

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

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

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

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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 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$132,417,191	\$58,814,163	44.42%
Homes Treated	136,836	57,485	42.01%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	1,946,730	80.21%

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

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

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

In August, SoCalGas processed and paid contractor invoices for 7,702 treated homes. This brings the year-to-date treated enrollment count to 57,485 homes, or approximately 42% of the 2014 annual treated goal of 136,836. Additionally, in August, SoCalGas paid for the weatherization of 7,997 homes, 636 furnace repairs and replacements, 122 water heater repairs and replacements, and 2,147 High Efficiency Washers.

In April, SoCalGas increased its Appliances budget by \$10,000,000 in order to continue providing high-efficiency clothes washers during 2014 through a fund shift of unspent funds from the 2012 program year. The issuance of D.14-08-030 increases the authorized 2014 Appliances budget to \$ 16,738,575, making the April fund shift unnecessary. As of August, SoCalGas' required fund shift to Appliances for the 2014 program year is \$181,284.

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

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

Ethnic and Mass Media Campaign

SoCalGas launched an email campaign in the month of August to 11,146 previously enrolled CARE participants to specifically promote the ESA Program.

E- Newsletter

No e-newsletter was deployed in the month of August.

Energy Savings Assistance Program - Bill inserts/onserts

No bill inserts/onserts was deployed in the month of August.

Energy Savings Assistance Program - Direct Mailings

In the month of August, there were 44,655 direct mail pieces sent to potentially eligible ESA Program customers.

Energy Savings Assistance Program - Outbound Dialing

SoCalGas deployed an Automated Voice Messaging (AVM) campaign in August to 4,311 potentially eligible ESA Program customers. This AVM campaign gave customers options to be contacted to learn more about the ESAP. There were 34 leads generated from the marketing effort.

Energy Savings Assistance Program - Web Activities

SoCalGas included website links to its Customer Assistance Programs (CAPs) in all of its communications that specifically promote the ESA Program to

customers. In August, through its online ESA Program lead form, SoCalGas generated 238 online leads.

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

August 9 – Motor Avenue Farmer’s Market, Culver City

For the second year in a row, a SoCalGas Public Affairs Manager partnered with the Motor Avenue Farmer’s Market and Urban Garden Program organizers to promote CARE. The Motor Avenue Farmers’ Market enhances the farm-to-table connection and availability of fresh and local produce to residents in the Palms, Cheviot Hills, Beverlywood, and surrounding communities. The market is dedicated to cultivating a sustainable food system through its operation and educational programs. The farmer’s market is held every Sunday from 9am to 2pm and draws hundreds of Culver City residents to the event. Their [Urban Garden Program](#) features four community and three school gardens with the purpose of educating children and neighbors on nutrition, sustainability, and community cooperation.

At the farmer’s market, SoCalGas provided organizers with 200 reusable bags filled with CARE applications. The farmer’s market provides free dog-sitting for shoppers, free bike valet, a cell phone recycling point, free raffle and children’s activities. Sponsors included Los Angeles City Councilmember Paul Koretz, and Los Angeles County Supervisor Mark Ridley-Thomas.

August 9 – Mariachi Festival (Day 1), Orange Coast College, Costa Mesa

SoCalGas sponsored a Mariachi Festival in Costa Mesa for two days, promoting the ESA Program and CARE with support from the SoCalGas Regional Public Affairs department. The annual Mariachi Nationals & Summer Institute Competition is organized by renowned mariachi artist Jose Hernandez’ non-profit organization, and provides both students and mariachi ensembles an opportunity

to study and perform with professional mariachis and educators. The event also features mariachi artists and special guests. There were approximately 400 people in attendance at day 1 of the event, which was held at Orange Coast College. SoCalGas sponsorship included CARE and ESA Program outreach opportunities with the following giveaway items: chip clips, jar openers, rulers and CARE activity books.

August 10 – Mariachi Festival (Day 2), Orange County Fair, Costa Mesa

SoCalGas also sponsored day two of the Mariachi Festival, which transitioned to a larger venue at the Orange County Fair. SoCalGas again conducted CARE and ESA Program outreach and utilized giveaway items made available to potential enrollees on day 2. There were approximately 2,600 people in attendance.

August 12 – “Reality Check Conference” at California Endowment, Los Angeles

SoCalGas partnered with the Community Development Foundation (CDF) and sponsored the “Reality Check Conference”. The CDF is a nonprofit partner to the County of Los Angeles Community Development Commission/Housing Authority. The CDF has the responsibility of developing public and private sector partnerships that are committed through goodwill and philanthropy for programs that engage youth as agents of social change through leadership training and development. The CDF raises the awareness of public housing residents, while empowering them to take charge of their own futures.

SoCalGas provided information from a booth and conducted workshop presentation at the conference. In the workshop, a SoCalGas Local Outreach Manager presented on a panel titled “Parent Financial Empowerment” to approximately 25 residents of public housing units and covered information on CARE, the ESA Program, Medical Baseline, and the Gas Assistance Fund.

Other panelists included representatives from Southern California Edison and the West Angeles CDF. About 250 people attended the event.

August 16 – Seniors and Caregivers Conference, Cerritos

SoCalGas sponsored the Seniors and Caregivers Conference in Cerritos. A SoCalGas Public Affairs Manager spoke on each of the SoCalGas CAPs as well as the Advanced Metering Initiative (AMI) during the conference lunch hour. The event started with Assemblymember Anthony Rendon, who talked about the importance of senior services and the value of caregivers. People also received information on the resources in their community. About 646 people attended the event.

August 24 – Assemblymember Steve Bradford’s Gardena Jazz Festival, Rowley Memorial Park, Gardena

SoCalGas sponsored the Jazz Festival in the city of Gardena. The event offered SoCalGas an opportunity to partner with Gardena and provide valuable program information to a large number of SoCalGas customers. The event brought in over 9,000 attendees. The SoCalGas booth provided information on the ESA Program, CARE, and pipeline safety. Questions were asked about the ESA Program, CARE, and Energy Efficiency rebates.

1.3. Leveraging Success Evaluation, Including CSD

1.3.1. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

As directed by D.12-08-044, SoCalGas is working closely with the California Services Department (CSD) on the deployment of leveraging pilots. SoCalGas attends monthly coordination meetings with CSD and other Investor Owned Utilities (IOUs). In these collaborative meetings, SoCalGas learned that there

have been over 100 completed Solar Water Heater installs through the CSD pilot.

In August, SoCalGas maintained its water measure leveraging agreements with three investor owned water utilities, each co-funding High Efficiency (HE) Washers. SoCalGas' three water IOU agreements are with Park Water Company,¹ San Gabriel Valley Water Company,² and Fontana Water Company.³ SoCalGas also has a leveraging agreements with the Eastern Municipal Water District (EMWD)⁴ to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers. Lastly, SoCalGas has a leveraging agreement with Irvine Ranch Water District⁵ to co-fund HE Washers installed at joint customer households. SoCalGas has billed over \$295,000 year-to-date related to co-funding activities associated with these water leveraging agreements.

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

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

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

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

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

1.4. Workforce Education & Training

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

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

SoCalGas Skill-Level Test Results					
	1st Quarter	2 nd Quarter	July	August	Total
Attended Testing	78	115	17	37	247
Passed Test	68	100	15	31	214
Pass Rate	87%	87%	88%	84%	87%

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

	1st Quarter	2 nd Quarter	July	August	Total
Attended Class	73	87	32	19	211
Tested	69	86	32	19	206
Passed Class	63	81	27	17	188
Badged	34	57	0	19	110
Census Attendees	0	0	0	0	0
Retention Rate*	91%	94%	84%	89%	91%
*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 110. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2014.

