

**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 AUGUST 2013**

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

# LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. Energy Savings Assistance Program Executive Summary

#### 1.1. Energy Savings Assistance Program Overview

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

Program Summary through August 2013			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$117,559,855	\$ 58,246,225	50%
Homes Treated	136,836	65,817	48%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,417,480 ***	1,794,511	74%

\* Program decision D.12-08-044 was issued August 30, 2012; table reflects updated budgets and goals.

\*\* Reflects authorized levels; does not reflect fund shift transaction of July 2013, as noted below.

\*\*\* Value shown represents the estimated energy savings for Program Year 2013 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.

Treated enrollments in August remained below the pace necessary to reach SoCalGas' 2013 goal of 136,836. Although SoCalGas' contractor network has worked to develop additional resources, including adding outreachers, to date these additions have not yet impacted total production. As summarized in this monthly report, SoCalGas continues to utilize various customer outreach activities (including direct mailing and outbound dialing) to increase customer enrollments.

In July, 2013, SoCalGas shifted funds totaling \$7,436,002 into its PY2013 Appliances budget from unspent 2012 funds. This value is equal to the remaining unspent Appliance funds in the entire 2012-2014 program cycle. The PY2013 budget for Appliances is thus \$13,885,790, and the amount of the fund shift is incremental to the total budget for the program year shown above.

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

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

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

No Ethnic and Mass Media campaigns were deployed during August. A mass media campaign is scheduled to deploy in September.

### **E- Newsletter**

No E-Newsletter was deployed during the month of August.

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

No bill insert was deployed during the month of August.

### **Energy Savings Assistance Program - Direct Mailings**

The ongoing direct mail campaign continued in the month of August to 37,494 CARE enrolled and eligible ESA Program customers. The letter was personalized and available in English and in Spanish. The ESA Program direct mail campaign letter included the customer's account number and ESA Program contractor telephone number to facilitate enrollment. All ESA Program contractors were informed of the targeted zip codes in their respective areas.

### **Energy Savings Assistance Program - Outbound Dialing**

Throughout the month of August, there were two automated voice messaging (AVM) campaigns deployed to approximately 46,000 CARE enrolled English and Spanish speaking ESA Program eligible customers. One of the campaigns presented an option to put customers in direct contact with an ESA Program contractor to make an appointment, while the other campaign arranged for an ESA Program contractor to later contact interested customers. As a result of these campaigns, 3,119 customer leads were generated.

## **Energy Savings Assistance Program - Web Activities**

SoCalGas includes website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. For the month of August, 220 customers completed the on-line English language ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through SoCalGas' ESA Program.

### **1.2.2. Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program**

#### **August 1 and 22 – Cuadrilla de Semana, Bakersfield**

The CARE program has been sponsoring “weekly lunches” (Cuadrilla de Semana) with farmworkers in the Bakersfield area. Radio Campesina and local sponsors, including SoCalGas, journey to a different work site each week. During their lunch break the farmworkers receive lunch and information.

This month, the event on August 1 was held at a vineyard outside of Delano, with about 90 farmworkers in attendance. The event on August 22 was held at a grape vineyard in Kern County, in a rural area about 30 minutes south of Bakersfield. There were approximately 70 farmworkers in attendance. SoCalGas was present at both events with a bilingual representative who spoke about low income programs. In addition, live “on air” radio spots promoting SoCalGas' programs were run in Spanish on Radio Campesina 92.5 FM.

#### **August 11 – Rose Hills Conference for Seniors and Caregivers, Long Beach**

SoCalGas sponsored and hosted a booth at the 2nd annual Rose Hills Conference for seniors and caregivers in the City of Long Beach. SoCalGas invited an ESA Program contractor to assist customers with enrollment. The event drew over 750 participants and provided SoCalGas representatives the

opportunity to provide CARE and ESA Program information to those in attendance.

**August 15 – CalFresh Workshop, Catholic Charities, Orange County**

SoCalGas has an ongoing relationship with Catholic Charities, Orange County. The CalFresh workshops are held in a classroom setting where participants are instructed in a small group (no more than 20 persons) on the CalFresh program and enrollment procedures. A bilingual (Spanish/English) representative from SoCalGas also attends the event and speaks individually to attendees to address specific questions and enhance knowledge of CARE and ESA Program eligibility requirements.

**August 18 – First Annual Cesar Chavez Festival, Bakersfield**

SoCalGas along with Radio Campesina was a sponsor of the Cesar Chavez festival. Radio Campesina’s ongoing radio spots and summer outreach events with SoCalGas was highlighted at the festival, targeting the Spanish speaking and farmworker community for enrollment. The SoCalGas booth was situated near the entrance of the festival, and bilingual representatives talked to visitors about low income programs. Children received bilingual “edu-comics” that described the CARE program. Several thousand people were estimated in attendance.

**August 20 – Healthy Schools Pantry, Lompoc**

SoCalGas continues to look for partnership opportunities with CalFresh and food education programs as a way to increase awareness of the CARE program. SoCalGas representatives attended an introductory “Healthy Schools Pantry” event in Lompoc. Parents and their children learned about healthy eating and the CalFresh program. The families were provided with packets of food, while SoCalGas distributed bilingual information and give-aways that publicized the CARE program. Children received bilingual “edu-comics” that described the CARE program.



### **August 21 – Home Energy Improvement Workshop and Expo, Desert Hot Springs**

South Coast Air Quality Management District (SCAQMD) along with SoCalGas, Southern California Edison (SCE) and the City of Desert Hot Springs held two workshops to assist seniors learn how customers can optimize energy savings through various programs including the ESA Program. SoCalGas and SCE coordinated the event and invited ESA Program contractors to the workshops to assist potential eligible customers to enroll in the program. Approximately 50 seniors attended the workshops and received information on the ESA Program, resulting in 22 leads taken to date.

### **August 29 – Food Pantry Distribution, Catholic Charities, Doris Cantlay Center, Orange County**

SoCalGas has an ongoing relationship with Catholic Charities, Orange County. On August 29 at 7:30 in the morning, several multilingual (English/Spanish/Vietnamese) SoCalGas representatives met with 150 families in line at a food pantry to discuss both the CARE and the ESA Programs. SoCalGas distributed 142 CARE and ESA Program applications at 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?

SoCalGas continues to work with CSD on the deployment of leveraging pilots, as directed by D.12-08-044. In August, the Solar Water Heater (SWH) pilot advanced, as SoCalGas sent over 400 direct mail letters to customers previously served by the ESA Program, informing them of the potential opportunity to receive a SWH through CSD. SoCalGas will continue to stagger direct mail messaging to targeted customers based on its planned coordination with CSD. In the next few months, SoCalGas plans to mail over 8,000 direct

mail pieces to customers that are potentially eligible to receive a SWH through CSD.

