

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2011**

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March 21, 2011

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LOW-INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2011**

This is the second monthly report of program year (PY) 2011. The purpose of this report is to consolidate activity for the CARE and ESAP programs and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date ESAP and CARE results and expenditures through February 2011 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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

# ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

## TABLE OF CONTENTS

Title	Page
1. ESAP Executive Summary .....	1
1.1. Energy Savings Assistance Program Program Overview .....	1
1.2. Whole Neighborhood Approach Evaluation.....	2
1.3. ESAP Customer Outreach and Enrollment Update .....	4
1.4. Leveraging Success Evaluation, Including CSD.....	8
1.5. Workforce Education & Training .....	9
2. CARE Executive Summary .....	12
2.1. CARE Program Summary .....	12
2.2. Outreach.....	13
2.3. CARE Recertification Complaints .....	17
3. Appendix: ESAP Tables and CARE Tables .....	17

# ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

## 1. ESAP Executive Summary

### 1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the ESAP Program elements as approved in Decision (D.) 08-11-031:

Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$78,256,269	\$6,409,085	8%
Homes Treated	145,874	13,378	9%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	3,345,967	156,999	5%

During the month of February, SoCalGas and its ESAP contractor network continued to work diligently on managing the heightened workflow that the 2009-11 program cycle demands. SoCalGas and its ESAP contractors increased the number of homes treated, processed and paid in February 2011 by 424% as compared with the same two-month period of 2010.

In February, SoCalGas processed and paid contractor invoices for 13,378 treated homes. SoCalGas also paid for the installation of weatherization measures in 12,913 homes (a 706% increase from February 2010). ESAP contractors serviced 442 appliances, which included 384 furnace repairs/replacements and 58 water heater replacements. Through its marketing, outreach and enrollment efforts, further expanded upon in section 1.3 of this report, SoCalGas generated 63,001 leads in February, resulting in 7,898 enrollments, 23,462 leads pending enrollment, and over 13,241 awaiting qualification.

In an effort to improve program delivery, SoCalGas invited its Enrollment and Assessment Contractors', Outreach Specialists and processing staff to attend an Outreach and Assessment Workshop. This workshop was held on February 18<sup>th</sup>, 2011 in Santa Barbara to facilitate attendance for its ESAP contractors located in the northern coastal region of SoCalGas' service territory. The workshop addressed important program updates, provided an overview of new program requirements, and served as a general refresher course for all participants. SoCalGas believes that this workshop improved the participants' understanding of the enrollment and assessment process.

One of SoCalGas' contractors, Proteus, Inc, acquired a "Green" Mobile Unit designed to reach rural communities in the service area such as Fresno, Kern, Kings, Tulare and Los Angeles Counties to promote sustainable energy, promote green sector employment opportunities and to deliver information on energy assistance programs to low-income individuals. The 38-foot Mobile Unit was customized to meet new energy efficiency standards including the ability to run on biodiesel, its power generated by a four-panel solar system on the roof, and has a hybrid electrical/biodiesel quiet generator. The unit has an interview area and portable classrooms with distance learning capabilities.

SoCalGas looks forward to the many challenges of the upcoming year and intends to work aggressively to meet the program goals for 2011. SoCalGas will also continue to increase leveraging activities with new and existing external partners in the areas of energy efficiency, workforce training and others.

## **1.2 Whole Neighborhood Approach Evaluation**

- 1.2.1 Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment "neighborhoods," how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

In February, SoCalGas combined efforts to provide its ESAP contractor network with an additional 231 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their WNA efforts. This approach, in conjunction with SoCalGas oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort; total number of completed homes, customers not willing to participate, successful canvassing and / or marketing efforts, and any other information that can help increase eligible customer enrollments. This detailed accounting serves to assist both the contractors and SoCalGas with future WNA activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with tracking methods take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of ESAP activities from a whole neighborhood perspective. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System<sup>1</sup>, both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing and also capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

The canvassing lists generated in February were initiated in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 61,417 customer addresses, of which 29,826 (49%) are potentially eligible based on ESAP income eligibility criteria. Additionally, based on SoCalGas data, 14,320 of the 61,417 (23%) addresses are in targeted self-certification PRIZM codes<sup>2</sup>.

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<sup>1</sup> The HEAT System is SoCalGas' ESAP program database used to track program activity and expenditures.