Class Type	1st Quarter		2 nd Quarter		July		August		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	6	24	8	25	0	0	1	3	15	52
Refreshers	1	1	3	9	0	0	1	10	5	20
NGAT 5-Day	4	13	5	18	0	0	1	3	10	34
Grand Total	11	38	16	52	0	0	3	16	30	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 (1)	\$3,750,223	\$2,746,128	73.23%
Proc., Certification and Verification	\$8,232,248	\$873,167	10.61%
Information Tech./Programming	\$2,937,450	\$631,061	21.48%
Pilots (1)	\$180,000	\$60,000	33.33%
Measurement and Evaluation	\$18,659	\$0	0.00%
Regulatory Compliance (2)	\$242,507	\$246,345	101.58%
General Administration	\$943,426	\$552,486	58.56%
CPUC Energy Division Staff	\$60,000	\$11,194	18.66%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,364,513	\$5,120,380	31.29%
Subsidies and Benefits	\$131,142,177	\$75,963,784	57.92%
Total Program Costs and Discounts	\$147,506,690	\$81,084,164	54.97%

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

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

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

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,583,140	1,896,764	83.5%

2.2. Outreach

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

CARE Telephone Enrollments and Recertification

SoCalGas did not conduct an AVM campaign in the month of August. .
SoCalGas is implementing new processes associated with recertifications.
SoCalGas is sending a second letter to CARE customers who have not responded to the initial recertification request and calling customers to notify them a recertification form has been mailed and the importance of responding to the request in September.

Because program-eligible customers who need to recertify are an important component of maintaining CARE enrollment, SoCalGas continued its work on a series of experimental direct mail campaigns with the assistance of two Behavior Economists. The objective of this experiment is to improve empirical understanding of what messages motivates a low-income customer to recertify for the CARE Program. The campaign of 40,000 experimental letters was launched in the month of July and preliminary results are expected in September.

CARE Web Activity & Enrollments

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

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

During August, SoCalGas received 5,854 applications from customers who used the online application. The online activity resulted in 2,374 enrolling in the program, and 1,828 existing customers that recertified their eligibility for CARE.

CARE Third-Party Enrollments & Outreach

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish) and generated 4,134 applications in August, with 3,511 customers subsequently approved for enrollment into the CARE Program.

A major focus of SoCalGas outreach is to use grassroots tactics to expand and reinforce awareness of the CARE program (and the importance of recertifying for the program). Community-Based Organizations and Faith-Based Organizations comprise a key component of SoCalGas' grassroots tactics.

211 LA County is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directs needy customers to the CARE Program. As part of its reporting, 211 LA County provides a zip code breakdown of where the calls originated, which assists in ongoing marketing. During August, more than 1,200 CARE calls were referred to SoCalGas by 211 LA County. The organization also distributes CARE applications at events that they attend, such as veteran events, health fairs, candidate forums, and resource fairs. 211 LA County attended 11 events during August and promoted SoCalGas' CAPs.

To assist with grassroots outreach in Los Angeles, specifically the Pico Union and Westlake Communities, SoCalGas continues to work with Centro Latino for Literacy to create awareness of the CARE Program. This organization works

with adults in Los Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that specifically teaches literacy skills to adults. SoCalGas is providing collateral and is being allowed to show an online ad that precedes the computer-based learning of the students.

SoCalGas also works with LIFT LA/Magnolia, a community-based organization in the Pico Union area. The counselors provide one-on-one counseling to low-income families in the neighborhood. LIFT LA counselors will be providing ongoing awareness of SoCalGas low-income programs.

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

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

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

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

To assist in outreach in Ventura County, SoCalGas is working with FOOD Share, a food bank and community-based organization in Ventura County, to spread awareness of the CARE Program, especially as part of FOOD Share's CalFresh outreach. Further grassroots opportunities are being examined in this area, especially as part of the CARE Mass Media Campaign, discussed below.

SoCalGas recently expanded its experience from Oxnard/Ventura to Santa Barbara County, where SoCalGas has begun working the Santa Barbara Foodbank and Unity Shoppe to extend awareness of the CARE Program. The Santa Barbara Foodbank discusses CARE in conjunction with its CalFresh Outreach. In the city of Santa Barbara itself, Unity Shoppe serves approximately 17,000 low-income customers per year, and SoCalGas recently began to work closely with this organization. As part of Unity Shoppe's individual assessment with its clients, the counselors will provide information and CARE applications.

CARE Direct Mail Activity and Enrollments

During August, SoCalGas received 4,200 direct mail applications, and 2,490 were subsequently enrolled onto the CARE Program. The total year-to-date is approximately 58,000 direct mail applications returned with approximately 36,000 applications approved in late August the CARE Outreach department sent out 200,000 application letters. An additional 100,000 are scheduled for September.

CARE Outreach continues to expect that it will meet its annual goal to exceed sending 1.2 million direct mail applications.

CARE Bill Inserts

There was no bill insert in the month of August. The last bill insert began in the month of June, which publicized the new eligibility guidelines and was sent to all residential customers who are not currently on the CARE Program (approximately 3 million customers). At this point CARE Outreach has mailed out two bill inserts during 2014 (in April and June). Approximately 6,900 bill insert applications have been returned; with 4,359 customers enrolled into the program. As has been previously reported, the effectiveness ranking of the bill insert channel has been declining over the last several years. Given this finding, Outreach plans on only issuing the new program eligibility guidelines bill insert next year.

Outreach by Field Employees

Field service employees distributed CAP flyers to customers when entering customer premises. Originally this distribution policy covered the “seasonal light” period (October through February), but the distribution currently continues year round. During August, CARE Outreach sent out a systemwide delivery of 100,000 CAP flyers. Throughout the year, CARE Outreach sends out supplemental deliveries to individual bases on an as-requested basis.

CARE Mass Media Campaign

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

In late May, SoCalGas CARE Outreach launched a mass media campaign in the Tri-coastal market (Ventura, Santa Barbara, and San Luis Obispo counties). The campaign includes outdoor advertising via bus stops and geo-targeted gas pump ads, broad reach traffic radio spots through a CBS radio partnership, print ads in various publications including minority owned media, and online/mobile banners on Huffington Post, La Opinion, Yahoo, CNN, Facebook, among others. The campaign also deployed canvassers with applications in selected public locations, such as supermarket parking lots. The campaign extended through mid-August. Results will be reported in September.