SCAQMD kicked off its Coachella Valley Weatherization Project, and SoCalGas, together with SCE, are working to leverage the ESA Program with the new project. Both utilities are coordinating efforts so that ESA Program qualified customers are served by the utilities, and to ensure those not qualified are served through the SCAQMD program for weatherization measures. Through this leveraging effort, SoCalGas, SCE, and SCAQMD will be able to serve more customers than they would have without such coordination. Information on the first joint event is under Section 1.2.2, “Home Energy Improvement Workshop and Expo, Desert Hot Springs”.

SoCalGas continues to seek leveraging opportunities with water districts and member agencies so that the High Efficiency Washer (HE Washer) Measure may be co-funded with water conservation dollars. To date, SoCalGas has one current and signed agreement with Park Water Company that provides for co-funding of the HE Washer measure.

#### **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					
	First Quarter	Second Quarter	July	August	YTD Total
Attended Testing	65	55	19	43	182
Passed Test	62	44	19	43	168
Pass Rate	95%	80%	100%	100%	92%

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

SoCalGas 5- Day Enrollment and Assessment Training					
	First Quarter	Second Quarter	July	August	YTD Total
Attended Class	75	74	11	28	188
Tested	72	72	11	28	183
Passed Class	68	71	9	28	176
Badged	34	13	0	5	52
Census Attendees	0	0	0	0	0
Retention Rate*	94%	99%	82%	100%	96%
	*Retention Rate is Passed/Tested				

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 52. 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 2013.

Class Type	First Quarter		Second Quarter		July		August		YTD Total	
	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students
<b>Initial</b>	3	22	4	10	0	0	1	9	8	41
<b>Refreshers</b>	2	9	4	9	2	15	0	0	8	33
<b>NGAT 5-Day</b>	2	21	2	13	0	0	0	0	4	34
<b>Grand Total</b>	7	52	10	32	2	15	1	9	20	108

## 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 <sup>(1)</sup>	\$3,845,745	\$1,972,663	51%
Proc., Certification and Verification	\$8,200,213	\$876,193	11%
Information Tech./Programming	\$2,669,534	\$305,299	11%
Pilots <sup>(1)</sup>	\$180,000	\$90,000	50%
Measurement and Evaluation	\$51,484	\$0	0%
Regulatory Compliance	\$234,962	\$186,994	80%
General Administration	\$915,488	\$494,535	54%
CPUC Energy Division Staff	\$60,000	\$11,273	19%
Cooling Centers	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$16,157,426</b>	<b>\$3,936,956</b>	<b>24%</b>
<b>Subsidies and Benefits</b>	<b>\$129,892,840</b>	<b>\$80,436,820</b>	<b>62%</b>
<b>Total Program Costs and Discounts</b>	<b>\$146,050,266</b>	<b>\$84,373,776</b>	<b>58%</b>

\* 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 a "not to exceed" 2013 allocation (SoCalGas 25% share of up to \$60,000/month).

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,630,075	1,795,429	90.8%

## 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 August, SoCalGas deployed an AVM campaign to approximately 17,500 customers whose eligibility in the CARE program was about to expire.

Approximately 3,100 customers recertified their eligibility via the interactive phone channel.

### **CARE Web Activity & Enrollments**

SoCalGas references its website in virtually all communications. In the month of August, SoCalGas sent an email reminder for recertification to 13,000 customers whose CARE eligibility was close to expiring. There were 1,695 customers who recertified through this process. In addition, there were 2,157 new enrollments through the online form.

### **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 the CARE program. The canvassers are bilingual (English and Spanish), and generated 4,365 applications in August; 3,734 customers were 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 community events and through inbound calls, 211 LA County directs needy customers to the CARE Program.

To assist with grassroots outreach in the Orange County area, SoCalGas contracts with Imprenta Communications. Door-to-door canvassing activity was conducted in August to complement the direct mail campaign to 100,000 customers (as referenced below “Direct Mail” campaign). In addition, door hangers and live-representative phone calls will follow this initial canvassing effort.

SoCalGas continued its campaign with FOOD Share, a food bank in Oxnard, Ventura County. FOOD Share has begun to distribute CARE applications as part of its CalFresh outreach. As referenced in Section 1.2.2, SoCalGas plans to expand this tactic to other food banks in Southern and Northern Santa Barbara County.

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

The first wave of 2013 direct mail campaigns has concluded. SoCalGas began its direct mail campaigns in late February. The first campaign targeted 600,000 customers who reside in the overlapping service territories of SoCalGas and SCE. As part of a follow-up, SoCalGas added an additional 100,000 customers who reside in Los Angeles (overlapping service territory with Los Angeles Department of Water & Power) to the spring campaign.

By the end of July, SoCalGas had mailed out approximately 700,000 bilingual (English/Spanish) letters with CARE applications. Over 63,000 customers returned applications, resulting a total enrollment of 35,105. The historical trend

has shown a small number of customers will continue to mail in applications from this campaign over the next couple of months.

A new series of direct mail campaigns was launched in August. SoCalGas mailed 100,000 letters to customers in Orange County that have a probability of being eligible for the CARE program. Results from this campaign will be reported in the future months.

### **CARE Bill Inserts**

SoCalGas mailed out a bill insert to each residential customer who is not currently in the CARE program. Approximately 2.9 million inserts were sent out to customers. Enrollments from this bill insert will be reported over the next several months. Thus far, 847 customers enrolled in the CARE program from the July bill insert.

### **CARE Mass Media Campaign**

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to boost awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that runs several times a day. During the summer these radio spots pairs with the weekly lunches that SoCalGas sponsors for the farmworkers in the fields. SoCalGas representatives meet with farmworkers during their lunch break and Radio Campesina broadcasts spots from those locations. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (Nuestro Tiempo) and Riverside (La Prensa Hispana). These ads are ongoing.

For two consecutive months (June - July), SoCalGas also launched a multi-channel mass media campaign. In addition to the ongoing newspaper ads (as discussed above), SoCalGas took out additional ads in a variety of primarily ethnic-owned newspapers in Southern California. The “buy tactic” was to target

Spanish language, Chinese language (such as *Sing Tao*, which reported on the new program eligibility guidelines last July 5th), and African-American readership. The campaign also deployed online advertising, particularly Spanish-language advertising. Results from this campaign are being evaluated and will be reported when available.

SoCalGas launched a similar campaign in the three North Coastal Counties (Ventura, Santa Barbara, and San Luis Obispo). The campaign ran from August 12 to the end of the month. Radio, local ethnic media, digital ads, and transit posters were the primary components of this awareness effort. Based on preliminary reporting, the digital ads generated approximately 2,400 visits to the website. Facebook ads were a very effective vehicle, generating over 1,000 visits to the CARE website.

### **Disability Outreach**

No disability outreach during the month of August.

#### **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 the Los Angeles Department of Water and Power (LADWP), SCE, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of August, 4,061 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 3,390 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 August, 211 LIHEAP customers were enrolled in SoCalGas’ CARE program.

### **2.3 CARE Recertification Complaints**

There were no recertification complaints in August.