<sup>2</sup> Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The

*Footnote continued on next page*

<b><u>Number of WNA Events per City</u></b>	<b><u>Contractor</u></b>
Visalia – 1; Mojave – 2; California City – 1	<b>Garcia &amp; Sons</b>
Los Angeles – 11; Inglewood – 5; Torrance – 2; Baldwin Park – 2	<b>Reliable Energy</b>
El Monte – 7; Alhambra – 2	<b>Richard Heath Associates</b>
Button Willow – 1; Wasco – 1; Delano – 3; McFarland – 3	<b>Staples and Associates</b>
Corona – 28	<b>Synergy</b>
Norwalk – 20; Ontario – 30; Bloomington – 25; Fontana – 68; Moreno Valley – 17; Garden Grove – 2	<b>The East Los Angeles Community Union</b>

Through February, SoCalGas and its ESAP contractors treated 86 homes through WNA activities. SoCalGas continues to involve more ESAP contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor the resulting enrollments and measure installations completed through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase the number of households served by the ESAP program.

### **1.3. ESAP Customer Outreach and Enrollment Update**

1.3.1 Provide a summary of the ESAP Program outreach and enrollment strategies deployed this month.

#### **ESAP Bill inserts**

SoCalGas plans to conduct a bill insert campaign during PY2011. SoCalGas' bill inserts are bi-lingual (English / Spanish) and are targeted to customers on the CARE program not yet participating in ESAP. The bill inserts are designed to drive customers to a custom web page so customers can fill out an on-line ESAP (lead) form or call the toll

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segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.



free telephone number. The bill insert also contains valuable information about other assistance programs that can further assist low-income and special needs customers.

### **ESAP Direct Mailings**

In February, a direct mail campaign targeting eligible residential customers in the counties of Kings, Los Angeles, Orange and Ventura was launched. The campaign generated over 48,000 personalized letters in English and Spanish to existing CARE customers in the following zip codes: 93230, 91335, 91405, 91402, 92804, 93257 and 93274.

### **ESAP Outbound Dialing**

There were four Automated Voice Messaging Campaigns (AVM) launched in February to 101,190 residential CARE customers throughout SoCalGas territory. As a result of this campaign, there were 7,854 customer leads generated. SoCalGas will continue to use AVM campaigns throughout 2011 as another method to reach out and encourage customers to enroll in the ESAP program.

### **ESAP Web Activities:**

In February over 4,900 new SoCalGas customers received a welcome e-mail from SoCalGas informing them about available assistance programs. Additionally, an e-mail was sent to over 11,700 customers enrolled for the first time in the *My Account* program. Over 8,800 of these customers were enrolled in the CARE program and are ESAP eligible. *My Account* is SoCalGas' one stop, on-line service center specific to SoCalGas account holders. When a customer signs up for *My Account*, in addition to receiving and paying bills on-line, they can request to start, stop or transfer their gas service, request an appliance service appointment, fill out an on-line request for ESAP services and much more. Customers who received an e-mail were encouraged to apply for ESAP's no cost home improvements. The e-mail campaign featured the ESAP services and included links to drive customers to the on-line ESAP request (lead) form. As of February 28<sup>th</sup>, 2,357 customers completed the on-line English ESAP request form and 1 customer completed the on-line Spanish ESAP request form.

### 1.3.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESAP programs.

#### **TELACU's Faith based Workshop**

On February 4<sup>th</sup> Regional Public Affairs attended TELACU's Faith Based workshop to provide a presentation on SoCalGas' CARE, ESAP and Medical Baseline programs available to eligible customers. The audience consisted of officers and leadership from various churches affiliated with a group named Urban Strategies. TELACU has contracted with Urban Strategies to provide health and financial wellness seminars to area churches. Regional Public Affairs will continue to provide customer assistance education at these types of workshops throughout the year.

#### **2/05/2011 University of Southern California (USC) Job Fair**

On February 5<sup>th</sup> Regional Public Affairs attended Assemblyman Mike Davis' job fair held at USC. SoCalGas staff provided information to approximately 50 customers about CARE and no-cost energy-saving home improvements through the ESAP program. Other information of interest to customers included available entry level positions on Meter Reading and Customer Service at the Gas Company. Over 3,000 people attended this event with individuals lined up to have a chance of obtaining employment with various employers.

