrollment Update.....	7
1.4 Leveraging Success Evaluation, Including CSD.....	14
1.5 Workforce Education and Training.....	15
2. CARE Program Executive Summary.....	17
2.1 Program Summary.....	17
2.2 Outreach.....	18
2.3 Recertification Complaints.....	22
3. Appendix: ESAP and CARE Tables.....	23

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 August 2012			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$64,527,330	\$45,814,322	71%
Homes Treated	*	60,353	*%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	*	300,648	*%

* Bridge Funding authorized in D.11-11-010 and D.12-06-030¹. Program decision D.12-08-044 was issued August 30, 2012; this table will be revised and updated next month.

In August, SoCalGas processed and paid contractor invoices for 5,698 treated homes. In addition, SoCalGas paid for the installation of 1,484 appliances, including 1,097 furnace repairs/replacements and 125 water heater replacements, and 262 high efficiency clothes washers.

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 August, SoCalGas combined efforts to provide its ESA Program contractor network with an additional 107 canvassing lists using the Whole Neighborhood

¹ In D. 12-06-030 the Commission authorized an extension of Bridge Funding for CARE and the ESA Program on a month-to-month basis effective July 1, 2012.

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 System², 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 August 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 25,152 customer addresses, of which 3,563 (14%) are potentially eligible based on ESA Program income eligibility criteria. Additionally, based on SoCalGas data, 5,142 of the 25,152 (20%) addresses are in targeted self-certification PRIZM codes³.

² The HEAT System is SoCalGas’ ESA Program database used to track program activity and expenditures.

³ Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

Number of WNA Events per City	Contractor
Beaumont – 24	EASE
Yucaipa – 64	Synergy
La Puente – 16; Lake Forest – 3	The East Los Angeles Community Union

Through August 2012, SoCalGas and its ESA Program contractors treated 600 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

There were no mass media campaigns during the month of August.

During the month of August, SoCalGas participated in the Council of Mexican American Federations (COFEM) event and promoted the CARE and ESA Programs. An article was featured in *Hispanic Lifestyle*. *Hispanic Lifestyle* is an ethnic owned and independently produced television program which has a companion website that highlights the positive contributions in the Hispanic community. During August, there were 186,631 customers who clicked on to SoCalGas' Customer Assistance Programs website page where the CARE and ESA Programs were featured.

Additionally during the month of August, SoCalGas began to contract with an ethnic owned organization named Imprenta to help reach ethnic customers who speak Spanish and Vietnamese with limited English proficiency. SoCalGas has also contracted with Breathe LA, which targets outreach to ethnic communities within Orange County and the Los Angeles Basin. Both of these organizations are guiding SoCalGas in reaching out to faith-based organizations and local

community groups. The events and workshops conducted in August by Breathe LA are included in section 1.3.2.

Energy Savings Assistance Program Bill inserts/onserts

There was a no ESA Program bill insert/onsert deployed during the month of August.

Energy Savings Assistance Program Direct Mailings

No ESA Program direct mail campaigns were conducted during the month of August.

Energy Savings Assistance Program Outbound Dialing

One automated voice messaging campaign (AVM) was launched in August to over 20,000 residential CARE customers throughout SoCalGas' service territory. As a result of this campaign, 839 Energy Savings Assistance Program leads were generated. SoCalGas 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. For the month of August, 411 customers completed the online English ESA Program request form. The email website link encourages low income customers to apply for no-cost home improvements to reduce energy usage 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 ESA Program

August 7, 2012 – National Night Out (NNO) in Southeast Los Angeles

SoCalGas participated in National Night Out, the country's annual community-based effort in crime prevention since 1984. The event was sponsored by the Los Angeles Police Department (LAPD) to increase awareness about police programs in communities such as drug prevention, town watch / neighborhood watch and other anti-crime efforts. Approximately 1,500 members of the community attended the neighborhood block event. SoCalGas ran a booth and distributed information on its CARE and ESA Programs to interested low-income customers.

August 7, 2012 – National Night Out (NNO) in Glendale

In collaboration with SoCalGas, Breathe LA participated in the National Night Out in the city of Glendale. The event was sponsored to increase awareness about police programs in communities such as drug prevention, town watch / neighborhood watch and other anti-crime efforts. Approximately 200 members of the community attended the neighborhood block event. CARE and ESA Program information was distributed to interested customers.

August 8, 2012 – Steel Plaza Senior Apartments Workshop, LA

Breathe LA conducted a workshop in the Steel Plaza senior apartment complex in Los Angeles. The workshop was conducted to inform and educate the seniors of the complex about the CARE and ESA Programs. Approximately 60 seniors were present, and 30 of them were assisted with the CARE and ESA Program application process.

August 11, 2012 - Univision Día De La Familia, Bakersfield Zoo

SoCalGas Public Affairs and Customer Assistance Program staff participated in the Univision día de la familia event held at the Bakersfield zoo. SoCalGas ran a booth to educate consumers on CARE, ESA and the Medical Baseline Programs. The warm day event was attended by Spanish-only speaking consumers who were offered CARE and ESA Program information in Spanish. Approximately

800 people attended the Bakersfield event, and 200 interested customers stopped by the SoCalGas booth.

August 14, 2012 – Congress of CA Seniors Summit, Long Beach

SoCalGas' Customer Assistance staff participated in the Congress of California Seniors Summit in the city of Long Beach. This event was hosted by the Long Beach senior center to bring together seniors and allies who want to be involved in the work of informing seniors about health care issues, state budget issues and assistance with gas and electric utility bills. Among the agencies represented at this summit were the United States Social Security Administration, the California Department of Consumer Affairs, the Los Angeles Aging Advocacy Coalition, and the United States Postal Service. Tables were set up to inform seniors about beneficial services.

