

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

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

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 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 February 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$120,506,165	\$3,422,985	2.84%
Homes Treated	136,836	4,152	3.03%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	83,716	3.45%

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

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

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

Treated enrollments in February were 4,152, or approximately 3% of SoCalGas' annual treated goal of 136,836. Historically, treated units reported in the month of February exhibit a high degree of variability, and are not particularly useful in gauging the program's progress to date. SoCalGas continues to pursue various customer outreach activities to facilitate program participation, including direct mailing and outbound dialing, as well as to evaluate adjustments to the program and contractor network.

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

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

Ethnic and Mass Media Campaign

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

E- Newsletter

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

Energy Savings Assistance Program - Bill inserts/onserts

No bill insert was deployed during the month of February.

Energy Savings Assistance Program - Direct Mailings

During the month of February, there was one direct mail campaign deployed to more than 210,000 CARE enrolled and eligible ESA Program customers. The direct mailings were staggered throughout the month to allow ESA Program contractors to schedule customer home visits. A personalized letter was translated into Spanish and included the customer's account number.

Customers interested in the ESA Program were directed to call the local ESA Program contractor assigned to their area.

Energy Savings Assistance Program - Outbound Dialing

Throughout the month of February, there were over 20 automated voice messaging (AVM) campaigns deployed to approximately 75,000 CARE enrolled English and Spanish speaking ESA Program eligible customers. About half of the campaigns presented an option to put customers in direct contact with an ESA Program contractor to make an appointment, while the other half arranged for an ESA Program contractor to later contact interested customers. As a result of these campaigns, 3,569 customer leads were generated in the month of February.

Energy Savings Assistance Program - Web Activities

SoCalGas included website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. During the month of February, 411 customers completed the on-line English language ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through the SoCalGas ESA Program.

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

February 6 – City of Rancho Cucamonga Senior Citizens VIP Club, Rancho Cucamonga

SoCalGas' Regional Public Affairs Manager was invited to serve as a guest speaker at the city of Rancho Cucamonga Senior Citizens VIP Club. More than 200 seniors attended the event to learn about SoCalGas' Customer Assistance Programs including ESA, CARE, Medical Baseline, Level Payment Plan, and Third Party Notification programs.

February 7 through 9 – Tet Festival, Orange County

At the Tet Festival in Orange County, SoCalGas educated customers about ESA Program, CARE, and the Pipeline Integrity Program. SoCalGas employed Vietnamese speaking volunteers to ensure that monolingual Vietnamese customers that walked by the SoCalGas booth were able to learn and enroll in the programs. Large printed visuals also helped non-Vietnamese speaking staff point out the information to the customers. The event drew over 100,000 attendees.

February 12 – SoCalGas Bill Fair, Delhi Center, Santa Ana

In order to enhance relationships with community-based organizations in Orange County, SoCalGas sponsored an event that focused on gas bills for low-income customers. There were over 50 attendees, mainly Spanish speaking. The primary purpose of the event was to support SoCalGas' ongoing grassroots awareness campaign in Orange County. The Orange County Register sent a reporter to write a story to be published the following week. Attendees who were already on the CARE rate were reminded of the importance of renewing their eligibility when prompted by letter or email, and they were also encouraged to tell their friends about the CARE Program. Several customers who brought their gas bills were able to enroll in the program at the event.

February 22 – City of Perris Housing Expo & Homebuyer Workshop, Perris

SoCalGas participated in a Housing Expo & Homebuyer Workshop in the city of Perris. Approximately 50 people who attended the event visited SoCalGas' booth to inquire about its low-income programs. SoCalGas presented information on ESA, CARE, and Medical Baseline Programs to interested customers in English and Spanish languages.

February 28 – 2014 Abilities Expo, Los Angeles

SoCalGas participated as a vendor at the 2014 Los Angeles Expo Event for People with Disabilities at the Los Angeles Convention Center. More than 250 attendees visited the SoCalGas booth, and many attendees learned that they qualified for ESA, CARE, and Medical Baseline Programs. Many of the guests expressed gratitude for the information provided and for SoCalGas' participation.

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. In February, SoCalGas participated in a joint monthly meeting focused on the progression of the Investor Owned Utility (IOU)-CSD leveraging pilots. Currently, SoCalGas is working on additional CSD solar water heater marketing campaigns to reach customers that did not respond to the direct mail campaign deployed last year. This extended marketing may take the form of email, AVMs, and/or direct mail.