### **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 (detail)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2013</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses <sup>2</sup></b>			<b>Year to Date Expenses <sup>2</sup></b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances	N/A	\$ 6,449,788	\$ 6,449,788	N/A	\$ 1,222,855	\$ 1,222,855	N/A	\$ 7,326,701	\$ 7,326,701	N/A	114%	114%
8	Domestic Hot Water	N/A	\$ 15,460,812	\$ 15,460,812	N/A	\$ 1,196,747	\$ 1,196,747	N/A	\$ 6,984,654	\$ 6,984,654	N/A	45%	45%
9	Enclosure	N/A	\$ 40,418,299	\$ 40,418,299	N/A	\$ 2,733,386	\$ 2,733,386	N/A	\$ 17,704,869	\$ 17,704,869	N/A	44%	44%
10	HVAC	N/A	\$ 18,006,083	\$ 18,006,083	N/A	\$ 1,522,448	\$ 1,522,448	N/A	\$ 9,148,707	\$ 9,148,707	N/A	51%	51%
11	Maintenance	N/A	\$ 2,496,293	\$ 2,496,293	N/A	\$ 147,464	\$ 147,464	N/A	\$ 996,178	\$ 996,178	N/A	40%	40%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
14	Customer Enrollment	N/A	\$ 20,746,914	\$ 20,746,914	N/A	\$ 1,449,812	\$ 1,449,812	N/A	\$ 9,717,437	\$ 9,717,437	N/A	47%	47%
15	In Home Education	N/A	\$ 2,517,638	\$ 2,517,638	N/A	\$ 122,738	\$ 122,738	N/A	\$ 1,087,418	\$ 1,087,418	N/A	43%	43%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
17	<b>Energy Efficiency TOTAL</b>	N/A	\$ 106,095,827	\$ 106,095,827	N/A	\$ 8,395,450	\$ 8,395,450	N/A	\$ 52,965,964	\$ 52,965,964	N/A	50%	50%
18													
19	Training Center	N/A	\$ 663,921	\$ 663,921	N/A	\$ 28,804	\$ 28,804	N/A	\$ 191,160	\$ 191,160	N/A	29%	29%
20	Inspections	N/A	\$ 3,063,896	\$ 3,063,896	N/A	\$ 167,108	\$ 167,108	N/A	\$ 1,134,024	\$ 1,134,024	N/A	37%	37%
21	Marketing and Outreach	N/A	\$ 1,272,007	\$ 1,272,007	N/A	\$ 75,880	\$ 75,880	N/A	\$ 607,157	\$ 607,157	N/A	48%	48%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 30,046	\$ 30,046	N/A	\$ 208,976	\$ 208,976	N/A	71%	71%
25	General Administration	N/A	\$ 5,891,204	\$ 5,891,204	N/A	\$ 325,894	\$ 325,894	N/A	\$ 3,134,112	\$ 3,134,112	N/A	53%	53%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 641	\$ 641	N/A	\$ 4,831	\$ 4,831	N/A	6%	6%
27													
28	<b>TOTAL PROGRAM COSTS</b>	N/A	\$ 117,559,855	\$ 117,559,855	N/A	\$ 9,023,823	\$ 9,023,823	N/A	\$ 58,246,225	\$ 58,246,225	N/A	50%	50%
29	<b>Funded Outside of ESA Program Budget</b>												
30	Indirect Costs				N/A	\$ 241,036	\$ 241,036	N/A	\$ 1,965,005	\$ 1,965,005			
31	NGAT Costs					\$ 230,842	\$ 230,842		\$ 1,620,633	\$ 1,620,633			
32													
33	<sup>1</sup> The authorized budget does not include funds shifted from previous years and/or prior program cycles. In July, 2013, SoCalGas increased the PY 2013 Appliances budget by \$7,436,002 over the budget authorized in D.12-08-044, resulting in a total PY2013 Appliances budget of \$13,885,790. This shift was necessary in order to allow for contract value increases undertaken in July to meet anticipated demand. SCG determined the revised PY 2013 Appliance budget based on the total authorized 2012-2014 budget for the sub-category less 2012 actual expenditures for the sub-category. The revised PY 2013 Appliances budget is funded from unspent 2012 balance of \$27,991,278.												
34	<sup>2</sup> Current month and YTD expenditures include a reversal related to June's quarterly accrual of (\$6,799,165.33) in the following reporting categories: Appliances (\$490,306), Domestic Hot Water (\$1,170,925.46), Enclosure (\$2,499,320.28), HVAC (\$1,065,058.00), Maintenance (\$267,392.39), Customer Enrollment (\$1,021,265.36), In Home Energy Education (\$112,078.00), and Inspection (\$172,819.84).												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
36													