Disability Outreach

SoCalGas has been working with the Westside Center of Independent Living (WCIL) to promote awareness of low-income programs to its community, such as individuals who have disabilities and are trying to live on their own. The organization discusses low-income programs as part of its case worker relationship with its community. The organization and case managers maintain an inventory of CARE Program information to distribute them to its clients. No specific events with WCIL were scheduled during August, but a future outreach event has been scheduled for early September.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison and San Diego Gas & Electric. During the month of August, 5,884 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 2,310 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, 203 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

2.3 CARE Recertification Complaints.

There were no recertification complaints in the month of 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

CARE - Table 11- CHANGES Group Customer Assistance

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	August 2014												
4		Authorized Budget¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances ^{2,3}	N/A	\$ 17,785,151	\$ 17,785,151	N/A	\$ 1,559,116	\$ 1,559,116	N/A	\$ 12,549,682	\$ 12,549,682	N/A	70.56%	70.56%
8	Domestic Hot Water	N/A	\$ 16,843,374	\$ 16,843,374	N/A	\$ 1,082,867	\$ 1,082,867	N/A	\$ 7,240,572	\$ 7,240,572	N/A	42.99%	42.99%
9	Enclosure	N/A	\$ 41,983,756	\$ 41,983,756	N/A	\$ 2,454,956	\$ 2,454,956	N/A	\$ 16,275,609	\$ 16,275,609	N/A	38.77%	38.77%
10	HVAC	N/A	\$ 19,210,885	\$ 19,210,885	N/A	\$ 811,721	\$ 811,721	N/A	\$ 7,143,498	\$ 7,143,498	N/A	37.18%	37.18%
11	Maintenance	N/A	\$ 2,128,846	\$ 2,128,846	N/A	\$ 143,626	\$ 143,626	N/A	\$ 873,868	\$ 873,868	N/A	41.05%	41.05%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Customer Enrollment ⁴	N/A	\$ 20,834,354	\$ 20,834,354	N/A	\$ 1,219,843	\$ 1,219,843	N/A	\$ 8,825,479	\$ 8,825,479	N/A	42.36%	42.36%
15	In Home Education	N/A	\$ 2,531,192	\$ 2,531,192	N/A	\$ 181,610	\$ 181,610	N/A	\$ 797,556	\$ 797,556	N/A	31.51%	31.51%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	Energy Efficiency TOTAL	N/A	\$ 121,317,558	\$ 121,317,558	N/A	\$ 7,453,739	\$ 7,453,739	N/A	\$ 53,706,265	\$ 53,706,265	N/A	44.27%	44.27%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 24,532	\$ 24,532	N/A	\$ 194,078	\$ 194,078	N/A	28.49%	28.49%
20	Inspections	N/A	\$ 3,361,051	\$ 3,361,051	N/A	\$ 214,005	\$ 214,005	N/A	\$ 1,147,990	\$ 1,147,990	N/A	34.16%	34.16%
21	Marketing and Outreach ⁵	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 143,147	\$ 143,147	N/A	\$ 760,918	\$ 760,918	N/A	63.49%	63.49%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
23	Measurement and Evaluation Studies ⁶	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ (1,885)	\$ (1,885)	N/A	-2.06%	-2.06%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 18,545	\$ 18,545	N/A	\$ 163,610	\$ 163,610	N/A	55.40%	55.40%
25	General Administration	N/A	\$ 5,286,041	\$ 5,286,041	N/A	\$ 360,098	\$ 360,098	N/A	\$ 2,838,392	\$ 2,838,392	N/A	53.70%	53.70%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 1,396	\$ 1,396	N/A	\$ 4,796	\$ 4,796	N/A	5.58%	5.58%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 132,417,191	\$ 132,417,191	N/A	\$ 8,215,462	\$ 8,215,462	N/A	\$ 58,814,163	\$ 58,814,163	N/A	44.42%	44.42%
29													
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 273,050	\$ 273,050	N/A	\$ 2,137,560	\$ 2,137,560			
32	NGAT Costs					\$ 191,306	\$ 191,306		\$ 1,340,073	\$ 1,340,073			
33													
34	¹ Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts and does not include funds shifted from previous years and/or prior program cycles, and includes \$1,046,575 in the Appliance category related to Phase II authorized Carry Back Funding line item amount allocated as such.												
35	² YTD expenditures in Appliance category includes a credit adjustment of (\$4,800) related to Park Water Co. rebates that were inadvertently excluded from the January 2014 numbers as part of contract costs.												
36	³ In April 2014, SCG increased PY 2014 Appliance category budget by \$10,000,000 to fund contract value increases for vendors providing Appliance services. The shift was funded from the unspent 2012 balance of \$34,288,722 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Appliances is \$26,738,575. This increases the total EE budget from \$120,270,983 to \$130,270,983 and the total ESA Program budget from \$132,417,190 to \$142,417,190.												
37	⁴ YTD expenditures in Customer Enrollment category includes an add back adjustment of \$15,674.22 that was inadvertently excluded from the January 2014 report as part of contract cost.												
38	⁵ YTD expenditures for Marketing and Outreach category includes a credit adjustment of (\$74,874.20) for an accounting reversal related to a December 2013 accrual which was inadvertently excluded from the January 2014 report.												
39	⁶ YTD costs includes an M&E re-accrual reversal balance of (\$1,884.93) due to M&E over-accrual in 2013 where actual payments were less than accrual estimate.												
40	Note: In January 2014, a manual adjustment was made to exclude \$411,650.32 for contractor costs related to 2013 activities. These costs are reflected as 2013 costs in the annual report.												
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
42													
43													
44													
45													
46													