August 15, 2012 – Riverside County Workforce Investment Boards Presentation

SoCalGas' Public Affairs staff presented energy efficiency and customer assistance program information to over 100 business labor union and education representatives. The Public Affairs staff emphasized future job opportunities associated with energy efficiency and renewable technology initiatives.

August 16, 2012 – Inland Empire Million Father March, Moreno Valley

SoCalGas' Public Affairs staff briefed approximately 30 organizers of the Inland Empire Million Father March about SoCalGas' CARE and ESA Programs. SoCalGas took the opportunity to distribute customer assistance program information via local religious leader and church participants. Additionally, SoCalGas' Public Affairs staff continues working with Riverside-Moreno Valley African American Church leaders to provide CARE and ESA Program information as part of their presentations addressing the challenges of single parenting.

August 18, 2012 – Presentation at Riverside County Fair Housing

SoCalGas' Public Affairs staff presented CARE, Energy Efficiency and ESA Program information to income qualified seniors at the Riverside County Fair Housing in the community. Then Riverside County Fair Housing offered to provide CARE and ESA Program information to the residents and have the site counselors assist seniors in filling out applications.

August 18, 2012 – First AME Foundation Back-to-School Giveaway

SoCalGas participated in the 8th Annual Back-to-School Giveaway and community outreach event held at the First African Methodist Episcopal (AME) Church in Los Angeles. Over 5,000 low-income residents received clothing, school supplies and food. More than 1,000 CARE and ESA Program brochures were distributed to interested customers in English and Spanish at the event.

August 18, 2012 – Wilshire Presbyterian Church Annual Health Fair

In collaboration with SoCalGas, Breathe LA participated in two workshops held in Los Angeles to educate and assist customers with filling out CARE and ESA Program applications. Approximately 100 seniors attended the workshops, and 16 were assisted with SoCalGas' customer assistance programs.

August 22, 2012 – Back to School event at Nueva Maravilla Housing Development, Los Angeles

In collaboration with SoCalGas, Breathe LA participated in a back-to-school customer event at Nueva Maravilla Housing Development in Los Angeles. Approximately 600 Spanish speaking customers attended the event, and about 20 customers were educated on the CARE and ESA Program in Spanish.

August 22, 2012 – Filipino Chamber of Commerce Expo

SoCalGas' Public Affairs staff presented CARE, ESA and Energy Efficiency Program information to over 150 Filipino-American attendees at the Filipino

Chamber of Commerce Expo conducted in the city of Garden Grove. Information on the ESA Program was available in English and Tagalog.

August 22, 2012 – Black Voice Newspaper: Free Media on Green Energy Efficiency and Customer Assistance Programs

The Black Voice Newspaper interviewed SoCalGas' Public Affairs staff on our Energy Efficiency, Solar Water Heating and Customer Assistance Programs during the "Green Energy, New Technologies and the Economy Symposium" held at Riverside City Hall. The Black Voice Newspaper is the largest African American publication in the Inland Empire and its readership distribution is more than 25,000 readers.

August 23, 2012 – Community and Neighbors for 9th District Meeting

In collaboration with SoCalGas, Breathe LA participated in a neighborhood council meeting in Los Angeles. Approximately 40 customers were in attendance, and 12 Spanish speaking customers were assisted filling out CARE and ESA Program applications.

August 25, 2012 – The Council of Mexican-American Federations (COFEM) event in Los Angeles

SoCalGas' Public Affairs and Customer Assistance Programs staff participated in the 5th Council of Mexican-American Federations (COFEM) event in Los Angeles. The 5th COFEM Annual Conference and Expo brings together Latino families, a coalition of community organizations, business leaders and private companies seeking to forge strong relationships with the Latino community. Approximately 2,500 Los Angeles County residents attended the festive event. SoCalGas' Representatives educated over 400 customers about the CARE and ESA Programs and energy conservation. SoCalGas' information was available in both English and Spanish.

August 25, 2012 – Mothers in Action, Back to School Event in LA

In connection with Mothers in Action and the LA Sentinel, SoCalGas participated in a back-to-school event and ran a booth where outreach workers distributed customer assistance information and school supplies to over 1,000 families. Local political leaders, such as Mark Ridley-Thomas (LA County Supervisor, 2nd District) and State Senator Current Price were also in attendance.

August 26, 2012 – Special Needs Network, Inc. 7th Annual Back-toSchool Program

In collaboration with Breathe LA to assist in reaching out to the disabled customers that may be eligible for CARE and the ESA Program, Breathe LA participated in the 7th Annual back-to-school event for Junior Blind of America in Los Angeles. Approximately 1,800 attendees were present at this event, and 26 customers were assisted with the application process.

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 August. SoCalGas will continue to monitor discussions between CSD, CPUC and other utilities for closer collaboration and leveraging with CSD.

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 in PY2012.

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' low-income energy efficiency 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 fourth quarter of 2012.

SoCalGas is in the process of re-negotiating its leveraging agreements with Imperial Irrigation District (IID) and Burbank Water and Power (BWP). While IID is focused on a 2013 timeframe, BWP is anxious to renew the current contract as soon as possible. SoCalGas anticipates commencing its canvassing for the BWP joint-effort by fourth quarter 2012.