	A	B	C	D	E	F	G	H	
1	<b>Energy Savings Assistance Program Table 2</b>								
2	<b>Program Expenses &amp; Energy Savings by Measures Installed</b>								
3	<b>Southern California Gas Company</b>								
4	<b>August 2013</b>								
5			<b>Year-To-Date Completed &amp; Expensed Installation</b>						
6	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>4</sup> (Annual)</b>	<b>kW<sup>5</sup> (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses<sup>7</sup> (\$)</b>	<b>% of Expenditure</b>	
7	<b>Appliances</b>								
8	High Efficiency Clothes Washer	Each	9,983			272,536	\$7,548,937	14%	
9	Refrigerators	Each							
10	Microwaves <sup>6</sup>	Each							
11	<b>Domestic Hot Water</b>								
12	Water Heater Blanket	Home	2,991			13,868	\$154,926	0%	
13	Low Flow Shower Head	Home	59,693			262,055	\$2,394,769	5%	
14	Water Heater Pipe Insulation	Home	2,458			7,379	\$48,901	0%	
15	Faucet Aerator	Home	58,477			83,862	\$817,778	2%	
16	Water Heater Repair/Replacement	Each	1,248			-	\$905,849	2%	
17	Thermostatic Shower Valve	Each	65,907			896,335	\$2,662,430	5%	
18	<b>Enclosure</b>								
19	Air Sealing / Envelope <sup>1</sup>	Home	52,597			190,068	\$13,651,941	26%	
20	Attic Insulation	Home	3,925			29,176	\$4,052,929	8%	
21	<b>HVAC</b>								
22	FAU Standing Pilot Conversion	Each	31			1302	\$8,830	0%	
23	Furnace Repair/Replacement	Each	7,021			-	\$7,622,207	14%	
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	1,482			-	\$1,517,670	3%	
30	<b>Maintenance</b>								
31	Furnace Clean and Tune	Home	15,811			37,930	\$996,178	2%	
32	Central A/C Tune up	Home							
33	<b>Lighting</b>								
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	<b>Miscellaneous</b>								
41	Pool Pumps	Each							
42	Smart Power Strips	Each							
43	<b>New Measures</b>								
44									
45	<b>Pilots</b>								
46									
47	<b>Customer Enrollment</b>								
48	Outreach & Assessment	Home	65,817				\$9,676,324	18%	
49	In-Home Education	Home	66,158				\$811,200	2%	
50									
51	<b>Total Savings/Expenditures</b>						1,794,511	\$52,870,870	
52									
53	Households Weatherized <sup>2</sup>		65,028						
54									
55	<b>Households Treated</b>								
56	- Single Family Households Treated	Home	48,980						
57	- Multi-family Households Treated	Home	13,792						
58	- Mobile Homes Treated	Home	3,045						
59	<b>Total Number of Households Treated</b>	Home	<b>65,817</b>						
60	<b># Eligible Households to be Treated for PY<sup>3</sup></b>	Home	<b>136,836</b>						
61	<b>% of Households Treated</b>	%	<b>48%</b>						
62	- Master-Meter Households Treated	Home	5,411						
63									
64	<sup>1</sup> 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	<sup>2</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs								
67	<sup>3</sup> Based on Attachment H of D.12-08-044								
68	<sup>4</sup> 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	<sup>5</sup> Costs exclude support costs that are included in Table 1.								
71	<sup>6</sup> Microwave savings are from ECONorthWest Studies received in December of 2011								
72	<sup>7</sup> 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	<b>Energy Savings Assistance Program Table 3 - Average Bill</b>	
2	<b>Savings per Treated Home</b>	
3	<b>Southern California Gas Company</b>	
4	<b>August 2013</b>	
4	<b>Year-to-Date Installations - Expensed</b>	
5	Annual kWh Savings	n/a
6	Annual Therm Savings	1,794,511
7	Lifecycle kWh Savings	n/a
8	Lifecycle Therm Savings	18,195,012
9	Current kWh Rate	n/a
10	Current Therm Rate	0.55
11	Number of Treated Households	65,817
12	Average 1st Year Bill Savings / Treated households	\$ 15.06
13	Average Lifecycle Bill Savings / Treated Household	\$ 128.36
14		
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program</b>						
2	<b>Homes Treated</b>						
3	<b>Southern California Gas Company</b>						
4	<b>August 2013</b>						
5	<b>County</b>	<b>Eligible Households</b>			<b>Households Treated YTD</b>		
6		<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	12	10,967	10,979	16	846	862
8	Imperial	18,445	10	18,455	544	3	547
9	Kern	28,576	13,930	42,507	2,387	537	2,924
10	Kings	13,263	16	13,278	1,331	1	1,332
11	Los Angeles	2,435	1,105,335	1,107,770	371	31,676	32,047
12	Orange	4	240,830	240,834	0	4,408	4,408
13	Riverside	131,941	107,027	238,968	1,017	8,390	9,407
14	San Bernardino	1,009	174,362	175,371	137	7,660	7,797
15	San Luis Obispo	18,517	12,083	30,600	753	0	753
16	Santa Barbara	1,116	38,447	39,564	415	352	767
17	Tulare	46,685	10,914	57,600	3,596	795	4,391
18	Ventura	2,270	57,561	59,831	66	516	582
19	<b>Total</b>	<b>264,273</b>	<b>1,771,483</b>	<b>2,035,756</b>	<b>10,633</b>	<b>55,184</b>	<b>65,817</b>
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate</b>								
2	<b>Southern California Gas Company</b>								
3	<b>August 2013</b>								
4	<b>Reason Provided</b>								
5	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
6	Fresno	32	2		3				2
7	Imperial	4			50		3	13	1
8	Kern	110			2		56	2	4
9	Kings	31	2		1	2	7	1	2
10	Los Angeles	1,450	22		492	22	795	615	127
11	Orange	244	2		24	15	112	75	25
12	Riverside	306	14		42	5	256	166	33
13	San Bernardino	690	31		44	1	248	236	58
14	San Luis Obispo	4	2				5		3
15	Santa Barbara	2	1		3	1	2		1
16	Tulare	105	4		38	35	360	1	22
17	Ventura	22	1		8	1	21	6	3
18									
19	<b>Total</b>	<b>3,000</b>	<b>81</b>	<b>-</b>	<b>707</b>	<b>82</b>	<b>1,865</b>	<b>1,115</b>	<b>281</b>
20									
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																
2	<b>Southern California Gas Company</b>																
3	<b>August 2013</b>																
4		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
5		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>		
6	<b>2013</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
7	January	0	N/A	N/A	N/A	0	146,991	N/A	N/A	N/A	N/A	N/A	N/A	0	0	N/A	N/A
8	February	0	N/A	N/A	N/A	6,512	224,106	N/A	N/A	N/A	N/A	N/A	N/A	6,512	224,106	N/A	N/A
9	March	0	N/A	N/A	N/A	8,441	269,981	N/A	N/A	N/A	N/A	N/A	N/A	8,441	269,981	N/A	N/A
10	April	0	N/A	N/A	N/A	9,139	261,258	N/A	N/A	N/A	N/A	N/A	N/A	9,139	261,258	N/A	N/A
11	May	0	N/A	N/A	N/A	9,767	317,071	N/A	N/A	N/A	N/A	N/A	N/A	9,767	317,071	N/A	N/A
12	June	0	N/A	N/A	N/A	10,312	296,818	N/A	N/A	N/A	N/A	N/A	N/A	10,312	296,818	N/A	N/A
13	July	0	N/A	N/A	N/A	11,575	1,794,511	N/A	N/A	N/A	N/A	N/A	N/A	11,575	1,794,511	N/A	N/A
14	August	0	N/A	N/A	N/A	10,071	296,818	N/A	N/A	N/A	N/A	N/A	N/A	10,071	296,818	N/A	N/A
15	September																
16	October																
17	November																
18	December																
19	<b>YTD</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>65,817</b>	<b>1,794,511</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>65,817</b>	<b>1,794,511</b>	<b>N/A</b>	<b>N/A</b>
20	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.																
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
22																	