For 2014, SoCalGas has leveraging agreements for HE Washers with three investor owned water utilities. SoCalGas is leveraging with Park Water Company,¹ San Gabriel Valley Water Company,² and Fontana Water Company.³ SoCalGas has billed over \$12,000 year to date, to water companies for co-funding of HE Washers installed in joint customer homes.

SoCalGas also has a leveraging agreement with the Eastern Municipal Water District (EMWD)⁴ to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers installed at joint customer households. SoCalGas and EMWD are in the process of verifying joint customers served with co-funded measures.

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 A map of EMWD's service territory can be found at: <http://www.emwd.org/index.aspx?page=59>.

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			
	January	February	Total
Attended Testing	28	30	58
Passed Test	25	27	52
Pass Rate	89%	90%	90%

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

SoCalGas Enrollment and Assessment Training			
	January	February	Totals
Attended Class	26	24	50
Tested	24	24	48
Passed Class	22	23	45
Badged	2	0	2
Census Attendees	0	0	0
Retention Rate*	92%	96%	94%
*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 2. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

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

Class Type	January		February		YTD Total	
	No. of Classes	No of Students	No. of Classes	No of Students	No of Classes	No of Students
Initial	0	0	1	1	1	1
Refreshers	0	0	0	0	0	0
NGAT 5-Day	1	10	2	2	3	12
Grand Total	1	10	3	3	4	13

2. CARE EXECUTIVE SUMMARY

2.1. CARE Program Summary - February

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	\$247,173	6.92%
Proc., Certification and Verification	\$8,232,248	\$183,476	2.23%
Information Tech./Programming	\$2,937,450	\$116,049	3.95%
Pilots (1)	\$180,000	\$15,000	8.33%
Measurement and Evaluation	\$51,992	\$0	0.00%
Regulatory Compliance	\$242,507	\$56,628	23.35%
General Administration	\$943,426	\$111,848	11.86%
CPUC Energy Division Staff	\$60,000	\$839	1.40%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,217,846	\$731,013	4.51%
Subsidies and Benefits	\$131,142,177	\$28,747,074	21.92%
Total Program Costs and Discounts	\$147,360,023	\$29,478,087	20.00%

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

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

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,604,487	1,894,724	84.7%

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 1.2.2.).

CARE Telephone Enrollments and Recertification

During February, SoCalGas deployed an AVM campaign to approximately 22,000 customers whose eligibility in the CARE program was about to expire; 6,635 customers subsequently recertified their eligibility in the program.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all communications. Because of the increasing number of customers with email addresses on file, SoCalGas uses email communication where appropriate. During February, SoCalGas sent an email reminder to 14,300 customers whose CARE eligibility was close to expiring. (This email campaign is related to the AVM recertification campaign referenced above. If SoCalGas has an email address on file and a landline phone number on file, the customer receives both an email and a phone call).

CARE Outreach also sends a welcome email with a link to the online CARE application to new customers who have a likelihood of being eligible for the CARE program and who have an email address on file. CARE Outreach sent 7,500 welcome emails during February.

During February, 8,714 customers used the online CARE application form. The online activity resulted in 2,870 new enrollments and 1,685 recertifications of eligibility.

CARE Third-Party Enrollments & Outreach

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and employs a third-party contractor to

canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 3,528 applications in February; 2,669 customers were subsequently approved for enrollment into the CARE Program.

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

To assist with grassroots outreach in Los Angeles, SoCalGas continues to work with Centro Latino for Literacy to create awareness of low-income programs such as CARE. This organization works with adults in Los Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that specifically teaches literacy skills to adults. SoCalGas is providing collateral and is being allowed to show an online ad that precedes the computer-based learning of the students.

To assist in outreach to low-income seniors who are house-bound, SoCalGas works with St. Vincent Meals on Wheels (SVMOW). Every month, St Vincent distributes CARE applications and/or CARE give-aways to seniors who receive home-delivered meals. During February, SVMOW distributed CARE information to approximately 3,000 with its delivery of meals to seniors.

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.

In addition, SoCalGas is working with FOOD Share, a food bank and community-based organization in Ventura County, to spearhead awareness of the CARE Program, especially as part of its CalFresh Outreach. SoCalGas has just begun a relationship with the Leukemia & Lymphoma Society to work with low-income schools in Santa Barbara and Ventura counties. The Catholic Charities of Orange County continues to host CalFresh events where SoCalGas distributes materials on its low-income programs. Also in Orange County, the Delhi Center in Santa Ana has begun to work with SoCalGas in providing information on low-income programs to the neighboring community.