Finally, 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' ESA Program will receive rebates totaling more than \$241,000 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					
	1 st Quarter	2 nd Quarter	July	Aug	Totals
Attended Testing	55	50	14	24	143
Passed Test	52	46	14	22	134
Pass Rate	94.55%	92%	100%	91.67%	93.71%

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.

	1 st Quarter	2 nd Quarter	July	August	Totals
Attended Class	51	37	18	17	123
Tested	50	31	17	17	115
Passed Class	48	29	15	17	109
Badged	47	13	8**	10	78
Census Attendees	2	0	0	0	2
Retention Rate*	96.00%	93.55%	88.24%	100.00%	94.78%

*Retention Rate is Passed/Tested **Reported value corrected from '6' last month.

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 78. 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	1 st Quarter		2 nd Quarter		July		Aug		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
Initial	10	26	1	4	0	0	2	8	13	38
Refreshers	5	41	1	8	0	0	0	0	6	49
NGAT 5-Day	1	10	1	9	0	0	0	0	2	19
Grand Total	16	77	3	21	0	0	2	8	21	106

2. CARE Executive Summary

2.1. CARE Program Summary - August

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$2,523,955	\$1,691,216	67%
Proc., Certification and Verification	\$832,619	\$829,723	100%
Information Tech./Programming (1)	\$348,369	\$509,967	146%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$11,461	\$0	0%
Regulatory Compliance	\$157,947	\$166,810	106%
General Administration	\$403,309	\$413,543	103%
CPUC Energy Division Staff	\$114,333	\$23,119	20%
Cooling Centers (3)	N/A	N/A	N/A
Total Expenses	\$4,391,993	\$3,634,378	83%
Subsidies and Benefits (4)	\$90,601,100	\$72,813,581	80%
Total Program Costs and Discounts	\$94,993,093	\$76,447,959	80%

*Six month Bridge Funding from D.11-11-010. Bridge Funding was extended on a month-to-month basis effective July 1, 2012 in D 12-06-030. Decision 12-08-044 was issued on Aug. 30, 2012 and will be reflected in this table next month.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,713,798	1,828,366	93.7%

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 its monthly campaign to call existing CARE customers who are due to recertify their eligibility. Approximately 14,000 customers were called via an AVM campaign, and 2,988 recertified their eligibility from this campaign (a 21.3% recertification rate).

Because an increasing number of customers have Internet access and email accounts, SoCalGas also attempts to contact customers through email. During August, SoCalGas sent out approximately 9,200 emails to CARE customers who needed to recertify their CARE eligibility.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all communications, and CARE continues to be one of the top “search” topics on the company website. More than 10,000 customers submitted CARE applications via the company website during August, and this activity resulted in 2,944 new enrollees and 2,158 renewing customers.

CARE Third-Party Enrollments & Outreach

To reach customers who are “missed” by traditional outreach (bill inserts, phone campaigns, and direct mail, among others), SoCalGas employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The representatives are bilingual (English and Spanish). Door-to-door outreach returned applications for 3,712 customers in August; 3,084 customers were subsequently approved for enrollment into the CARE program. Year-to-date, more than 22,000 customers have enrolled in the CARE program through door-to-door canvassing.

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

SoCalGas has just begun to contract with two organizations (Imprenta and Breathe LA) to further grassroots communications within Orange County and the LA Basin. Both organizations are guiding SoCalGas in reaching out to faith-based organizations and local community groups. Activities from these collaborations will be reported in future reports. Events and workshops conducted in August by Breathe LA are included in section 1.3.2.

CARE Direct Mail Activity and Enrollments

In February, SoCalGas initiated a multi-month direct mail campaign to customers who reside in the overlapping Southern California Edison service territory. During August, an additional 2,400 applications were processed from this campaign; the year-to-date total from this direct mail campaign is approximately 39,000 new enrollments.

In addition, SoCalGas has begun a direct mail campaign (English/Spanish) to new customers. At the end of August, SoCalGas began a campaign to 10,000

new customers with a high probability of being eligible for the CARE program. The results of this campaign will be reported in future reports. In addition, SoCalGas plans to revise the number and criteria of the direct mail pieces to fine tune the effectiveness of this ongoing campaign.

CARE Bill Inserts

During last month, SoCalGas mailed a bill insert to approximately 2.9 million residential customers who are not currently on the CARE program. To reinforce this bill insert, SoCalGas placed advertisements in a variety of local print publications (predominately ethnic-owned). The ad copy called attention to the July bill insert so as to reinforce the impact of the bill insert. At this point, 463 customers have enrolled in the program during this method, but there is a time-lag between the time a bill insert reaches the customer and the customer's return of the bill insert.

Two additional bill inserts are planned for 2012: a September bill insert to commercial facilities (non-profit group living facilities and migrant worker housing) and a November bill insert to residential customers.

CARE Bill Inserts Reinforcement Through Local Ethnic Media

In order to reinforce the July bill insert, in August SoCalGas purchased advertising in local, ethnic-owned newspapers and one radio station. For example, advertisements in the *LA Sentinel*, which covers the LA basin, informed customers that the July bill insert contained updates regarding the CARE program; *Presna Hispana*, which is an Inland Empire newspaper, communicated the message in Spanish; Radio Campesina in Tulare provided Spanish-language radio reinforcement to rural, Spanish-speaking customers. A total of 10 newspapers (Spanish-language, Asian-American, and African American) comprised this bill insert reinforcement campaign.