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2013</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2013</b>			<b>% of 3-Year Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	none												
8	<b>Studies</b>												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	0	0	N/A	0	0	N/A	0	0
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	0	0	N/A	0	0	N/A	0	0
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	0	0	N/A	0	0	N/A	0	0
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	0	0	N/A	0	0	N/A	0	0
13	<b>Total Studies</b>	N/A	<b>\$ 500,000</b>	<b>\$ 500,000</b>	N/A	0	0	N/A	0	0	N/A	0	0
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	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2013</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ -	\$ 3,845,745	\$ 3,845,745	\$ -	\$ 197,847	\$ 197,847	\$ -	\$ 1,972,663	\$ 1,972,663	NA	51%	51%
7	Processing / Certification Re-certification	\$ -	\$ 4,456,213	\$ 4,456,213	\$ -	\$ 80,417	\$ 80,417	\$ -	\$ 633,686	\$ 633,686	NA	14%	14%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 29,918	\$ 29,918	\$ -	\$ 242,508	\$ 242,508	NA	6%	6%
9	IT Programming	\$ -	\$ 2,669,534	\$ 2,669,534	\$ -	\$ 52,046	\$ 52,046	\$ -	\$ 305,299	\$ 305,299	NA	11%	11%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	NA	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 90,000	\$ 90,000	NA	50%	50%
13													
14	Measurement and Evaluation	\$ -	\$ 51,484	\$ 51,484	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0%	0%
15	Regulatory Compliance	\$ -	\$ 234,962	\$ 234,962	\$ -	\$ 26,494	\$ 26,494	\$ -	\$ 186,994	\$ 186,994	NA	80%	80%
16	General Administration	\$ -	\$ 915,488	\$ 915,488	\$ -	\$ (31,619)	\$ (31,619)	\$ -	\$ 494,535	\$ 494,535	NA	54%	54%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,496	\$ 1,496	\$ -	\$ 11,273	\$ 11,273	NA	19%	19%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,157,426	\$ 16,157,426	\$ -	\$ 371,597	\$ 371,597	\$ -	\$ 3,936,956	\$ 3,936,956	NA	24%	24%
20													
21	CARE Rate Discount	\$ -	\$ 129,892,840	\$ 129,892,840	\$ -	\$ 6,471,123	\$ 6,471,123	\$ -	\$ 80,436,820	\$ 80,436,820	NA	62%	62%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 146,050,266	\$ 146,050,266	\$ -	\$ 6,842,720	\$ 6,842,720	\$ -	\$ 84,373,776	\$ 84,373,776	NA	58%	58%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 789,279	\$ 789,279	\$ -	\$ 12,028,617	\$ 12,028,617			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 789,279	\$ 789,279	\$ -	\$ 12,028,617	\$ 12,028,617			
31													
32	Indirect Costs				\$ -	\$ 49,499	\$ 49,499	\$ -	\$ 802,666	\$ 802,666			
33													
34	<sup>1</sup> Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration  
Southern California Gas Company  
August 2013**

2013	Automatic Enrollment				New Enrollment					Recertification					Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Self-Certification (Income or Categorical)			Capitation	Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)					
					Online	Paper	Phone																	Combined (F+G+H)	
January	5,843	2,411	332	8,586	2,574	17,081	118	19,773	1	28,360	27,764	21,066	11,330	60,160	17,137	3,030	1,070	2,877	24,114	88,520	4,246	1,653,606	1,794,060	92.2%	
February	5,876	2,541	310	8,727	4,344	25,750	13	30,107	15	38,849	9,085	12,913	9,979	31,977	13,900	4,053	1,047	23,785	42,785	70,826	-3,936	1,649,670	1,794,060	92.0%	
March	5,445	3,600	388	9,433	3,532	12,144	18	15,694	15	25,142	16,061	18,047	12,869	46,977	10,876	2,961	527	11,144	25,508	72,119	-366	1,649,304	1,794,060	91.9%	
April	4,969	3,196	402	8,567	2,404	12,333	7	14,744	14	23,325	8,509	15,933	10,764	35,206	8,192	2,386	481	9,988	21,047	58,531	2,278	1,651,582	1,797,772	91.9%	
May	4,948	3,164	396	8,508	2,363	12,304	6	14,673	10	23,191	12,112	13,388	9,666	35,166	8,587	2,972	453	11,642	23,654	58,357	-463	1,651,119	1,797,772	91.8%	
June	5,115	2,421	362	7,898	2,420	13,885	2	16,307	22	24,227	23,555	21,985	7,600	53,140	10,572	3,326	327	17,810	32,035	77,367	-7,808	1,643,311	1,797,772	91.4%	
July	5,918	2,906	464	9,288	2,545	19,068	11	21,624	19	30,931	29,998	25,820	8,988	64,806	15,797	3,276	542	15,900	35,515	95,737	-4,584	1,638,727	1,795,429	91.3%	
August	4,061	3,390	385	7,836	3,277	15,347	4	18,628	15	26,479	29,890	16,595	8,301	54,786	15,247	3,414	607	15,863	35,131	81,265	-8,652	1,630,075	1,795,429	90.8%	
September																									
October																									
November																									
December																									
YTD Total	42,175	23,629	3,039	68,843	23,459	127,912	179	151,550	111	220,504	156,974	145,747	79,497	382,218	100,308	25,418	5,054	109,009	239,789	602,722	-19,285	1,630,075	1,795,429	90.8%	