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill	
2	Savings per Treated Home	
3	Southern California Gas Company	
4	August 2014	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	N/A
6	Annual Therm Savings	1,946,730
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	20,642,637
9	Current kWh Rate	N/A
10	Current Therm Rate	0.55
11	Number of Treated Households	57,485
12	Average 1st Year Bill Savings / Treated households	\$18.70
13	Average Lifecycle Bill Savings / Treated Household	\$165.79
14		
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
2	Homes Treated						
3	Southern California Gas Company						
4	August 2014						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,469	11,484	147	832	979
8	Imperial	19,914	1	19,915	242	0	242
9	Kern	28,660	14,369	43,029	2,235	356	2,591
10	Kings	14,497	16	14,513	1,254	0	1,254
11	Los Angeles	2,986	1,154,988	1,157,974	264	27,417	27,681
12	Orange	10	252,750	252,760	0	3,554	3,554
13	Riverside	143,956	120,981	264,937	985	6,955	7,940
14	San Bernardino	986	187,413	188,399	121	6,649	6,770
15	San Luis Obispo	15,296	9,189	24,485	589	0	589
16	Santa Barbara	1,460	40,947	42,407	440	256	696
17	Tulare	49,776	11,327	61,103	2,729	741	3,470
18	Ventura	2,568	63,321	65,889	264	1,455	1,719
19	Total	280,126	1,866,772	2,146,897	9,270	48,215	57,485
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	August 2014								
4	Reason Provided								
5	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
6	Fresno	155	0	0	14	2	71	0	7
7	Imperial	2	0	0	4	0	3	24	0
8	Kern	35	3	0	4	5	45	3	2
9	Kings	352	0	0	48	4	150	1	14
10	Los Angeles	856	47	0	135	9	522	210	48
11	Orange	150	9	0	44	12	103	31	12
12	Riverside	403	2	0	20	11	343	205	30
13	San Bernardino	245	4	0	12	2	186	97	43
14	San Luis Obispo	2	0	0	0	0	6	1	1
15	Santa Barbara	92	0	0	11	0	24	3	6
16	Tulare	1,290	0	0	47	16	772	7	49
17	Ventura	23	0	0	3	0	10	0	2
18	Total	3,605	65	-	342	61	2,235	582	214
19									
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	August 2014																
4		Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6	2014		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	February	0	0	0	0	4,152	83,716	0	0	0	0	0	0	4,152	83,716	0	0
9	March	0	0	0	0	10,002	335,449	0	0	0	0	0	0	10,002	335,449	0	0
10	April	0	0	0	0	10,822	329,400	0	0	0	0	0	0	10,822	329,400	0	0
11	May	0	0	0	0	7,277	352,205	0	0	0	0	0	0	7,277	352,205	0	0
12	June	0	0	0	0	7,354	245,926	0	0	0	0	0	0	7,354	245,926	0	0
13	July	0	0	0	0	10,176	329,257	0	0	0	0	0	0	10,176	329,257	0	0
14	August	0	0	0	0	7,702	270,776	0	0	0	0	0	0	7,702	270,776	0	0
15	September																
16	October																
17	November																
18	December																
19	Total	-	-	-	-	57,485	1,946,730	-	-	-	-	-	-	57,485	1,946,730	-	-
20																	
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	August 2014												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2014			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	none	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
8	Studies												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14													
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	August 2014												
4		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ -	\$ 3,750,223	\$ 3,750,223	\$ -	\$ 584,519	\$ 584,519	\$ -	\$ 2,746,128	\$ 2,746,128	N/A	73.23%	73.23%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 98,954	\$ 98,954	\$ -	\$ 743,771	\$ 743,771	N/A	16.57%	16.57%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 18,151	\$ 18,151	\$ -	\$ 129,395	\$ 129,395	N/A	3.46%	3.46%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 88,702	\$ 88,702	\$ -	\$ 631,061	\$ 631,061	N/A	21.48%	21.48%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	N/A
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ -	\$ -	\$ -	\$ 60,000	\$ 60,000	N/A	33.33%	33.33%
13													
14	Measurement and Evaluation	\$ -	\$ 18,659	\$ 18,659	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance ²	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 28,182	\$ 28,182	\$ -	\$ 246,345	\$ 246,345	N/A	101.58%	101.58%
16	General Administration ²	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 73,400	\$ 73,400	\$ -	\$ 552,486	\$ 552,486	N/A	58.56%	58.56%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 3,258	\$ 3,258	\$ -	\$ 11,194	\$ 11,194	N/A	18.66%	18.66%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,364,513	\$ 16,364,513	\$ -	\$ 895,165	\$ 895,165	\$ -	\$ 5,120,380	\$ 5,120,380	N/A	31.29%	31.29%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 6,266,749	\$ 6,266,749	\$ -	\$ 75,963,784	\$ 75,963,784	N/A	57.92%	57.92%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,506,690	\$ 147,506,690	\$ -	\$ 7,161,914	\$ 7,161,914	\$ -	\$ 81,084,164	\$ 81,084,164	N/A	54.97%	54.97%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 598,164	\$ 598,164	\$ -	\$ 8,287,716	\$ 8,287,716			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 598,164	\$ 598,164	\$ -	\$ 8,287,716	\$ 8,287,716			
31													
32	Indirect Costs				\$ -	\$ 120,710	\$ 120,710	\$ -	\$ 974,501	\$ 974,501			
33													
34	¹ Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts.												
35	² In August the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from (\$242,507). This increase is to fund necessary labor expense												
36	consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.												
37	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y		
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																										
2	Southern California Gas Company																										
3	August 2014																										
4		New Enrollment								Recertification						Attrition (Drop Offs)					Enrollment						
5		Automatic Enrollment			Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response to Recert	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
6	2014	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone																	Combined (F+G+H)		
7	January	4,616	2,689	139	7,444	2,198	17,856	714	20,768	0	28,212	19,400	13,934	8,686	42,020	15,255	1,748	619	8,455	26,077	70,232	2,135	1,606,546	1,894,724	84.8%		
8	February	5,280	2,720	172	8,172	2,501	13,632	918	17,958	0	26,130	18,033	20,082	8,653	46,768	13,843	1,674	477	12,195	28,189	72,898	-2,059	1,604,487	1,894,724	84.7%		
9	March	4,938	3,142	221	8,301	3,019	13,440	591	17,050	0	25,351	15,789	13,123	11,043	39,955	15,373	752	456	12,876	29,457	65,306	-4,106	1,600,381	1,894,724	84.5%		
10	April	4,536	3,147	240	7,923	2,617	16,688	890	20,195	2	28,120	16,345	11,253	12,885	40,483	12,444	2,654	319	12,640	28,057	68,603	63	1,600,444	1,898,175	84.3%		
11	May	4,346	2,912	324	7,582	2,162	15,086	858	18,106	4	25,692	17,273	11,060	6,934	35,267	16,096	1,690	425	18,798	37,009	60,959	-11,317	1,589,127	1,898,175	83.7%		
12	June	4,204	2,535	322	7,061	2,649	18,479	601	21,729	0	28,790	29,308	17,576	9,351	56,235	13,024	2,494	498	16,029	32,045	85,025	-3,255	1,585,872	1,898,175	83.5%		
13	July	5,633	2,457	269	8,359	2,288	20,513	918	23,719	1	32,079	34,181	16,439	15,119	65,739	14,777	1,976	378	12,816	29,947	97,818	2,132	1,588,004	1,896,764	83.7%		
14	August	5,884	2,310	203	8,397	2,501	15,529	592	18,622	8	27,027	35,301	13,998	19,903	69,202	14,386	1,842	557	15,106	31,891	96,229	-4,864	1,583,140	1,896,764	83.5%		
15	September																										
16	October																										
17	November																										
18	December																										
19	Total for 2014	39,437	21,912	1,890	63,239	19,935	131,223	6,082	158,147	15	221,401	185,630	117,465	92,574	395,669	115,198	14,830	3,729	108,915	242,672	617,070	-21,271	1,583,140	1,896,764	83.5%		
20																											
21	¹ Enrollments via data sharing between the IOUs.																										
22	² Enrollments via data sharing between departments and/or programs within the utility.																										
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																										
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																										

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	August 2014								
4	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,606,546	3,659	0.23%	1,694	161	1,855	50.70%	0.12%
6	February	1,604,487	4,858	0.30%	2,425	233	2,658	54.71%	0.17%
7	March	1,600,381	4,323	0.27%	2,236	203	2,439	56.42%	0.15%
8	April	1,600,444	3,792	0.24%	2,117	202	2,319	61.16%	0.14%
9	May	1,589,127	2,517	0.16%	736	103	839	33.33%	0.05%
10	June	1,585,872	3,519	0.22%	6	150	156	4.43%	0.01%
11	July	1,588,004	4,599	0.29%	15	126	141	3.07%	0.01%
12	August	1,583,140	3,483	0.22%	1	11	12	0.34%	0.00%
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,583,140	30,750	1.94%	9,230	1,189	10,419	34%	0.66%
18									
19	¹ Includes customers verified as over income or who requested to be de-enrolled.								
20	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
22									
23	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
24	not applicable to SoCalGas								
25	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
26	January								
27	February								
28	March								
29	April								
30	May								
31	June								
32	July								
33	August								
34	September								
35	October								
36	November								
37	December								
38	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
39									
40	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
41	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
42	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
43									