Outreach by Field Employees

From October 2011 through February 2012 (SoCalGas' gas furnace pilot re-lighting season) field employees distributed a bilingual (English/Spanish) leave-behind pamphlet with customers. The flyer contained information regarding Customer Assistance programs. During the "off-season" personnel distribute the flyers on an as-needed basis. The planned seasonal distribution will resume this coming October.

CARE Mass Media Campaign

In addition to the print ads reinforcing the bill insert (mentioned above), SoCalGas launched an online campaign. Based on internal and secondary research, SoCalGas concluded that young customers (up to age 35) who are Spanish speaking and online represent an important segment of potential CARE enrollees. Even if these customers do not directly enroll in the program, they are an important advocacy group within their families and communities; therefore, SoCalGas launched a nine-week campaign that uses "age and geo-targeting" technology to reach young, Spanish-speaking customers. This campaign is continuing, and results will be provided in future reports.

Disability Outreach

SoCalGas has hired a contractor whose responsibility is outreach to persons with disabilities. The contractor, who is visually impaired, is discussing SoCalGas' assistance programs in chapter meetings and in small group discussions throughout Southern California (primarily Los Angeles, Orange, and Santa Barbara counties). One of his messages is to inform customers who have disabilities that they may call SoCalGas and voluntarily report their disability, which can help in outreach, communications, and customer service. He visited chapter meetings of the California Council of the Blind in Compton and the Antelope Valley.

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 Los Angeles Department of Water and Power (LADWP), Southern California Edison, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of August, 8,669 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 August generated 1,303 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 August, 191 LIHEAP customers were enrolled in SoCalGas' CARE program.

2.3 CARE Recertification Complaints

There were no recertification complaints during the month of August.

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

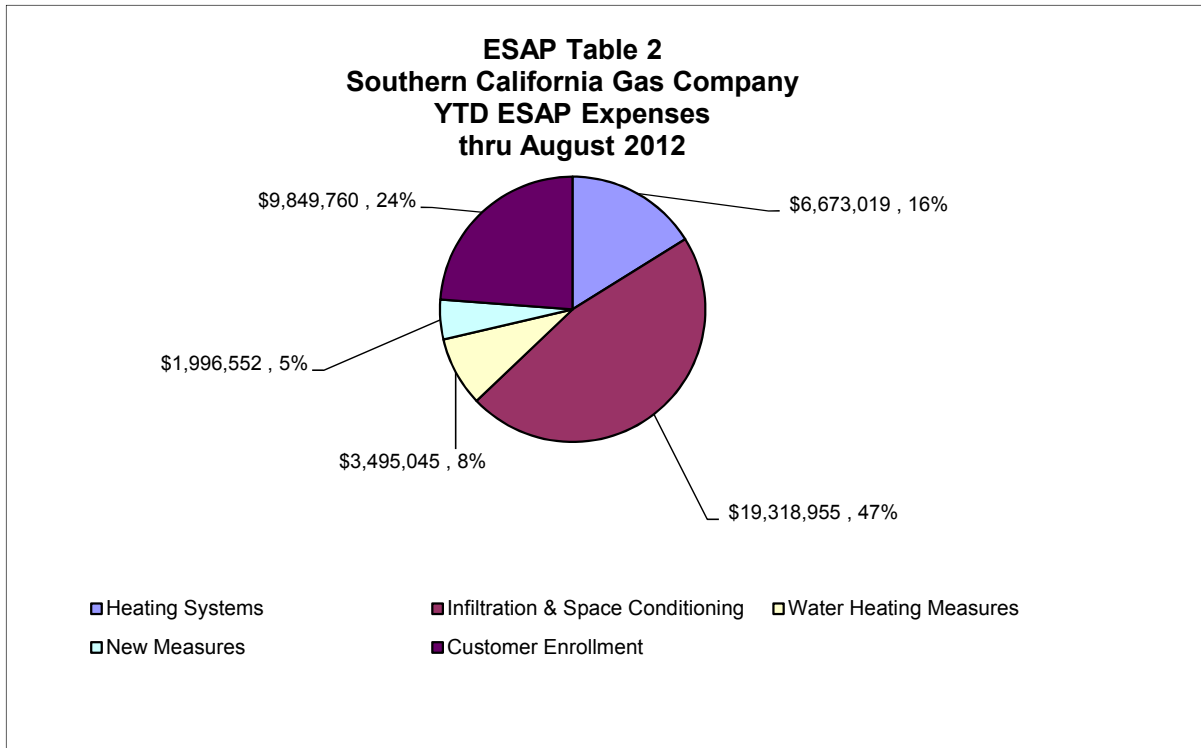
CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H
	Energy Savings Assistance Program Table 2							
	Program Expenses and Energy Savings by Measures Installed							
	Southern California Gas Company							
	August 2012							
1								
2			Year-To-Date Completed & Expensed Installations					
3	Measures	Units	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)¹	Expenses	% of Expenditure
4	Heating Systems							
5	Furnaces	Each	6,101				\$6,673,019	16%
6	Cooling Measures							
7	A/C Replacement - Room	Each						
8	A/C Replacement - Central	Each						
9	A/C Tune-up - Central	Each						
10	A/C Services - Central	Each						
11	Heat Pump	Each						
12	Evaporative Coolers	Each						
13	Evaporative Cooler Maintenance	Each						
14	Infiltration & Space Conditioning							
15	Envelope and Air Sealing Measures	Home	58,482			204,250	\$14,239,716	34%
16	Duct Sealing	Home	1,157				\$1,292,524	3%
17	Attic Insulation	Home	3,504			25,375	\$3,786,715	9%
18	Water Heating Measures							
19	Water Heater Conservation Measures	Home	54,158				\$2,803,946	7%
20	Water Heater Replacement - Gas	Each	667				\$691,100	0%
21	Water Heater Replacement - Electric	Each						
22	Tankless Water Heater - Gas	Each						
23	Tankless Water Heater - Electric	Each						
24	Lighting Measures							
25	CFLs	Each						
26	Interior Hard wired CFL fixtures	Each						
27	Exterior Hard wired CFL fixtures	Each						
28	Torchiere	Each						
29	Refrigerators							
30	Refrigerators -Primary	Each						
31	Refrigerators - Secondary	Each						
32	Pool Pumps							
33	Pool Pumps	Each						
34	New Measures							
35	Forced Air Unit Standing Pilot Change Out	Each	47				\$15,134	0%
36	Furnace Clean and Tune	Each	10,986			23,795	\$683,023	2%
37	High Efficiency Clothes Washer	Each	1,730			47,229	\$1,298,395	3%
38	Microwave	Each						
39	Thermostatic Shower Valve	Each						
40	LED Night Lights	Each						
41	Occupancy Sensor							
42	Pilots							
43	A/C Tune-up Central	Home						
44	Interior Hard wired CFL fixtures	Each						
45	Ceiling Fans	Each						
46	In-Home Display	Each						
47	Programmable Controllable Thermostat	Each						
48	Forced Air Unit	Each						
49	Microwave							
50	High Efficiency Clothes Washer							
51								
52	Customer Enrollment							
53	Outreach & Assessment	Home	60,353				\$9,083,222	22%
54	In-Home Education	Home	63,425				\$766,538	2%
55	Education Workshops	Participant						
56								
57								
58	Total Savings/Expenditures ²					300,648	\$41,333,330	98%
59								
60	Homes Weatherized	Home	59,335					
61								
62	Homes Treated							
63	- Single Family Homes Treated	Home	43,251					
64	- Multi-family Homes Treated	Home	11,408					
65	- Mobile Homes Treated	Home	5,694					
66	- Total Number of Homes Treated	Home	60,353					
67	# Eligible Homes to be Treated for PY³	Home	136,836					
68	% OF Homes Treated	%	44%					
69								
70	- Total Master-Metered Homes Treated	Home	8,141					
71								
72	¹ Energy savings is based on the 2009 Load Impact Evaluation.							
73	² The Total Savings/Expenditures amount does not include a credit of \$199,012.50 from EMWD, an expense of \$162,532.91 related to Energy Education guides in In-Home Education, charges of \$4 and \$105 for capitation fees in the Outreach and Assessment category pending correction to \$0, and a pending correction charge of \$2,863.00 to the Furnace and Envelope & Air Sealing Measures Categories.							
74	³ Based on Appendix F of D. 12-08-044 issued 8/30/2012.							
75	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 August 2012