<sup>1</sup> Enrollments via data sharing between the IOUs.  
<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.  
<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.  
<sup>4</sup> 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	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>August 2013</b>								
4	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
5	January	1,653,606	5,282	0.32%	3,104	224	3,328	63.01%	0.201%
6	February	1,649,670	5,359	0.32%	2,797	235	3,032	56.58%	0.184%
7	March	1,649,304	6,207	0.38%	3,155	228	3,383	54.50%	0.205%
8	April	1,651,582	6,973	0.42%	3,849	250	4,099	58.78%	0.248%
9	May	1,651,119	8,847	0.54%	1,986	351	2,337	26.42%	0.142%
10	June	1,643,311	885	0.05%	3	21	24	2.71%	0.001%
11	July	1,638,727	5,258	0.32%	9	153	162	3.08%	0.010%
12	August	1,630,075	5,501	0.34%	1	32	33	0.60%	0.00%
13	September								
14	October								
15	November								
16	December								
17	<b>YTD Total</b>	<b>1,630,075</b>	<b>44,312</b>	<b>2.72%</b>	<b>14,904</b>	<b>1,494</b>	<b>16,398</b>	<b>37%</b>	<b>1.01%</b>
18									
19	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>2</sup> 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	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
25	<b>not applicable to SoCalGas</b>								
26	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
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	<b>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
40									
41	<sup>1</sup> Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	<sup>2</sup> 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								
43	YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications</b>						
2	<b>Southern California Gas Company</b>						
3	<b>August 2013</b>						
4		<b>Provided<sup>1</sup></b>	<b>Received</b>	<b>Approved<sup>2</sup></b>	<b>Denied<sup>3</sup></b>	<b>Pending/Never Completed<sup>4</sup></b>	<b>Duplicates<sup>5</sup></b>
5	Total (Y-T-D)	4,297,413	393,700	259,684	22,336	30,932	80,748
6	Percentage		100%	66%	6%	8%	21%
7	<sup>1</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. <sup>2</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. <sup>3</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. <sup>4</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. <sup>5</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>August 2013</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,578	12	10,590	11,522	14	11,536	109%	118%	109%
7	Imperial	0	16,787	16,787	16	13,368	13,384	n/a	80%	80%
8	Kern	12,975	27,590	40,565	10,408	27,474	37,882	80%	100%	93%
9	Kings	18	13,029	13,047	18	14,234	14,252	98%	109%	109%
10	Los Angeles	949,654	2,407	952,061	869,074	1,157	870,231	92%	48%	91%
11	Orange	199,619	0	199,619	159,870	20	159,890	80%	0%	80%
12	Riverside	101,317	125,107	226,424	90,604	114,666	205,270	89%	92%	91%
13	San Bernardino	160,384	972	161,356	164,046	780	164,826	102%	80%	102%
14	San Luis Obispo	10,493	17,715	28,208	4,551	12,585	17,136	43%	71%	61%
15	Santa Barbara	33,923	1,065	34,987	28,450	674	29,124	84%	63%	83%
16	Tulare	10,717	45,724	56,442	11,304	46,912	58,216	105%	103%	103%
17	Ventura	53,369	1,975	55,344	46,915	1,413	48,328	88%	72%	87%
18										
19	<b>Total</b>	<b>1,543,047</b>	<b>252,382</b>	<b>1,795,429</b>	<b>1,396,778</b>	<b>233,297</b>	<b>1,630,075</b>	<b>91%</b>	<b>92%</b>	<b>90.8%</b>
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>August 2013</b>							
4	<b>2013</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified</b>	<b>Households De-enrolled</b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	1,653,606	25,278	1.53%	19,515	10,509	77%	0.64%
6	February	1,649,670	24,627	1.49%	18,914	10,012	77%	0.61%
7	March	1,649,304	36,122	2.19%	25,186	15,760	70%	0.96%
8	April	1,651,582	42,081	2.55%	25,897	19,008	62%	1.15%
9	May	1,651,119	31,773	1.92%	17,949	11,181	56%	0.68%
10	June	1,643,311	33,356	2.03%	17,957	684	54%	0.04%
11	July	1,638,727	40,640	2.48%	8,023	421	20%	0.03%
12	August	1,630,075	33,758	2.07%	1,900	120	6%	0.01%
13	September							
14	October							
15	November							
16	December							
17	<b>YTD</b>	<b>1,630,075</b>	<b>267,635</b>	<b>16.42%</b>	<b>135,341</b>	<b>67,695</b>	<b>51%</b>	<b>4.15%</b>
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	<b>CARE Table 7 - Capitation Contractors</b>						
2	<b>Southern California Gas Company</b>						
3	<b>August 2013</b>						
4	<b>Contractor<sup>1</sup></b>	<b>Contractor Type</b>				<b>Total Enrollments</b>	
5		<b>(Check one or more if applicable)</b>				<b>Current</b>	<b>Year-To-Date</b>
6		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Month</b>	
7	Community Action Partnership of Orange County		X	X	X	0	0
8	ELA Communications Energy ED Program		X			0	0
9	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
10	Proteus, Inc.		X			0	0
11	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	0	8
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	The Companion Line		X			0	0
16	Across Amer Foundation		X			0	0
17	All Peoples Christian Center		X			0	0
18	LA County 211		X			0	0
19	YMCA Montebello-Commerce		X			0	0
20	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
21	Coachella Valley Housing Coalition		X			0	0
22	HABBM		X			0	0
23	Second Harvest Food Bank of Orange County		X			0	0
24	Southeast Community Development Corp.		X			0	0
25	Latino Resource Organization		X			0	0
26	Independent Living Center of Southern California		X			0	0
27	Community Action Partnership - Kern County		X			0	0
28	El Concilio del Condado de Ventura		X			0	0
29	Ventura Cty Comm Human		X			0	0
30	Blessed Sacrament Church		X			0	1
31	Starbright Management Services		X			0	0
32	Hernandad Mexicana		X			0	0
33	CSET		X			0	2
34	Crest Forest Family and Community Service		X			0	0
35	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
36	Veterans in Community Service		X	X	X	0	0
37	Chinatown Service Center		X			2	17
38	Koreatown Youth and Community Center		X			0	0
39	MEND		X			0	0
40	Armenian Relief Society		X			0	0
41	Catholic Charities of LA – Brownson House		X			0	0
42	BroadSpectrum		X			0	0
43	OCCC, Inc. (Orange County Community Center)		X			1	3
44	Green Light Shipping	X				0	0
45	APAC Service Center		X			12	80
46	Visalia Emergency Aid Council		X			0	0
47	<b>Total Enrollments</b>					<b>15</b>	<b>111</b>
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>August 2013</b>								
4	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	n/a	1,653,606	n/a	1,653,606	1,794,060	92.2%	6.0%	100%
6	February	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	-0.2%	100%
7	March	n/a	1,649,304	n/a	1,649,304	1,794,060	91.9%	0.0%	100%
8	April	n/a	1,651,582	n/a	1,651,582	1,797,772	91.9%	0.1%	100%
9	May	n/a	1,651,119	n/a	1,651,119	1,797,772	91.8%	0.0%	100%
10	June	n/a	1,643,311	n/a	1,643,311	1,797,772	91.4%	-0.5%	100%
11	July	n/a	1,638,727	n/a	1,638,727	1,795,429	91.3%	-0.3%	100%
12	August	n/a	1,630,075	n/a	1,630,075	1,795,429	90.8%	-0.5%	100%
13	September								
14	October								
15	November								
16	December								
17	<b>YTD</b>		<b>1,630,075</b>	<b>n/a</b>	<b>1,630,075</b>	<b>1,795,429</b>	<b>90.8%</b>	<b>-0.5%</b>	<b>100%</b>
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	<b>CARE Program Table 9 - Expenditures for CHANGES Pilot</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2013</b>												
4		<b>Authorized 3-Year Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2013</b>	<b>% of 2013-14 Budget Expended</b>								
5		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>								
6	<b>Pilots</b>												
7	CHANGES	\$180,000	\$0	\$90,000	50%								
8	Total Pilots	\$180,000	\$0	\$90,000	50%								
9													
10	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
1	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>															
2	Through August 2013 - Southern California Gas Company															
3	(Provide Cumulative Data from January, 2013 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	Date (2)	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)	Description of each contact made with that customer's utility until a resolution is reached	If on CARE, How initially enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1)			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs			Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO			Calls to Dedicated 800 # Recorded by IOU
6					#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll Free Number Used		#	Dedicated Toll Free Number Used		
7											I=Yes 0=No	Reason 800# Not Used		I=Yes 0=No	Reason 800# Not Used	
8	2/27/2013	Spanish	LIHEAP Application assistance/stop disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
9	3/19/2013	Spanish	Educated on CARE/Conservation	Not Available		not CARE	0	Not Applicable	0	0	Not Available	0	Not Available			
10	7/1/2013	Vietnamese	LIHEAP and Medical Baseline Assistance	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
11	7/5/2013	Vietnamese	Third Party Notification	Not Available		selfcet	0	Not Applicable	0	0	Not Available	0	Not Available			
12	7/1/2013	Spanish	ESAP education/scheduled energy audit/sign up for third party notification	Not Available		door-to-door	0	Not Applicable	0	0	Not Available	0	Not Available			
13	7/11/2013	Spanish	Sign up for third party notification	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