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications						
2	Southern California Gas Company						
3	August 2014						
4		Provided ¹	Received	Approved ²	Denied ³	Pending/Never Completed ⁴	Duplicates ⁵
5	Total (Y-T-D)	7,603,871	370,094	276,261	19,902	25,117	48,814
6	Percentage		100.00%	74.65%	5.38%	6.79%	13.19%
7	¹ An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. ² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. ³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. ⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. ⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							
14							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	August 2014									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,039	24	11,063	11,252	19	11,271	101.9%	79.1%	101.9%
7	Imperial	0	18,246	18,246	13	12,422	12,435	n/a	68.1%	68.2%
8	Kern	13,486	27,732	41,218	10,204	27,409	37,613	75.7%	98.8%	91.3%
9	Kings	23	14,227	14,250	21	14,111	14,132	89.7%	99.2%	99.2%
10	Los Angeles	991,627	2,952	994,578	839,164	1,082	840,246	84.6%	36.7%	84.5%
11	Orange	210,845	10	210,856	154,695	19	154,714	73.4%	0.0%	73.4%
12	Riverside	114,145	137,615	251,760	89,025	112,183	201,208	78.0%	81.5%	79.9%
13	San Bernardino	172,965	1,002	173,966	160,407	817	161,224	92.7%	81.6%	92.7%
14	San Luis Obispo	7,954	14,611	22,564	4,157	11,657	15,814	52.3%	79.8%	70.1%
15	Santa Barbara	36,259	1,404	37,664	27,663	606	28,269	76.3%	43.2%	75.1%
16	Tulare	11,260	48,423	59,684	11,497	47,184	58,681	102.1%	97.4%	98.3%
17	Ventura	58,654	2,261	60,915	46,113	1,420	47,533	78.6%	62.8%	78.0%
18	Total	1,628,258	268,506	1,896,764	1,354,211	228,929	1,583,140	83.2%	85.3%	83.5%
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									
20										

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	August 2014							
4	2014	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified	Households De-enrolled	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,606,546	38,685	2.41%	19,802	18,996	51.19%	1.18%
6	February	1,604,487	30,732	1.92%	18,305	12,555	59.56%	0.78%
7	March	1,600,381	38,506	2.41%	20,347	18,322	52.84%	1.14%
8	April	1,600,444	35,396	2.21%	20,157	15,439	56.95%	0.96%
9	May	1,589,127	38,601	2.43%	21,456	14,974	55.58%	0.94%
10	June	1,585,872	69,047	4.35%	33,777	1,161	48.92%	0.07%
11	July	1,588,004	38,011	2.39%	9,634	459	25.35%	0.03%
12	August	1,583,140	36,355	2.30%	1,968	69	5.41%	0.00%
13	September							
14	October							
15	November							
16	December							
17	YTD	1,583,140	325,333	20.55%	145,446	81,975	44.71%	5.18%
18								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors						
2	Southern California Gas Company						
3	August 2014						
4		Contractor Type				Year-to-Date	
5	Contractor Name¹	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6	Community Action Partnership of Orange County		X	X	X	0	0
7	ELA Communications Energy ED Program		X			0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
9	Proteus, Inc.		X			0	0
10	Community Pantry of Hemet		X			0	0
11	Community Action Partnership of San Bernardino		X		X	0	0
12	LA Works		X			0	0
13	Children’s Hospital of Orange County		X			0	0
14	The Companion Line		X			0	0
15	Across Amer Foundation		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Starbright Management Services		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	1
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	BroadSpectrum		X			0	0
42	OCCC, Inc. (Orange County Community Center)		X			0	2
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			8	12
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					8	15
47							
48	¹ 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	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	August 2014								
4	2014	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	N/A	1,606,546	N/A	1,606,546	1,894,724	84.8%	0.1%	100.0%
6	February	N/A	1,604,487	N/A	1,604,487	1,894,724	84.7%	-0.1%	100.0%
7	March	N/A	1,600,381	N/A	1,600,381	1,894,724	84.5%	-0.3%	100.0%
8	April	N/A	1,600,444	N/A	1,600,444	1,898,175	84.3%	0.0%	100.0%
9	May	N/A	1,589,127	N/A	1,589,127	1,898,175	83.7%	-0.7%	100.0%
10	June	N/A	1,585,872	N/A	1,585,872	1,898,175	83.5%	-0.2%	100.0%
11	July	N/A	1,588,004	N/A	1,588,004	1,896,764	83.7%	0.1%	100.0%
12	August	N/A	1,583,140	N/A	1,583,140	1,896,764	83.5%	-0.3%	100.0%
13	September								
14	October								
15	November								
16	December								
17	YTD	N/A	1,583,140	N/A	1,583,140	1,896,764	83.5%	-1.3%	100.0%
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Program Table 9 - Expenditures for CHANGES Pilot												
2	Southern California Gas Company												
3	August 2014												
4		Authorized 3-Year Budget	Current Month Expenses	Expenses Since Jan. 1, 2014	% of 2013-14 Budget Expended ¹								
5		Total	Total	Total	Total								
6	Pilots												
7	CHANGES	\$540,000	\$0	\$60,000	58%								
8	Total Pilots	\$540,000	\$0	\$60,000	58%								
9													
10	¹ % of 2013-14 budget expensed is the sum of 2013 total annual expenses of \$150,000 + June y-t-d 2014 expense of \$60,000 over the two year budget of												
11	\$360,000.												
12	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions Through December 2014 - Southern California Gas Company (Provide Cumulative Data from December 2013 - end of Reporting Month) All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
Date	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 #Recorded by IOU ⁴	
			1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No		Reason 800 # Not Used
12/4/2013	Spanish	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Assistance Programs Set Up/Change Payment Extension	1						1					
12/9/2013	English	Set Up/Change Payment Extension	1							User did not specify if 1-800 number is used when calling the IOU.				
12/12/2013	Spanish	HEAP/LiHeap Application Assistance Energy Assistance Fund Application Educated on Energy Assistance Programs	1						0	This call was to another company/organization (example: HEAP provider).				
12/17/2013	Spanish	HEAP/LiHeap Application Assistance Schedule Energy Audit Set Up/Change Payment Extension	1						1					
12/19/2013	Korean	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/19/2013	Tagalog	Enrolled in DAP Program Educated on Energy Assistance Programs	1							User did not specify if 1-800 number is used when calling the IOU.				
12/23/2013	Tagalog	Enrolled in DAP Program	0						1					
12/30/2013	Tagalog	Schedule Energy Audit	1						1					
12/30/2013	Spanish	Set Up/Change Payment Extension	1						1					
12/30/2013	Spanish	HEAP/LiHeap Application Assistance Schedule Energy Audit Set Up/Change Payment Extension	1							User did not specify if 1-800 number is used when calling the IOU.				
Current Month Total			9		0	Not Applicable	0							55
Year-to-Date Total			9		0	Not Applicable	0							55