	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company August 2012	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	300,648
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	60,353
11	Average 1st Year Bill Savings / Treated Home	\$ 5.17
12	Average Lifecycle Bill Savings / Treated Home	\$ 36.85
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	Energy Savings Assistance Program Table 4 - Energy Savings Assistance Program Homes Treated Southern California Gas Company August 2012						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	26	10,964	10,990	81	602	683
5	Imperial	17,764	1	17,765	264	17	281
6	Kern	30,216	13,518	43,734	1,570	490	2060
7	Kings	14,168	18	14,186	547		547
8	Los Angeles	2,902	1,125,078	1,127,980	330	32,057	32387
9	Orange	21	247,915	247,936	-	4,220	4220
10	Riverside	139,376	112,211	251,586	832	6,876	7708
11	San Bernardino	1,169	167,972	169,140	115	7,450	7565
12	San Luis Obispo	18,805	11,085	29,890	449	-	449
13	Santa Barbara	1,331	43,152	44,483	464	295	759
14	Tulare	44,399	10,073	54,472	2,345	751	3096
15	Ventura	2,154	62,421	64,575	122	476	598
16							
17	Total	272,331	1,804,407	2,076,738	7,119	53,234	60,353
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	Energy Savings Assistance Program Table 5 - Program Customer Summary Southern California Gas Company August 2012																
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	7,877	0	0	0	0	0	0	5,878	7,877	0	0
7	Mar-12	0	0	0	0	17974	60,731	0	0	0	0	0	0	17,974	60,731	0	0
8	Apr-12	0	0	0	0	29,804	108,443	0	0	0	0	0	0	29,804	108,443	0	0
9	May-12	0	0	0	0	38,776	157,557	0	0	0	0	0	0	38,776	157,557	0	0
10	Jun-12	0	0	0	0	48,676	203,544	0	0	0	0	0	0	48,676	203,544	0	0
11	Jul-12	0	0	0	0	54,657	261,428	0	0	0	0	0	0	54,657	261,428	0	0
12	Aug-12	0	0	0	0	60353	300,648	0	0	0	0	0	0	60,353	300,648	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	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	August 2012												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2012			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8		\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9													
10	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	Studies:												
13	Non-Energy Benefits	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation ¹	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	Total Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	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	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	August 2012				
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 ¹
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	2
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	11
14	90631-47 - ACS Group	408	207	138	6
15	90631-52 - ACS Group	247	125	25	7
16	90631-53 - ACS Group	296	176	92	7
17	90631-54 - ACS Group	191	105	52	6
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	3
21	90631-67 - ACS Group	361	124	79	1
22	90631-68 - ACS Group	249	133	74	1
23	90631-89 - ACS Group	290	128	45	3
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	7
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	5
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	8
49	90621-28 - ACS Group	289	151	77	7
50	90621-29 - ACS Group	130	72	45	2
51	90621-30 - ACS Group	271	163	38	1
52	90621-31 - ACS Group	355	206	133	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	August 2012				
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 ¹
53	90621-34 - ACS Group	114	59	41	0
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	2
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	2
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	4
80	92583-28 - EASE	134	53	70	6
81	92583-32 - EASE	209	138	138	2
82	92583-33 - EASE	211	148	129	4
83	92583-34 - EASE	83	59	31	6
84	92583-35 - EASE	142	102	63	9
85	92583-36 - EASE	214	144	116	2
86	92583-39 - EASE	135	80	73	3
87	92583-40 - EASE	147	89	73	3
88	92583-41 - EASE	114	69	47	2
89	92583-42 - EASE	186	136	99	4
90	92583-43 - EASE	274	198	112	2
91	92583-46 - EASE	65	44	23	1
92	92583-47 - EASE	269	175	147	4
93	92583-48 - EASE	320	166	96	5
94	92583-50 - EASE	242	176	13	25
95	92583-51 - EASE	293	162	124	11
96	92583-65 - EASE	435	179	53	16
97	92583-67 - EASE	32	14	11	0
98	91786-81 - Quality Conservation Services	407	119	174	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	August 2012				
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 ¹
99	91786-82 - Quality Conservation Services	2	1	0	0
100	91786-85 - Quality Conservation Services	13	5	0	0
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	1
110	91752-17 - Synergy	211	35	27	0
111	91752-18 - Synergy	306	121	105	0
112	91752-19 - Synergy	309	123	111	2
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	1
120	91752-27 - Synergy	102	39	33	0
121	91752-28 - Synergy	356	205	135	1
122	91752-29 - Synergy	86	5	1	0
123	91752-30 - Synergy	278	53	11	1
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	4
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	1
142	91732-31 - ACS Group	130	63	72	0
143	91732-33 - ACS Group	474	270	284	3
144	91732-34 - ACS Group	612	400	342	6