CARE Direct Mail Activity and Enrollments

There was no direct mail campaign during the month of February. Direct mail campaigns have been scheduled to resume in the month of March and will continue throughout the year.

CARE Bill Inserts

CARE Outreach staff is scheduling its next bill insert for the month of April. There will be a second bill insert in the month of July which will notify customers of the new eligibility guidelines.

Outreach by Field Employees

Field service employees distributed Customer Assistance Programs flyers to customers when entering the customer's premises. Originally this distribution policy covered the "seasonal light" period (October through February), but the distribution currently continues year round. To ensure adequate inventory, CARE outreach distributed 100,000 Customer Assistance Program flyers to the SoCalGas operating bases. Bases with a high concentration of low-income

customers go through the flyers more quickly than bases with a lower concentration of low-income customers, and the CARE Outreach group replenishes those field operating bases, as requested.

CARE Mass Media Campaign

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

Disability Outreach

No disability outreach was deployed during the month of February.

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 February, 5,280 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 February generated 2,720 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also supports 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 February, 172 LIHEAP customers were enrolled in SoCalGas’ CARE program.

2.3 CARE Recertification Complaints.

There were no recertification complaints in the month of February.

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 Usage)

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	February 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	N/A	\$ 6,919,859	\$ 6,919,859	N/A	\$ (6,580)	\$ (6,580)	N/A	\$ (6,580)	\$ (6,580)	N/A	-0.10%	-0.10%
8	Domestic Hot Water	N/A	\$ 15,710,853	\$ 15,710,853	N/A	\$ 399,735	\$ 399,735	N/A	\$ 399,735	\$ 399,735	N/A	2.54%	2.54%
9	Enclosure	N/A	\$ 41,537,596	\$ 41,537,596	N/A	\$ 1,024,933	\$ 1,024,933	N/A	\$ 1,024,933	\$ 1,024,933	N/A	2.47%	2.47%
10	HVAC	N/A	\$ 18,422,053	\$ 18,422,053	N/A	\$ 376,327	\$ 376,327	N/A	\$ 376,327	\$ 376,327	N/A	2.04%	2.04%
11	Maintenance	N/A	\$ 2,550,973	\$ 2,550,973	N/A	\$ 30,087	\$ 30,087	N/A	\$ 30,087	\$ 30,087	N/A	1.18%	1.18%
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	N/A	\$ 21,023,556	\$ 21,023,556	N/A	\$ 568,592	\$ 568,592	N/A	\$ 568,592	\$ 568,592	N/A	2.70%	2.70%
15	In Home Education	N/A	\$ 2,531,184	\$ 2,531,184	N/A	\$ 53,700	\$ 53,700	N/A	\$ 53,700	\$ 53,700	N/A	2.12%	2.12%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	Energy Efficiency TOTAL	N/A	\$ 108,696,074	\$ 108,696,074	N/A	\$ 2,446,794	\$ 2,446,794	N/A	\$ 2,446,794	\$ 2,446,794	N/A	2.25%	2.25%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 23,359	\$ 23,359	N/A	\$ 44,551	\$ 44,551	N/A	6.54%	6.54%
20	Inspections	N/A	\$ 3,155,344	\$ 3,155,344	N/A	\$ 167,441	\$ 167,441	N/A	\$ 167,441	\$ 167,441	N/A	5.31%	5.31%
21	Marketing and Outreach	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 91,634	\$ 91,634	N/A	\$ 104,304	\$ 104,304	N/A	8.70%	8.70%
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	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 18,774	\$ 18,774	N/A	\$ 36,217	\$ 36,217	N/A	12.26%	12.26%
25	General Administration	N/A	\$ 6,202,206	\$ 6,202,206	N/A	\$ 398,025	\$ 398,025	N/A	\$ 623,318	\$ 623,318	N/A	10.05%	10.05%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 360	\$ 360	N/A	\$ 360	\$ 360	N/A	0.42%	0.42%
27													
28	TOTAL PROGRAM COSTS	N/A	\$120,506,165	\$ 120,506,165	N/A	\$ 3,146,387	\$ 3,146,387	N/A	\$ 3,422,985	\$ 3,422,985	N/A	2.84%	2.84%
29													
30	Indirect Costs				N/A	\$ 196,031	\$ 196,031	N/A	\$ 352,351	\$ 352,351			
31	NGAT Costs					\$ 78,035	\$ 78,035		\$ 94,166	\$ 94,166			
32													
33	¹ Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2014 budget amounts.												
34	² The authorized budget does not include funds shifted from previous years and/or prior program cycles.												