21 Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.
 22 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.
 23 Detailed information for Column C available through table provided by SHE organization.
 24 Table reflects new monthly activity and may include information from prior months not previously report
 25 Column C addresses the Description of the session content identifying service provided. (e.g utility bill assistance, utility bill dispute resolution, and other energy related issues)
 26 Column O address the current month total and year-to-date total for Calls to Dedicated 800 #Recorded by IOU
 27 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from January 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			
6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date	CHANGES Participants' Self-identified language of preference								1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
8	1/2/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan Stop Disconnection	1	Door-to-door contractor	0		0	1						
9	1/6/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	Automated Voice Messaging	0		0	1						
10	1/7/2014	Korean	Energy Assistance Fund Application Schedule Energy Audit	0	Not on CARE	0		0	0	This call was to another company/organizatio n (example: HEAP provider).					
11	1/9/2014	Spanish	HEAP/LiHeap Application Assistance	1	CARE customer service	0		0	1						
12	1/13/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan	1	Edison	0		0	1						
13	1/15/2014	Tagalog	Set Up/Change Payment Extension	0	Not on CARE	0		0	1						
14	1/15/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	1	CARE customer service	0		0	0	Meeting with client.					
15	1/15/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Set Up/Change Payment Plan	1	Edison	0		0	1						
16	1/16/2014	English	HEAP/LiHeap Application Assistance	1	Door-to-door contractor	0		0	0	Meeting with client.					
17	1/22/2014	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Stop Disconnection	1	Edison	0		0	1						
18	1/22/2014	Spanish	Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0	1						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from January 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			
6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date	CHANGES Participants' Self-identified language of preference		1 = Yes 0 = No						1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
31	1/22/2014	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Stop Disconnection	1	Edison	0		0		1					
32	1/22/2014	Spanish	Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		1					
33	1/27/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	Direct Mail	0		0		1					
34	1/28/2014	Spanish	Set Up/Change Payment Extension	0	Not on CARE	0		0			User did not specify if 1-800 number is used when calling the IOU.				
35	1/31/2014	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	1	Invalid account number					1					
36	Current Month Total			22		0	Not Applicable	0							85
37	Year-to- Date Total			31		0	Not Applicable	0							140
39	Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.														
40	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
41	Detailed information for Column C available through table provided by SHE organization.														
42	Table reflects new monthly activity and may include information from prior months not previously report														
43	Column C addresses the Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues														
44	Column O address the current month total and year-to-date total for Calls to Dedicated 800 #Recorded by IOU														
45	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.														

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from February 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.				
6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date	CHANGES Participants' Self-identified language of preference													
8	2/4/2014	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	SoCalGas customer service	0		0		1					
9	2/12/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.				
10	2/12/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Branch Payment Office	0		0		0	Meeting with client.				
11	2/12/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	LIHEAP	0		0		0	Meeting with client.				
12	2/12/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	LIHEAP	0		0		0	Meeting with client.				
13	2/12/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	IVR	0		0		0	Meeting with client.				
14	2/12/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Self cert	0		0		0	Meeting with client.				
15	2/12/2014	Spanish	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	GAF	0		0				0	Meeting with client.		
16	2/12/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Edison	0		0				0	Meeting with client.		
17	2/12/2014	English	Gas Assistance Fund Application Assistance	1	IVR	0		0		0	Meeting with client.				
18	2/18/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	GAF	0		0		0	Meeting with client.				
19	2/18/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	LIHEAP	0		0		0	Meeting with client.				
20	2/18/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Rate Transfer	0		0		0	Meeting with client.				

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions													
2	Through December 2014 - Southern California Gas Company													
3	(Provide Cumulative Data from February 2014 - end of Reporting Month)													
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities													
5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			
6		Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ?	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU 4
7	Date		CHANGES Participants' Self-identified language of preference										1 = Yes 0 = No	
21	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Bill Insert	0	0	0	0	Meeting with client.				
22	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Rate Transfer	0	0	0	0	Meeting with client.				
23	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	Branch Payment Office	0	0	0	0	Meeting with client.				
24	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	LIHEAP	0	0	0	0	Meeting with client.				
25	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	Meeting with client.				
26	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	Branch Payment Office	0	0	0	0	Meeting with client.				
27	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	Meeting with client.				
28	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0	0	0	0	Meeting with client.				
29	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	CARE customer service	0	0	0	0	Meeting with client.				
30	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Edison	0	0	0	0	Meeting with client.				
31	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Rate Transfer	0	0	0	0	Meeting with client.				
32	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	Meeting with client.				
33	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	CARE customer service	0	0	0	0	Meeting with client.				
34	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from February 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.				
6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date	CHANGES Participants' Self-identified language of preference		1 = Yes 0 = No	Reason 800 # Not Used	1 = Yes 0 = No	Reason 800 # Not Used	1 = Yes 0 = No	Reason 800 # Not Used	1 = Yes 0 = No	Reason 800 # Not Used	1 = Yes 0 = No	Reason 800 # Not Used		
35	2/25/2014	Vietnamese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0		0	0	0	Meeting with client.				
36	2/26/2014	Spanish	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Rate Transfer	0		0	0	0	Meeting with client.				
37	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Web	0		0	0	0	Meeting with client.				
38	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	GAF	0		0	0	0	Meeting with client.				
39	2/26/2014	Vietnamese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Rate Transfer	0		0	0	0	Meeting with client.				
40	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0		0	0	0	Meeting with client.				
41	Current Month Total			30		0	Not Applicable	0	0			0	0		81
42	Year-to- Date Total			61	0	0	Not Applicable	0	0			0	0		221
43															
44	Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.														
45	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
46	Detailed information for Column C available through table provided by SHE organization.														
47	Table reflects new monthly activity and may include information from prior months not previously report														
48	Column C addresses the Description of the session content identifying service provided. (e.g utility bill assistance, utility bill dispute resolution, and other energy related issues)														
49	Column O address the current month total and year-to-date total for Calls to Dedicated 800 #Recorded by IOU														
50	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.														

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from March 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5					Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.				
6			Description of the session content identifying service provided, (e.g. utility bill dispute resolution, and other energy related issues) ³	If on CARE, Enter How Initially Enrolled							Dedicated Toll-Free Number Used				Calls to Dedicated 800 # Recorded by IOU ⁴
7	Date	CHANGES Participants' Self-Identified language of preference		1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	
8	3/3/2014	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
9	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Edison	0		0		0	Meeting with client				
10	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Rate Transfer	0		0		0	Meeting with client				
11	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
12	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	GAF	0		0		0	Meeting with client				
13	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	Self cert	0		0		0	Meeting with client				
14	3/5/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	Self cert	0		0		0	Meeting with client				
15	3/5/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Self cert	0		0		0	Meeting with client				
16	3/5/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Rate Transfer	0		0		0	Meeting with client				
17	3/5/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	New Turn-On Direct Mail	0		0		0	Meeting with client				

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1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
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5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			
6			Description of the session content identifying service provided, (e.g. utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baselin e	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date	CHANGES Participants' Self- Identified language of preference								Reason 800 # Not Used	Reason 800 # Not Used				
18	3/6/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation	1	LIHEAP	0		0		0	Meeting with client				
19	3/11/2014	English	HEAP/LiHeap Application Assistance	1	LIHEAP	0		0		0	Meeting with client				
20	3/12/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Self cert	0		0		0	Meeting with client				
21	3/12/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Rate Transfer	0		0		0	Meeting with client				
22	3/12/2014	Vietnamese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
23	3/12/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
24	3/12/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
25	3/12/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Edison	0		0		0	Meeting with client				
26	3/12/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Bill Insert Application	0		0		0	Meeting with client				