#### **2/11/2011 National 211 Day in San Gabriel**

SoCalGas' Customer Assistance participated in a National 211 Day press conference to support the newest campaign promoting 211 to San Gabriel's large diverse Asian community. 211 informational materials were available in English, Spanish and Chinese-Mandarin which is one of the top languages spoken in Los Angeles County homes. SoCalGas continues to be a long time supporter of 211 which promotes SoCalGas' CARE and ESAP programs.

### **2/17/2011 Department of Public Social Services**

SoCalGas Customer Assistance met with the Department of Public Social Services' staff on cross promoting assistance programs to customers residing in Los Angeles County. In the meeting, the Department of Public Social Services agreed to promote CARE, ESAP and Medical Baseline programs to approximately 450,000 Cal Fresh participants (formerly known as Food Stamps). SoCalGas will reciprocate the effort and include the Cal Fresh program information in its targeted direct mailing campaigns to its low-income Los Angeles County residents.

### **2/23/2011 Los Angeles' Health Education Conference**

SoCalGas' Regional Public Affairs department participated in the Los Angeles Care Health Education Conference as both a speaker and hosting a resource booth. Regional Public Affairs coordinated with SoCalGas' Tech Services to provide an expert on Gas Safety and operating appliances safely. A presentation was also provided on SoCalGas' customer assistance programs including CARE and ESAP to an audience of over 250 people. Los Angeles CARE is the administrator for Los Angeles County Medi-Cal. Customers on the Medi-Cal program can categorically qualify for the CARE and ESAP programs. Additional meetings with the SoCalGas Outreach team have been scheduled on establishing a partnership to promote CARE and ESAP to eligible customers on the medical assistance program.

### **2/23/2011 SoCalGas' Energy Savings Assistance Media Event**

SoCalGas' Media Relations department held an event to promote ESAP at a customer's home in South Los Angeles. SoCalGas received great coverage from ethnic media outlets including KMEX-TV (Univision), KVEA-TV/KWHY-TV (Telemundo), KRCA-TV (EstrellaTV), KSCI-TV (LA 18), *The China Press*, *Chinese Daily News*, *Korea Central Daily News* and *Korea Times*. The media in attendance interviewed the customer who shared positive experience with SoCalGas. Media video shots of SoCalGas' contractors installing a new high-

efficiency clothes washer and performing energy upgrades to the home were conducted. KVEA-TV Telemundo aired on February 28<sup>th</sup>. A full report on ESAP from the video and interviews was recorded as well. KCBS-TV/KCAL-TV published a story about ESAP on their website at <http://losangeles.cbslocal.com/2011/02/23/free-home-improvements-from-social-gas/> . Additionally, a Korea Times article was posted to <http://www.koreatimes.com/article/646169>

#### **1.4. Leveraging Success Evaluation, Including CSD**

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

There are no updates from leveraging with CSD for the month of February. SoCalGas will continue to monitor discussions between CSD, CPUC and other utilities for closer collaboration and leveraging with CSD.

SoCalGas continues its efforts to meet with various municipal utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income energy efficiency programs in PY2010. To this end, SoCalGas and Riverside Public Utilities (RPU) have exchanged a preliminary working agreement whereby customers residing in both utilities' overlapping service territory would benefit from SoCalGas' low-income energy efficiency program services and from RPU's service offerings to low-income customers during the same visit. SoCalGas and RPU will continue their efforts to establish an agreement that best serves both utilities' low-income customers.

After undergoing an internal reorganization, Imperial Irrigation District (IID) has renewed the ESAP leveraging agreement for another year. SoCalGas received the updated contract from IID in February and also an updated customer list from IID for year-end

2010. Canvassing will begin after a kick-off meeting between SoCalGas, IID and the ESAP contractors to take place in March.

In addition, SoCalGas and Burbank Water and Power (BWP) are ready to begin work on their ESAP leveraging agreement. Information sharing for this effort began in September and canvassing is scheduled to begin as soon as SoCalGas receives an updated 2011 contract renewal from BWP.

SoCalGas and Eastern Municipal Water District (EMWD) have completed a leveraging agreement where EMWD will provide a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' ESAP program. Initial installations under the signed agreement began in December 2010.

SoCalGas has finalized details for the invoicing and billing of ESAP services for these leveraging partners and will begin billing for non-IOU measures approximately thirty to sixty days after the first installations occur.

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

1.5.1 Please summarize efforts to improve and expand ESAP workforce education and training. Describe steps taken to hire and train lowincome workers and how such efforts differ from prior program years.