35	Note: General Administration adjusted to reflect increase for cost posted to old Furnace IO#, but was related to I.T. Consulting costs (Gen Adm) - \$2,100. Will correct in March.												
36	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H
1	Energy Savings Assistance Program Table 2							
2	Program Expenses & Energy Savings by Measures Installed							
3	Southern California Gas Company							
4	February 2014							
5	Year-To-Date Completed & Expensed Installation							
6	Measures	Units	Quantity Installed	kWh⁴ (Annual)	kW⁵ (Annual)	Therms (Annual)	Expenses⁷ (\$)	% of Expenditure
7	Appliances							
8	High Efficiency Clothes Washer	Each	0			0	\$1,220	0.05%
9	Refrigerators	Each						
10	Microwaves ⁶	Each						
11	Domestic Hot Water							
12	Water Heater Blanket	Home	185			809	\$10,375	0.42%
13	Low Flow Shower Head	Home	3,176			13,638	\$130,182	5.28%
14	Water Heater Pipe Insulation	Home	138			420	\$3,173	0.13%
15	Faucet Aerator	Home	3,076			4,289	\$52,578	2.13%
16	Water Heater Repair/Replacement	Each	37			-	\$43,758	1.77%
17	Thermostatic Shower Valve	Each	3,700			50,320	\$160,024	6.49%
18	Enclosure							
19	Air Sealing / Envelope ¹	Home	2,781			10,785	\$768,271	6.49%
20	Attic Insulation	Home	217			1,735	\$256,662	6.49%
21	HVAC							
22	FAU Standing Pilot Conversion	Each	7			294	\$2,555	6.49%
23	Furnace Repair/Replacement	Each	260			-	\$315,334	6.49%
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each						
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each						
29	Duct Testing and Sealing	Home	64			-	\$70,308	2.85%
30	Maintenance							
31	Furnace Clean and Tune	Home	614			1,427	\$30,087	1.22%
32	Central A/C Tune up	Home						
33	Lighting							
34	Compact Fluorescent Lights (CFL)	Each						
35	Interior Hard wired CFL fixtures	Each						
36	Exterior Hard wired CFL fixtures	Each						
37	Torchiere	Each						
38	Occupancy Sensor	Each						
39	LED Night Lights	Each						
40	Miscellaneous							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	New Measures							
44								
45	Pilots							
46								
47	Customer Enrollment							
48	Outreach & Assessment	Home	4,152				\$568,592	23.05%
49	In-Home Education	Home	4,184				\$53,700	2.18%
50								
51	Total Savings/Expenditures					83,716	\$2,466,818	
52								
53	Households Weatherized ²		3,405					
54								
55	Households Treated							
56	- Single Family Households Treated	Home	2,825					
57	- Multi-family Households Treated	Home	1,035					
58	- Mobile Homes Treated	Home	292					
59	Total Number of Households Treated	Home	4,152					
60	# Eligible Households to be Treated for PY³	Home	136,836					
61	% of Households Treated	%	3%					
62	- Master-Meter Households Treated	Home	571					
63								
64	¹ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and							
65	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
66	² Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
67	³ Based on Attachment H of D.12-08-044							
68	⁴ All savings are calculated based on the following sources:							
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
70	⁵ Costs exclude support costs that are included in Table 1.							
71	⁶ Microwave savings are from ECONorthWest Studies received in December of 2011							
72	⁷ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's							
73	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill	
2	Savings per Treated Home	
3	Southern California Gas Company	
4	February 2014	
5	Year-to-Date Installations - Expensed	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	83,716
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	792,509
10	Current kWh Rate	N/A
11	Current Therm Rate	0.55
12	Number of Treated Households	4,152
13	Average 1st Year Bill Savings / Treated households	\$11.14
14	Average Lifecycle Bill Savings / Treated Household	\$89.50
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	February 2014						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,469	11,484	24	170	194
8	Imperial	19,914	1	19,916	18	0	18
9	Kern	28,660	14,369	43,030	504	13	517
10	Kings	14,497	16	14,513	154	0	154
11	Los Angeles	2,986	1,154,988	1,157,974	31	1,489	1,520
12	Orange	10	252,750	252,760	0	179	179
13	Riverside	143,956	120,981	264,938	56	476	532
14	San Bernardino	986	187,413	188,399	15	229	244
15	San Luis Obispo	15,296	9,189	24,485	172	0	172
16	Santa Barbara	1,460	40,947	42,408	94	38	132
17	Tulare	49,776	11,327	61,103	295	38	333