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	August 2012				
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 ¹
145	91732-35 - ACS Group	506	295	251	2
146	91732-36 - ACS Group	581	276	287	7
147	91732-37 - ACS Group	396	199	268	2
148	91732-39 - ACS Group	472	228	320	6
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	8
154	91767-49 - Quality Conservation Services	334	178	211	2
155	91767-50 - Quality Conservation Services	347	199	227	3
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	1
163	93223-15 - Synergy	131	83	108	0
164	93223-16 - Synergy	132	83	116	0
165	93223-17 - Synergy	172	108	141	3
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	7
183	92543-18 - The East Los Angeles Community Union	230	133	109	1
184	92543-26 - The East Los Angeles Community Union	373	292	150	4
185	92543-27 - The East Los Angeles Community Union	263	201	130	1
186	92543-28 - The East Los Angeles Community Union	153	115	29	1
187	92543-29 - The East Los Angeles Community Union	131	88	72	2
188	92543-30 - The East Los Angeles Community Union	491	306	232	2
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

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	August 2012				
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 ¹
191	92543-39 - The East Los Angeles Community Union	159	119	64	1
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	1
194	92543-42 - The East Los Angeles Community Union	63	35	15	0
195	92543-43 - The East Los Angeles Community Union	208	111	65	6
196	92543-44 - The East Los Angeles Community Union	33	16	15	2
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	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	August 2012				
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 ¹
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	9
202	92543-59 - The East Los Angeles Community Union	446	251	205	24
203	92543-60 - The East Los Angeles Community Union	430	238	160	11
204	92543-61 - The East Los Angeles Community Union	384	208	148	4
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	16
208	92543-69 - The East Los Angeles Community Union	670	356	293	13
209	92543-70 - The East Los Angeles Community Union	406	218	180	2
210	92543-72 - The East Los Angeles Community Union	391	144	151	3
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	2
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	1
216	90280-20 - ACS Group	333	205	214	1
217	90280-21 - ACS Group	699	411	515	9
218	90280-22 - ACS Group	705	339	471	1
219	90280-23 - ACS Group	340	188	200	2
220	90280-26 - ACS Group	316	211	229	0
221	90280-27 - ACS Group	594	384	441	0
222	90280-28 - ACS Group	569	350	369	2
223	90280-29 - ACS Group	634	392	363	0
224	90280-30 - ACS Group	441	252	265	0
225	90280-31 - ACS Group	523	274	326	1
226	90280-32 - ACS Group	278	153	187	0
227	90280-39 - ACS Group	663	439	488	0
228	90280-40 - ACS Group	623	281	432	0
229	90280-41 - ACS Group	589	347	385	1
230	90280-42 - ACS Group	353	205	217	4
231	90280-43 - ACS Group	233	122	163	1
232	90280-44 - ACS Group	395	208	270	0
233	90280-45 - ACS Group	392	202	274	0
234	90280-46 - ACS Group	379	194	247	0
235	90280-47 - ACS Group	528	257	346	0
236	90280-48 - ACS Group	334	162	230	0
237	90280-49 - ACS Group	404	201	247	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	August 2012				
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 ¹
238	90280-55 - ACS Group	192	108	124	1
239	90280-57 - ACS Group	229	104	171	0
240	90280-58 - ACS Group	385	170	243	0
241	90280-59 - ACS Group	473	240	307	1
242	90280-60 - ACS Group	267	122	150	0
243	90280-65 - ACS Group	503	223	334	1
244	92404-65 - American Insulation	184	125	78	0
245	90501-41 - Avalon-Carver	359	219	27	1
246	90501-42 - Avalon-Carver	285	181	42	1
247	90501-48 - Avalon-Carver	216	127	40	0
248	90501-49 - Avalon-Carver	488	274	51	1
249	90501-50 - Avalon-Carver	283	164	62	0
250	90501-56 - Avalon-Carver	164	30	4	0
251	90249-15 - Reliable Energy Management	367	182	84	0
252	90249-16 - Reliable Energy Management	324	94	47	2
253	90249-17 - Reliable Energy Management	355	95	77	0
254	90249-18 - Reliable Energy Management	391	137	49	0
255	90249-19 - Reliable Energy Management	140	40	50	0
256	90249-23 - Reliable Energy Management	369	169	46	1
257	90249-27 - Reliable Energy Management	249	83	34	0
258	90249-31 - Reliable Energy Management	266	88	57	4
259	90249-32 - Reliable Energy Management	290	83	17	0
260	90249-33 - Reliable Energy Management	405	148	49	0
261	90249-34 - Reliable Energy Management	315	204	131	0
262	90249-36 - Reliable Energy Management	283	95	48	29
263	90249-37 - Reliable Energy Management	241	51	13	1
264	90249-38 - Reliable Energy Management	246	77	19	3
265	90249-40 - Reliable Energy Management	312	100	19	1
266	90249-42 - Reliable Energy Management	277	93	7	1
267	90249-43 - Reliable Energy Management	133	55	1	0
268	90249-46 - Reliable Energy Management	376	70	13	1
269	90249-47 - Reliable Energy Management	284	101	14	0
270	90249-48 - Reliable Energy Management	219	38	6	0
271	90249-60 - Reliable Energy Management	29	11	7	0