14	7/8/2013	Spanish	ESAP and Conservation Assistance	Not Available		edison	0	Not Applicable	0	0	Not Available	0	Not Available			
15	7/2/2013	Spanish	GAF Assistance/verified bill	Not Available		not CARE	0	Not Applicable	0	0	Not Available	0	Not Available			
16	7/10/2013	Spanish	ESAP Assistance/stop disconnection/educated on CARE/Scheduled energy audit	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
17	7/2/2013	Spanish		Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
18	7/3/2013	Vietnamese	GAF Assistance/Scheduled energy audit/sign up for third party notification	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available	0	Not Available			
19	7/11/2013	Spanish	Scheduled service customer visit	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
20	7/10/2013	Spanish	Set up payment arrangement/stop disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
21	7/16/2013	English	ESAP assistance/scheduled energy audit	Not Available		not CARE	0	Not Applicable	0	0	Not Available	0	Not Available			
22	7/16/2013	Spanish	LIHEAP and ESAP Assistance	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
23	7/15/2013	Spanish	LIHEAP Application assistance	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
24	7/16/2013	English	LIHEAP/MB Assistance/Energy efficiency kit/chg date of pymt extension	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available	0	Not Available			
25	7/18/2013	Spanish	Educated on Energy Efficiency	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
26	7/18/2013	Spanish	Set up Acct/CARE education/energy efficiency education	Not Available		door-to-door	0	Not Applicable	0	0	Not Available	0	Not Available			
27	7/18/2013	Spanish	LIHEAP Assistance/Set up payment plan/stop disconnection	Not Available		edison	0	Not Applicable	0	0	Not Available	0	Not Available			
28	7/18/2013	Vietnamese	ESAP assistance/scheduled energy audit	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
29	7/18/2013	English	LIHEAP Assistance/Set up payment extension	Not Available		edison	0	Not Applicable	0	0	Not Available	0	Not Available			
30	7/22/2013	Vietnamese	Sign up for third party notification	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
31	7/25/2013	Spanish	Energy efficiency education/chg pymt plan/stop disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
32	7/26/2013	English	Educated on CARE/Sign up for 3rd party notification	Not Available		not CARE	0	Not Applicable	0	0	Not Available	0	Not Available			
33	7/26/2013	Vietnamese	Set up Account/chgs to acct	Not Available		edison	0	Not Applicable	0	0	Not Available	0	Not Available			
34	7/24/2013	Vietnamese	ESAP education/scheduled energy audit/sign up for third party notification	Not Available		edison	0	Not Applicable	0	0	Not Available	0	Not Available			
35	7/30/2013	Spanish	Energy efficiency education/sign up pymt plan/stop disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>															
2	Through August 2013 - Southern California Gas Company															
3	(Provide Cumulative Data from January, 2013 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	Date (2)	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)	Description of each contact made with that customer's utility until a resolution is reached	If on CARE, How initially enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1)			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs			Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO			Calls to Dedicated 800 # Recorded by IOU
6					#	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	
36	2/6/2013	Spanish	GAF Application Assistance	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
37	2/6/2013	Chinese/Cantonese	GAF Application Assistance	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
38	2/6/2013	Chinese/Cantonese	GAF Appl Assistance/Stop disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
39	7/25/2013		Educated CARE/Set up pymt extension/sign up for 3rd party notification	Not Available		not CARE	0	Not Applicable	0	0	Not Available	0	Not Available			
40	7/31/2013	English	ESAP assistance/educated on avoiding disconnection/sign up for 3rd party notification	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
41	2/6/2013	Chinese/Cantonese	GAF APPI assistance/energy efficiency education	Not Available		capitation agency	0	Not Applicable	0	0	Not Available	0	Not Available			
42	2/6/2013	English	GAF Appl assistance/educated on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
43	2/6/2013	English	GAF APPI assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
44	2/6/2013	Spanish	GAF APPI assistance/energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
45	2/6/2013	English	GAF Appl assistance/educated on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
46	2/6/2013	English	GAF Appl assistance/educated on avoiding disconnection	Not Available		door-to-door	0	Not Applicable	0	0	Not Available	0	Not Available			
47	2/6/2013	Chinese/Cantonese	GAF APPI assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
48	2/6/2013	Chinese/Cantonese	GAF APPI assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
49	7/30/2013	Spanish	Sign up payment plan/stop disconnection	Not Available		door-to-door	0	Not Applicable	0	0	Not Available	0	Not Available			
50	7/30/2013	Spanish	Sign up payment plan/stop disconnection/LIHEAP Assistance	Not Available		capitation agency	0	Not Applicable	0	0	Not Available	0	Not Available			
51	7/31/2013	Khmer	ESAP Assistance/Schedule energy audit/sign up payment plan	Not Available		edison	0	Not Applicable	0	0	Not Available	0	Not Available			
52	7/31/2013	Khmer	duplicate acct as above	Not Available		same acct # as case 3950	0	Not Applicable	0	0	Not Available	0	Not Available			
53	7/31/2013	Spanish	Sign up for third party notification	Not Available		edison	0	Not Applicable	0	0	Not Available	0	Not Available			
54	7/31/2013	English	Sign up for third party notification	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
55	7/3/2013	Vietnamese	LIHEAP Assistance/educated on avoiding disconnection/bill education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
56	7/16/2013	Vietnamese	LIHEAP Assistance/educated on avoiding disconnection/bill education	Not Available		door-to-door	0	Not Applicable	0	0	Not Available	0	Not Available			
57	7/16/2013	Korean	Energy efficiency education/verified bill	Not Available		direct mail	0	Not Applicable	0	0	Not Available	0	Not Available			
58	7/22/2013	Vietnamese	LIHEAP Assistance/bill, Energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
59	7/23/2013	Vietnamese	LIHEAP Assistance/bill, Energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
60	7/26/2013	Vietnamese	LIHEAP Assistance/education on Energy efficiency education and bill disconnection	Not Available		direct mail	0	Not Applicable	0	0	Not Available	0	Not Available			
61	2/13/2013	English	GAF Appl assistance/educated on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
62	2/27/2013	English	GAF Appl assistance/educated on avoiding disconnection	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
63	2/27/2013	English	GAF Appl assistance/educated on avoiding disconnection	Not Available		web	0	Not Applicable	0	0	Not Available	0	Not Available			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>															
2	Through August 2013 - Southern California Gas Company															
3	(Provide Cumulative Data from January, 2013 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	Date (2)	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)	Description of each contact made with that customer's utility until a resolution is reached	If on CARE, How initially enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1)			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs			Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO			Calls to Dedicated 800 # Recorded by IOU
6					#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll Free Number Used		#	Dedicated Toll Free Number Used		
7											I=Yes 0=No	Reason 800# Not Used		I=Yes 0=No	Reason 800# Not Used	
64	2/27/2013	Vietnamese	GAF Application Assistance/energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
65	2/27/2013	Chinese/Cantonese	LIHEAP Assistance/education on avoiding disconnection/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
66	2/27/2013	English	LIHEAP Assistance/education on avoiding disconnection/energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
67	2/27/2013	Chinese/Cantonese	LIHEAP Assistance/education on avoiding disconnection	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
68	2/27/2013	Chinese/Cantonese	LIHEAP Assistance/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
69	2/27/2013	English	LIHEAP Assistance/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
70	2/27/2013	English	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
71	2/27/2013	English	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
72	2/27/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		gaf	0	Not Applicable	0	0	Not Available	0	Not Available			
73	2/27/2013	Spanish	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
74	2/27/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