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5															
6			Description of the session content identifying service provided, (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.		Dedicated Toll-Free Number Used	Reason 800 # Not Used	Calls to Dedicated 800 # Recorded by IOU ⁴
7	Date	CHANGES Participants' Self-Identified language of preference		1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#			
27	3/12/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0			0	Meeting with client					
28	3/12/2014	Vietnamese	HEAP/LIHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	LIHEAP	0			0	Meeting with client					
29	3/13/2014	English	Gas Assistance Fund Application Assistance	1	Bill Insert Application	0			N/A	User did not specify if 1-800 number is used when calling the IOU.					
30	3/17/2014	Vietnamese	HEAP/LIHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	Edison	0			0	Meeting with client					
31	3/18/2014	Vietnamese	ESAP Application Assistance Sign up for 3rd Party Notification	1	Edison	0			N/A	User did not specify if 1-800 number is used when calling the IOU					
32	3/18/2014	Vietnamese	ESAP Application Assistance	1	Edison	0			0	This call was to another company/organization (example: HEAP provider)					
33	3/18/2014	Vietnamese	HEAP/LIHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	LIHEAP	0			0	Meeting with client					
34	3/19/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	GAF	0			0	Meeting with client					
35	3/19/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Self cert	0			0	Meeting with client					
36	3/19/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	GAF	0			0	Meeting with client					
37	3/19/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	GAF	0			0	Meeting with client					
38	3/19/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Self cert	0			0	Meeting with client					

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6		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) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baselin e	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
39	3/19/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	New Turn-On Direct Mail	0		0		0	Meeting with client				
40	3/19/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	GAF	0		0		0	Meeting with client				
41	3/20/2014	English	Gas Assistance Fund Application Assistance Stop Disconnection	1	Branch Office Application	0		0		0	Meeting with client				
42	3/21/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	GAF	0		0		0	Meeting with client				
43	3/23/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan Stop Disconnection	1	Edison	0		0		1					
44	3/24/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Self cert	0		0		0	Meeting with client				
45	3/24/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Web	0		0		0	Meeting with client				
46	3/25/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Self cert	0		0		0	Meeting with client				
47	3/25/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Chinatown Service Center	0		0		0	Meeting with client				
48	3/25/2014	English	Gas Assistance Fund Application Assistance Stop Disconnection	1	GAF	0		0		0	Meeting with client				
49	3/26/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Self cert	0		0		0	Meeting with client				
50	3/26/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	N/A	GAF	0		0		0	Meeting with client				
51	3/26/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Edison	0		0		0	Meeting with client				
52	3/27/2014	Spanish	Set Up/Change Payment Extension	1	Spanish Direct Mail Application	0		0		1					

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6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baselin e	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date	CHANGES Participants' Self- Identified language of preference								1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
53	3/26/2014	Spanish	HEAP/LiHeap Application Assistance Request Meter Service or Testing	1	Self cert	0		0					1		
54	3/31/2014	Spanish	HEAP/LiHeap Application Assistance	1	Direct Mail Application	0		0		0	Meeting with client				
55	Current Month Total			44		0		0							75
56	Year-to- Date Total			105		0		0							296
57															
58	Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.														
59	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
60	Detailed information for Column C available through table provided by SHE organization.														
61	Table reflects new monthly activity and may include information from prior months not previously report														
62	Column C addresses the Description of the session content identifying service provided. (e.g utility bill assistance, utility bill dispute resolution, and other energy related issues														
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6			Description of the session content identifying service provided. (e.g. utility bill dispute resolution, utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	Dedicated Toll-Free Number Used	1 = Yes 0 = No	Reason 800 # Not Used	Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date	CHANGES Participants' Self- Identified language of preference														
8	3/3/2014	Vietnamese	HEAP/LIHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0			Meeting with client.			
9	3/6/2014	Vietnamese	HEAP/LIHeap Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation	1	Branch payment office	0		0		0			Meeting with client.			
10	3/12/2014	Vietnamese	HEAP/LIHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0			Meeting with client.			
11	3/17/2014	Vietnamese	HEAP/LIHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0			Meeting with client.			
12	3/18/2014	Vietnamese	HEAP/LIHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0			Meeting with client.			
13	4/1/2014	Vietnamese	HEAP/LIHeap Application Assistance Educated on Avoiding Disconnection	1	Edison	0		0		0			Meeting with client.			
14	4/1/2014	Vietnamese	HEAP/LIHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0			Meeting with client.			
15	4/3/2014	English	HEAP/LIHeap Application Assistance	1	Not CARE					0			Meeting with client.			
16	4/6/2014	Vietnamese	HEAP/LIHeap Application Assistance	1	Invalid accout number					0			Meeting with client.			
17	4/7/2014	Spanish	HEAP/LIHeap Application Assistance	1	Direct mail	0		0		0			Meeting with client.			
18	4/9/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service	0		0		0			Meeting with client.			

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6		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) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
19	4/9/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	IVR	0		0	0	0	Meeting with client.				
20	4/9/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service	0		0	0	0	Meeting with client.				
21	4/10/2014	English	HEAP/LIHeap Application Assistance	1	SoCalGas customer service	0		0	0	0	Meeting with client.				
22	4/15/2014	Armenian	Gas Assistance Fund Application Assistance	1	Branch payment office	0		0	0	0	Meeting with client.				
23	4/15/2014	Farsi	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0	0	0	Meeting with client.				
24	4/15/2014	English	Gas Assistance Fund Application Assistance	1	Rate transfer	0		0	0	0	Meeting with client.				
25	4/16/2014	English	HEAP/LIHeap Application Assistance	1	Rate transfer	0		0	0	0	Meeting with client.				
26	4/17/2014	Spanish	Set Up/Change Payment Plan Stop Disconnection Restore Service	1	Invalid accout number							1			
27	4/18/2014	Spanish	HEAP/LIHeap Application Assistance	1	Invalid accout number				0	0	Meeting with client.				
28	4/18/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service				0	0	Meeting with client.				
29	4/18/2014	Korean	Gas Assistance Fund Application Assistance	1	Rate transfer	0		0	0	0	Meeting with client.				
30	4/18/2014	English	Gas Assistance Fund Application Assistance	1	Invalid accout number				0	0	Meeting with client.				
31	4/18/2014	English	Gas Assistance Fund Application Assistance	1	Direct mail	0		0	0	0	Meeting with client.				
32	4/18/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0	0	0	Meeting with client.				
33	4/22/2014	Spanish	HEAP/LIHeap Application Assistance Educated on Avoiding Disconnection Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	SoCalGas customer service	0		0	1						
34	4/23/2014	Spanish	Gas Assistance Fund Application Assistance	0	SoCalGas customer service	0		0	0	0	Meeting with client.				

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7	Date									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
	4/23/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
35	4/23/2014	English	Gas Assistance Fund Application Assistance	0	GAF	0		0		0	Meeting with client.				
36	4/23/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
37	Current Month Total			28		0		0							65
38	Year-to-Date Total			133		0		0							361
39															
40															
41	Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.														
42	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
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7	Date	CHANGES Participants' Self- Identified language of preference													
8	5/1/2014	Spanish	HEAP/LIHeap Application Assistance	1	Edison	0		0		1					
9	5/1/2014	English	Gas Assistance Fund Application Assistance	1	IVR - NCO	0		0		0	Meeting with client.				
10	5/1/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	IVR	0		0		0	Meeting with client.				
11	5/5/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	Web	0		0		0	Meeting with client.				
12	5/7/2014	English	HEAP/LIHeap Application Assistance Gas Assistance Fund Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
13	5/7/2014	Chinese/Cantonese	HEAP/LIHeap Application Assistance Gas Assistance Fund Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
14	5/9/2014	Spanish	Gas Assistance Fund Application Assistance	1	ESAP	0		0		0	Meeting with client.				
15	5/9/2014	English	Gas Assistance Fund Application Assistance	1	Branch Office	0		0		0	Meeting with client.				
16	5/10/2014	English	Gas Assistance Fund Application Assistance	1	Edison	0		0		0	Meeting with client.				
17	5/12/2014	English	Gas Assistance Fund Application Assistance	1	Web	0		0		0	Meeting with client.				
18	5/12/2014	English	Gas Assistance Fund Application Assistance	1	Branch Office	0		0		0	Meeting with client.				
19	5/12/2014	English	Gas Assistance Fund Application Assistance Restore Service	1	CARE customer service	0		0		0	Meeting with client.				
20	5/12/2014	Vietnamese	HEAP/LIHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.				
21	5/13/2014	Spanish	HEAP/LIHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Extension	1	SoCalGas customer service	0		0		1					
22	5/13/2014	English	Gas Assistance Fund Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				