	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	August 2012												
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach ^[1]	\$ -	\$2,523,955	\$2,523,955		\$293,476	\$293,476		\$1,691,216	\$1,691,216	0%	67%	67%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$832,619	\$832,619	\$ -	\$121,022	\$121,022	\$ -	\$829,723	\$829,723	0%	100%	100%
9	Information Technology / Programming	\$ -	\$348,369	\$348,369	\$ -	\$67,391	\$67,391	\$ -	\$509,967	\$509,967	0%	146%	146%
10													
11	Pilots												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation ^[2]	\$ -	\$11,461	\$11,461	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$157,947	\$157,947	\$ -	\$19,738	\$19,738	\$ -	\$166,810	\$166,810	0%	106%	106%
19	General Administration	\$ -	\$403,309	\$403,309	\$ -	\$46,353	\$46,353	\$ -	\$413,543	\$413,543	0%	103%	103%
20	CPUC Energy Division	\$ -	\$114,333	\$114,333	\$ -	\$1,337	\$1,337	\$ -	\$23,119	\$23,119	0%	20%	20%
21													
22	SUBTOTAL MANAGEMENT COSTS	\$ -	\$4,391,993	\$4,391,993	\$ -	\$549,317	\$549,317	\$ -	\$3,634,378	\$3,634,378	0%	83%	83%
23													
24	CARE Rate Discount	\$ -	\$88,474,792	\$88,474,792	\$ -	\$5,581,365	\$5,581,365	\$ -	\$70,420,930	\$70,420,930	0%	80%	80%
25	Service Establishment Charge Discount	\$ -	\$2,126,308	\$2,126,308	\$ -	\$284,625	\$284,625	\$ -	\$2,392,651	\$2,392,651	0%	113%	113%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ -	\$94,993,093	\$94,993,093	\$ -	\$6,415,307	\$6,415,307	\$ -	\$76,447,959	\$76,447,959	0%	80%	80%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption				\$ -	\$904,148	\$904,148		\$13,679,902	\$13,679,902			
32	California Solar Initiative Exemption ^[3]												
33	kWh Surcharge Exemption												
34	TOTAL - OTHER CARE RATE BENEFITS				\$ -	\$904,148	\$904,148	\$ -	\$13,679,902	\$13,679,902			
35													
36	Indirect Costs					\$0	\$0	\$ -	\$558,445	\$558,445			
37	¹ 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	² Measurement and Evaluation consists of Needs Assessment costs												
39	³ DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.												
40	⁴ The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.												
41	⁵ Decision 12-08-044 was issued on Aug. 30, 2012 and will be reflected in these tables next month.												
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	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																		
2	Southern California Gas Company																		
3	August 2012																		
4																			
5	Gross Enrollment												Enrollment		Total CARE		Estimated CARE	Penetration	
6	Automatic Enrollment						Capitation	Other Sources ⁵	Total (G+H+I)	Recertification ⁶	Total Adjusted (J+K)	Attrition (Drop Offs) ⁷	Net (L-M)	Net Adjusted (N-K)	Participants	Eligible	Rate % (P/Q)		
7	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)													
8	2012																		
9	January	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%	
10	February	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%	
11	March	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%	
12	April	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%	
13	May	3,909	1,857	129	0	0	5,895	36	38,149	44,080	21,683	65,763	26,692	39,071	17,388	1,721,081	1,830,476	94.0%	
14	June	7,254	1,366	155	0	0	8,775	19	11,018	19,812	77,286	97,098	21,537	75,561	-1,725	1,719,356	1,830,476	93.9%	
15	July	7,846	1,276	165	0	0	9,287	17	8,133	17,437	54,190	71,627	21,427	50,200	-3,990	1,715,366	1,828,366	93.8%	
16	August	8,669	1,303	191	0	0	10,163	4	13,189	23,356	56,037	79,393	24,924	54,469	-1,568	1,713,798	1,828,366	93.7%	
17	September																		
18	October																		
19	November																		
20	December																		
21	Total for 2012	53,491	14,330	1,216	0	0	69,037	178	133,616	202,831	383,848	586,679	205,528	381,151	-2,697				
22	¹ Enrollments via data sharing between the IOUs.																		
23	² Enrollments via data sharing between departments and/or programs within the utility.																		
24	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
25	⁴ One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																		
26	⁵ Not including Recertification.																		
27	⁶ Recertifications completed regardless of month requested.																		
28	⁷ The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																		
29	⁸ Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results								
2	Southern California Gas Company								