SoCalGas continued its internal training programs which contribute to the goals of workforce development. The ESAP contractor network pulls the majority of its labor resources from the local areas it services, including the low-income communities within the SoCalGas service territory. In addition, the ESAP training programs supported by SoCalGas are critical in maintaining a high quality of service for its customers as well as for program implementation.

As part of our continued effort in maintaining high quality service SoCalGas held a refresher workshop for northern contractors. There were a total of 3 contractors who participated with a total of 27 Outreach Specialists. This effort allows contractors to receive current program changes and a chance to provide feedback on any improvements to the delivery of our program.

In an effort to help increase workforce development to our low-income communities within the SoCalGas service territory additional classes were added to our regular monthly classes to help initiate 4 new contractors into ESAP. This effort has provided an additional 48 employees. New contractors are encouraged to hire from census employees.

SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A) and 2) ESAP Operations. The Year-to-Date results are shown in the following tables:

	<b>SoCalGas Skill-Level Test Results</b>		
	<b>Jan</b>	<b>Feb</b>	<b>Total</b>
Attended Testing	49	56	105
Passed Test	34	32	66
Pass Rate	<b>69.4%</b>	<b>57.1%</b>	<b>62.9%</b>

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

<b>SoCalGas Enrollment and Assessment Training</b>			
	<b>Jan</b>	<b>Feb</b>	<b>Total</b>
Attended Class	23	46	69
Passed Class	22	45	67
Badged	21	37	58
Retention Rate <sup>3</sup>	<b>95.7%</b>	<b>97.8%</b>	<b>95.7%</b>

The class also covers utility-specific items related to policies, security and overall customer service standards. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas badge. The year-to-date total for registered outreach specialists for SoCalGas is 58. The classes are held at the Energy Resource Center located in Downey, California.

SoCalGas has encouraged all of its Enrollment & Assessment contractors to utilize Census employees for any ESAP outreach. In realization of this effort we have had 5 previous Census employees successfully attend and pass O&A training.

Field Operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The table below shows the number of students that have been attended class in 2011. The class sizes range from 5 – 35 technicians.

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<sup>3</sup> Retention Rate is Passed/Attended

The year-to-date total for SoCalGas field operations training classes is 20 with 115 students in attendance.

<b>SoCalGas Field Training No of Students</b>			
	<b>Jan</b>	<b>Feb</b>	<b>Totals</b>
Initial	16	40	56
Refresher	16	0	16
NGAT	17	26	43
<b>Totals</b>	<b>49</b>	<b>66</b>	<b>115</b>

## 2. CARE Executive Summary

### 2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$3,785,932	\$460,641	12%
Proc., Certification and Verification	\$1,248,928	\$266,205	21%
Information Tech./Programming (1)	\$522,554	\$73,445	14%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$17,192	\$0	0%
Regulatory Compliance	\$236,919	\$41,212	17%
General Administration	\$604,963	\$140,521	23%
CPUC Energy Division Staff	\$171,500	\$13,338	8%
Cooling Centers (3)	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$6,587,988</b>	<b>\$995,362</b>	<b>15%</b>
Subsidies and Benefits (4)	\$135,901,649	\$31,694,771	23%
<b>Total Program Costs and Discounts</b>	<b>\$142,489,637</b>	<b>\$32,690,133</b>	<b>23%</b>



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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,707,674	1,842,984	92.7%

**2.2. Outreach**

2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.3.2.)

**CARE Telephone Enrollments and Recertification**

SoCalGas' successful AVM campaigns provide considerable cost savings, are environmentally friendly, and most important, offer customers an easy method of enrolling or recertifying in the CARE program. If the customer does not answer the automated phone call, the system leaves a call back message which includes an 800 number for the customer to utilize. During February 2011, more than 8,000 CARE customers were called and reminded that their eligibility was about to expire. In addition, SoCalGas also sent 2,500 electronic recertification reminders to CARE customers with an email address on file. The emails included a direct link to the SoCalGas CARE web page.

**CARE Web Activity & Enrollments**

During February, SoCalGas received 13,046 applications through its internet- based outreach activities. These activities resulted in 5,613 new CARE enrollments and 5,225 recertifications. Web outreach activities also included email promotions to over 7,800 customers and continual promotion of the CARE website through various collateral materials, web links, electronic newsletters, select mass media campaigns and multiple public service announcements.