75	2/27/2013	English	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
76	2/27/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
77	2/27/2013	English	LIHEAP Assistance/education on avoiding disconnection	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
78	2/27/2013	Spanish	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
79	2/27/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
80	2/27/2013	English	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
81	2/27/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		direct mail	0	Not Applicable	0	0	Not Available	0	Not Available			
82	2/27/2013	English	LIHEAP Assistance/education on avoiding disconnection	Not Available		gaf	0	Not Applicable	0	0	Not Available	0	Not Available			
83	2/27/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		not CARE	0	Not Applicable	0	0	Not Available	0	Not Available			
84	2/27/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
85	2/27/2013	English	LIHEAP Assistance/education on avoiding disconnection	Not Available		gaf	0	Not Applicable	0	0	Not Available	0	Not Available			
86	5/15/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
87	6/27/2013	Chinese/Cantonese	Bill education	Not Available		same acct # as case 3927	0	Not Applicable	0	0	Not Available	0	Not Available			
88	7/17/2013	Chinese/Cantonese	LIHEAP Application Assistance	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
89	8/21/2013	Chinese/Cantonese	LIHEAP Application Assistance	Not Available		direct mail	0	Not Applicable	0	0	Not Available	0	Not Available			
90	3/6/2013	English	GAF Application assistance	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
91	3/6/2013	English	GAF Application assistance	Not Available		bill insert	0	Not Applicable	0	0	Not Available	0	Not Available			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>															
2	<b>Through August 2013 - Southern California Gas Company</b>															
3	<b>(Provide Cumulative Data from January, 2013 through end of Reporting Month)</b>															
4	<b>All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities</b>															
5	Date (2)	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)	Description of each contact made with that customer's utility until a resolution is reached	If on CARE, How initially enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1)			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs			Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO			Calls to Dedicated 800 # Recorded by IOU
6					#	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	
92	3/6/2013	Chinese/Cantonese	GAF Application assistance/education on avoiding disconnection	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
93	3/6/2013	English	GAF Application assistance/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
94	3/6/2013	Chinese/Cantonese	GAF Application assistance/education on avoiding disconnection	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
95	3/6/2013	English	GAF Application assistance/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
96	3/6/2013	English	GAF Application assistance/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
97	3/6/2013	English	GAF Application assistance/education on avoiding disconnection	Not Available		direct mail	0	Not Applicable	0	0	Not Available	0	Not Available			
98	3/6/2013	English	GAF Application assistance/education on avoiding disconnection	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
99	3/6/2013	English	GAF Application assistance	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
100	3/6/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
101	3/6/2013	English	GAF Application assistance/education on avoiding disconnection	Not Available		gaf	0	Not Applicable	0	0	Not Available	0	Not Available			
102	3/6/2013	English	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
103	3/17/2013	English	GAF App assist/education on avoiding disconnection, CARE and energy efficiency	Not Available		gaf	0	Not Applicable	0	0	Not Available	0	Not Available			
104	3/13/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
105	3/13/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
106	3/13/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
107	3/13/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		web	0	Not Applicable	0	0	Not Available	0	Not Available			
108	3/13/2013	Chinese/Cantonese	GAF Application assistance/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
109	3/20/2013	Chinese/Cantonese	GAF Application assistance/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
110	3/20/2013	English	GAF App assist/education on avoiding disconnection, CARE and energy efficiency	Not Available		gaf	0	Not Applicable	0	0	Not Available	0	Not Available			
111	3/20/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
112	3/20/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
113	3/20/2013	English	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
114	3/20/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
115	3/20/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
116	3/20/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
117	3/20/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		rate transfer	0	Not Applicable	0	0	Not Available	0	Not Available			
118	3/20/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			
119	3/20/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available		SoCalGas customer service	0	Not Applicable	0	0	Not Available	0	Not Available			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P			
1	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>																		
2	<b>Through August 2013 - Southern California Gas Company</b>																		
3	<b>(Provide Cumulative Data from January, 2013 through end of Reporting Month)</b>																		
4	<b>All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities</b>																		
5		<b>CHANGES Participants' Self-Identified language of preference</b>	<b>Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b>Description of each contact made with that customer's utility until a resolution is reached</b>	<b>If on CARE, How initially enrolled</b>			<b>Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1)</b>			<b>Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs</b>			<b>Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO</b>			<b>Calls to Dedicated 800 # Recorded by IOU</b>		
6					<b>Date (2)</b>		<b>#</b>	<b>How Enrolled</b>	<b>CARE</b>	<b>FERA</b>	<b>Medical Baseline</b>	<b>#</b>	<b>Dedicated Toll Free Number Used</b>		<b>#</b>	<b>Dedicated Toll Free Number Used</b>			
7													<b>1=Yes 0=No</b>	<b>Reason 800# Not Used</b>		<b>1=Yes 0=No</b>			<b>Reason 800# Not Used</b>
120	3/20/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available	rate transfer	0	Not Applicable	0	0	0	Not Available	0	Not Available						
121	3/20/2013	English	GAF Application Assistance/energy efficiency education/education on avoiding disconnection	Not Available	gaf	0	Not Applicable	0	0	0	Not Available	0	Not Available						
122	3/27/2013	Chinese/Cantonese	GAF Application Assistance/energy efficiency education	Not Available	gaf	0	Not Applicable	0	0	0	Not Available	0	Not Available						
123	3/27/2013	English	GAF Application assistance/education on avoiding disconnection	Not Available	gaf	0	Not Applicable	0	0	0	Not Available	0	Not Available						
124	3/27/2013	Chinese/Cantonese	GAF Application assistance/education on avoiding disconnection	Not Available	SoCalGas customer service	0	Not Applicable	0	0	0	Not Available	0	Not Available						
125																			
126																			
127																			
128	Current Month Total					0	Not Applicable	0	0	0			0			34			
129	Year-to-Date Total					1	Not Applicable	0	0	0			0			253			
130																			
131	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 v																		
132	2 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.																		
133	3 Detailed information for Column C available through table provided by SHE organization.																		
134	4 Table reflects new monthly activity and may include information from prior months not previously report																		
135	5 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	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions</b>						
2	<b>Through August 2013 - Southern California Gas Company</b>						
3	<b>(Provide Cumulative Data from January , 2013 through end of Reporting Month)</b>						
4	<b>All Data Provided by the CHANGES Contractor</b>						
5				<b>Session Logistics</b>			
6	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (g.g. utility bill assistance, utility bill dispute resolution, and other energy related issues</b>	<b># of Sessions</b>	<b>Length (Hours)</b>	<b>Number of Attendees</b>	<b>Description of Information/Literature Provided</b>
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
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26							
27							
28							
29							
30							
31							
32							
33							
34							
35							
36							
37	Current Month Total			0		0	
38	Year-to-Date Total						
39							
40	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Data not available