3	August 2012								
4	2012	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	January	1,712,826	4,630	0.27%	2,378	210	2,588	56%	0.15%
6	February	1,711,911	4,882	0.29%	2,451	201	2,652	54%	0.15%
7	March	1,698,200	5,923	0.35%	3,022	218	3,240	55%	0.19%
8	April	1,703,693	412	0.02%	33	6	39	9%	0.00%
9	May	1,721,081	451	0.03%	28	7	35	8%	0.00%
10	June	1,719,356	4,126	0.24%	19	140	159	4%	0.01%
11	July	1,715,366	4,517	0.26%	20	52	72	2%	0.00%
12	August	1,713,798	5,984	0.35%	4	13	17	0%	0.00%
13	September								
14	October								
15	November								
16	December								
17	Total for 2012	1,713,798	30,925	1.80%	7,955	847	8,802	28%	0.51%
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	August 2012						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	4,599,233	715,108	586,679	22,908	105,521	
6	Percentage		100.00%	82.04%	3.20%	14.76%	0.00%
7	¹ Includes sub-metered customers.						
8	² An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	³ Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁶ SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						
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	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	August 2012									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban ¹	Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,564	24	10,587	12,275	15	12,290	116%	63%	116%
7	Imperial	0	16,138	16,138	19	13,345	13,364	#DIV/0!	83%	83%
8	Kern	12,937	28,721	41,657	11,300	28,741	40,041	87%	100%	96%
9	Kings	24	13,927	13,951	18	14,950	14,968	76%	107%	107%
10	Los Angeles	963,911	2,465	966,376	917,571	1,210	918,781	95%	49%	95%
11	Orange	205,803	0	205,803	169,933	22	169,955	83%	0%	83%
12	Riverside	106,508	132,041	238,548	94,902	117,671	212,573	89%	89%	89%
13	San Bernardino	154,633	1,094	155,727	168,676	875	169,551	109%	80%	109%
14	San Luis Obispo	10,261	17,344	27,605	5,340	14,163	19,503	52%	82%	71%
15	Santa Barbara	37,580	1,177	38,757	30,819	746	31,565	82%	63%	81%
16	Tulare	9,913	43,353	53,265	11,672	48,739	60,411	118%	112%	113%
17	Ventura	57,851	1,902	59,753	49,315	1,481	50,796	85%	78%	85%
18										
19	Total	1,569,983	258,185	1,828,168	1,471,840	241,958	1,713,798	94%	94%	93.7%
20	¹ 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	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	August 2012							
4	2012	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ^{2, 3}	Participants Dropped ³	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	1,712,826	27,257	1.59%	19,954	11,113	73%	0.65%
6	February	1,711,911	22,728	1.33%	12,985	9,778	57%	0.57%
7	March	1,698,200	28,733	1.69%	16,134	13,352	56%	0.79%
8	April	1,703,693	650	0.04%	531	120	82%	0.01%
9	May	1,721,081	729	0.04%	664	102	91%	0.01%
10	June	1,719,356	99,716	5.80%	52,419	2,827	53%	0.16%
11	July	1,715,366	35,698	2.08%	5,546	405	16%	0.02%
12	August	1,713,798	30,272	1.77%	2,002	124	7%	0.01%
13	September							
14	October							
15	November							
16	December							
17	Total for 2012	1,713,798	245,783	14.34%	110,235	37,821	45%	2.21%
18	¹ Participants requested to recertify.							
19	² Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	³ Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors							
2	Southern California Gas Company							
3	August 2012							
4		Contractor Type				Year-to-Date		
5	Contractor Name ¹	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	23	23
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	14	14
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	6	6
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	2	2
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	119	119
43	Visalia Emergency Aid Council		X			0	0	0
44	Total Enrollments					0	178	178
45	¹ 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	CARE Table 8 - Participants as of Month-End							
2	Southern California Gas Company							
3	August 2012							
4	2012	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	n/a	1,712,826	n/a	1,712,826	1,826,972	93.8%	9.8%
6	February	n/a	1,711,911	n/a	1,711,911	1,826,972	93.7%	-0.1%
7	March	n/a	1,698,200	n/a	1,698,200	1,826,972	93.0%	-0.8%
8	April	n/a	1,703,693	n/a	1,703,693	1,830,476	93.1%	0.3%
9	May	n/a	1,721,081	n/a	1,721,081	1,830,476	94.0%	1.0%
10	June	n/a	1,719,356	n/a	1,719,356	1,830,476	93.9%	-0.1%
11	July	n/a	1,715,366	n/a	1,715,366	1,828,366	93.8%	-0.2%
12	August	n/a	1,713,798	n/a	1,713,798	1,828,168	93.7%	-0.1%
13	September							
14	October							
15	November							
16	December							
17	Total for 2012							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							