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4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities															
5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.				
6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baselin e	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicat ed 800 #Record ed by IOU ⁴	
7	Date	CHANGES Participants' Self- Identified language of preference								Reason 800 # Not Used	Reason 800 # Not Used					
23	5/13/2014	English	Gas Assistance Fund Application Assistance	1	Direct Mail	0		0	0	0	0	0				
24	5/16/2014	English	Gas Assistance Fund Application Assistance	1	Direct Mail	0		0	0	0	0	0				
25	5/16/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0	0	0	0	0				
26	5/19/2014	Tagalog	HEAP/LIHeap Application Assistance Set Up/Change Payment Extension	1	SoCalGas customer service	0		0	0	0	0	0				
27	5/21/2014	English	Gas Assistance Fund Application Assistance Restore Service	1	Branch Office	0		0	0	0	0	0				
28	5/21/2014	English	HEAP/LIHeap Application Assistance	1	Branch Office	0		0	0	0	0	0				
29	5/21/2014	English	Gas Assistance Fund Application Assistance	0	GAF	0		0	0	0	0	0				
30	5/21/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0	0	0	0	0				
31	5/23/2014	English	Gas Assistance Fund Application Assistance	1	Non-CARE				0	0	0	0				
32	5/23/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0	0	0	0	0				
33	5/30/2014	Korean	HEAP/LIHeap Application Assistance	1	SoCalGas customer service	0		0	0	0	0	0				
34	Current Month Total			25		0		0								60
35	Year-to-Date Total			158		0		0								421
36																
37	Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.															
38	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.															
39	Detailed information for Column C available through table provided by SHE organization.															
40	Table reflects new monthly activity and may include information from prior months not previously report															
41	Column C addresses the Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues															
42	Column O address the current month total and year-to-date total for Calls to Dedicated 800 #Recorded by IOU															
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.															

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions													
2	Through December 2014 - Southern California Gas Company													
3	(Provide Cumulative Data from June 2014 - end of Reporting Month)													
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities													
5														
6														
7	Date	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)³	If on CARE, Enter How Initially Enrolled	Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU	Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.		Dedicated Toll-Free Number Used	Reason 800 # Not Used	Calls to Dedicated 800 # Recorded by IOU⁴	
				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used
8	6/11/2014	Khmer	HEAP/LIHeap Application Assistance	1	Door-to-door contractor	0		0		0	Meeting with client.			
9	6/12/2014	Khmer	HEAP/LIHeap Application Assistance Stop Disconnection	1	Rate transfer	0		0		0	Meeting with client.			
10	6/13/2014	Spanish	Set Up/Change Payment Extension Stop Disconnection		Not CARE					0				
11	6/16/2014	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	Edison	0		0			User did not specify if 1-800 number is used when calling the IOU.			
12	6/16/2014	Vietnamese	HEAP/LIHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	1	Rate transfer	0		0		0	Meeting with client.			
13	6/24/2014	Chinese/Cantonese	HEAP/LIHeap Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.			
14	6/25/2014	Spanish	HEAP/LIHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	GAF pledge	0		0		1				
15	6/25/2014	Vietnamese	HEAP/LIHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	Edison	0		0		0	Meeting with client.			
16	6/27/2014	Spanish	ESAP Application Assistance	1	CBO	0		0		0	Meeting with client.			
17	6/30/2014	Spanish	Educated on Energy Assistance Programs Set Up/Change Payment Extension	1	Edison	0		0		0	I did not get the assistance I needed so I called the regular customer service number.			
18	Current Month Total			9		0		0						54
19	Year-to-Date Total			167		0		0						475
20														
21	Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.													
22	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.													
23	Detailed information for Column C available through table provided by SHE organization.													
24	Table reflects new monthly activity and may include information from prior months not previously report													
25	Column C addresses the Description of the session content identifying service provided. (e.g utility bill assistance, utility bill dispute resolution, and other energy related issues)													

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from June 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			
6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baselin e	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU ⁴
7	Date	CHANGES Participants' Self- Identified language of preference								1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
26	Column O address the current month total and year-to-date total for Calls to Dedicated 800 #Recorded by IOU														
27	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.														

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions															
2	Through December 2014 - Southern California Gas Company															
3	(Provide Cumulative Data from July 2014 - end of Reporting Month)															
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities															
5				If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance through Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.				
6		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)	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baselin e	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU	
7	Date									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
8	7/3/2014	English	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Stop Disconnection	0	Invalid account number					1						
9	7/3/2014	Spanish	Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan	1	Edison	0		0		1						
10	7/10/2014	Spanish	HEAP/LiHeap Application Assistance	0	SoCalGas customer service	0		0		1						
11	7/12/2014	English	Set Up/Change Payment Plan Waive/Decrease Deposit Restore Service	1	DM - Closed account	0		0		1						
12	7/14/2014	English	Set Up/Change Payment Plan Stop Disconnection	1	Edison	0		0		1						
13	7/14/2014	Spanish	Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		1						
14	7/15/2014	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Stop Disconnection	1	ESAP data sharing	0		0		1						
15	7/25/2014	English	Set Up Account	0	Not CARE					1						
16	Current Month Total			5		0		0								103
17	Year-to- Date Total			172		0		0								578
18																
19	Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.															
20	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.															
21	Detailed information for Column C available through table provided by SHE organization.															
22	Table reflects new monthly activity and may include information from prior months not previously report															
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.															

	A	B	C	D	E	F	G
1	CARE Table 11 - CHANGES Group Customer Assistance Sessions₂₁						
2	Reporting Period July 1, 2014 through July 31, 2014						
3				Session Logistics			
4	Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length ¹ (Hours)	Number of Attendees	Description of Information / Literature Provided
5	Not Available	Cantonese	Understanding Your Bill	1	0.5	18	Not Available
6	Not Available	Tagalog	Understanding Your Bill	2	0.5	22	Not Available
7	Not Available	Vietnamese	Understanding Your Bill	1	0.5	26	Not Available
8	Not Available	Japanese	Safety Tips	1	0.5	3	Not Available
9	Not Available	Tagalog	Safety Tips	3	0.5	60	Not Available
10	Not Available	N/A	Level Pay Plan	0	0.5	0	Not Available
11	Not Available	Tagalog	Energy Conservation	1	0.5	20	Not Available
12	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	2	0.5	31	Not Available
13	Not Available	Japanese	CARE/FERA and Other Assistance Programs	1	0.5	13	Not Available
14	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	1	0.5	18	Not Available
15	Not Available	N/A	Avoiding Disconnection	0	0.5	0	Not Available
16	Current Month Total			13		211	
17	Year-to-Date			225		3,350	
18							
19	¹ Contractor states all sessions at least 30 minutes.						
20	² This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have have a more consistent appearance and format with existing SCG tables.						
21							
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						