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

In February, SoCalGas' third-party, door-to-door, CARE outreach program enrolled 3,375 hard-to-reach customers, who for a variety of reasons have been non-responsive to other outreach methods. SoCalGas' third party contractors will continue to shift their resources throughout SoCalGas' service territory to locate and enroll hard-to-reach and recently unemployed customers in the CARE program. Continually shifting resources is vital to the success of door-to-door outreach efforts since many recently unemployed customers reside in non-traditional low-income communities. As a result of the high unemployment rates, SoCalGas' third party contractors have been canvassing neighborhoods with minimal outreach activity in previous program years.

Additionally, as a result of an agreement between SoCalGas and 211 LA County, 211 continues to refer interested, potentially eligible callers to SoCalGas' CARE program as well as promote CARE and other SoCalGas assistance programs at select events. During February, LA 211 attended 4 community events with a total attendee audience of more than 400. In addition, SoCalGas participated in the national 211 day on February 11<sup>th</sup>.

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

Response rates to CARE direct mail campaigns have historically generated a 10% response rate. During February, SoCalGas launched a direct mail campaign to 500,000 non-CARE, residential customers. The direct mail campaign targets much of the overlapping service territory between SoCalGas and Southern California Edison (SCE). Since there is a time-lag from the time a direct mail campaign launches to the actual enrollments, the March report will show the first wave of results from this campaign.

### **CARE Bill Inserts**

There were no bill inserts during February, but there was a bill "onsert," an article that is attached to the customer's bill. (This new channel was a feature of the bill redesign in 2010.) The February onsert featured an article on CARE. In addition, SoCalGas

emailed over one million residential customers an email newsletter, and CARE was the lead feature.

### **CARE Mass Media Campaigns**

There was no mass media during the month of February.

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

As part of SoCalGas' on-going efforts to create outreach and promotional opportunities through the establishment of partnerships with other organizations also serving a low-income clientele, SoCalGas engaged in the following during the month of February:

SoCalGas met with staff members from the Department of Public Social Services' (DPSS). As a result of the meeting, DPSS agreed to promote SoCalGas' CARE, ESAP and other assistance programs to its Cal Fresh (formerly known as Food Stamps) recipients. In return, SoCalGas agreed to include Cal Fresh program information in its direct mailing campaigns targeting low-income customers that reside in Los Angeles County.

Also during February, Public Affairs presented information on CARE, ESAP and other SoCalGas assistance programs at the Los Angeles Care Health Education Conference. Los Angeles CARE serves as administrator for Los Angeles County Medi-Cal, and Medi-Cal is a qualifying categorically eligible (CE) public assistance program. Therefore, leveraging between SoCalGas' CARE program and LA CARE would be beneficial to all parties. Future meetings will be conducted during PY2011 to discuss and develop leveraging opportunities.

To ensure continued increases in CARE enrollments and retain customers already participating in CARE, SoCalGas also shares customer information with other utilities such as SCE, SDG&E, PG&E, and LADWP. Additionally, CARE shares data with internal programs such as ESAP and the Gas Assistance Fund.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase PEV activities when customer information is shared with programs such as LIHEAP. Since LIHEAP requires upfront proof of income and is a qualifying CE program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible due to CE criteria and their “pre enrollment verification “ is used by SoCalGas to meet CARE’s “post enrollment” income requirements.

In February, 16,798 customers were enrolled in SoCalGas’ CARE program as a result of all internal and external data sharing activities.

## **2.3 CARE Recertification Complaints**

There were no complaints regarding recertification in February.

### **3. Appendix: ESAP Tables and CARE Tables**

ESAP- Table 1- ESAP Program Expenses

ESAP- Table 2- ESAP Expenses & Energy Savings by Measures Installed

ESAP- Table 3- ESAP Average Bill Savings per Treated Home

ESAP- Table 4- ESAP Homes Treated

ESAP- Table 5- ESAP Customer Summary

ESAP- Table 6- ESAP Expenditures for Pilots and Studies

ESAP- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

## CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW-INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2011** on all parties of record in A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026 by electronic mail and by U.S. mail to those parties who have not provided an electronic address to the Commission. I have also sent a hard copy by overnight mail to the Assigned Administrative Law Judge and Assigned Commissioner in this proceeding.

Dated at Los Angeles, California, this 21<sup>st</sup> day of March, 2011.

*/s/ Becky Roberts*

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Becky Roberts

## CALIFORNIA PUBLIC UTILITIES COMMISSION

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