18	Ventura	2,568	63,321	65,889	18	139	157
19	Total	280,126	1,866,772	2,146,898	1,381	2,771	4,152
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	February 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	3	0		0	0	0	0	0
7	Imperial	0	0		0	0	0	1	0
8	Kern	2	1		0	0	2	0	1
9	Kings	1	0		0	0	1	0	0
10	Los Angeles	76	3		12	1	52	5	5
11	Orange	14	1		1	0	12	1	2
12	Riverside	29	0		1	1	36	13	3
13	San Bernardino	32	1		0	0	21	3	1
14	San Luis Obispo	0	0		0	0	2	0	0
15	Santa Barbara	32	0		8	0	9	0	2
16	Tulare	5	0		0	0	2	0	1
17	Ventura	1	0		0	0	1	0	0
18	Total	195	6	-	22	2	138	23	15
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	February 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																
10	April																
11	May																
12	June																
13	July																
14	August																
15	September																
16	October																
17	November																
18	December																
19	Total	-	-	-	-	4,152	83,716	-	-	-	-	-	-	4,152	83,716	-	-
20																	
21	Note: Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																
22	Note: 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	February 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	N/A	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
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	February 2014												
4		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ -	\$ 3,570,223	\$ 3,570,223	\$ -	\$ 213,775	\$ 213,775	\$ -	\$ 247,173	\$ 247,173	NA	6.92%	6.92%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 85,201	\$ 85,201	\$ -	\$ 152,232	\$ 152,232	NA	3.39%	3.39%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 18,034	\$ 18,034	\$ -	\$ 31,244	\$ 31,244	NA	0.83%	0.83%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 65,273	\$ 65,273	\$ -	\$ 116,049	\$ 116,049	NA	3.95%	3.95%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	NA	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ -	\$ -	\$ -	\$ 15,000	\$ 15,000	NA	8.33%	8.33%
13													
14	Measurement and Evaluation	\$ -	\$ 51,992	\$ 51,992	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0.00%	0.00%
15	Regulatory Compliance	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 28,093	\$ 28,093	\$ -	\$ 56,628	\$ 56,628	NA	23.35%	23.35%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 57,914	\$ 57,914	\$ -	\$ 111,848	\$ 111,848	NA	11.86%	11.86%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 839	\$ 839	\$ -	\$ 839	\$ 839	NA	1.40%	1.40%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,217,846	\$ 16,217,846	\$ -	\$ 469,129	\$ 469,129	\$ -	\$ 731,013	\$ 731,013	NA	4.51%	4.51%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 12,252,999	\$ 12,252,999	\$ -	\$ 28,747,074	\$ 28,747,074	NA	21.92%	21.92%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,360,023	\$ 147,360,023	\$ -	\$ 12,722,128	\$ 12,722,128	\$ -	\$ 29,478,087	\$ 29,478,087	NA	20.00%	20.00%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 1,492,559	\$ 1,492,559	\$ -	\$ 3,350,179	\$ 3,350,179			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 1,492,559	\$ 1,492,559	\$ -	\$ 3,350,179	\$ 3,350,179			
31													
32	Indirect Costs				\$ -	\$ 108,836	\$ 108,836	\$ -	\$ 204,401	\$ 204,401			
33													
34	¹ Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2014 budget amounts.												
35	² Outreach funds were reduced and 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												
36	\$60,000/month as authorized in D. 12-12-011, OP 1 & 2.												
37	Note: Outreach includes a February 2014 journal entry correction for December 2013 cost in the amount of \$67,425 charged in error, but should have been posted to Medical Baseline (O&M).												
38	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Southern California Gas Company
February 2014**

	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																										
2																										
3																										
4	New Enrollment										Recertification				Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
5	Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+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)		
6	Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																		
7	2014																									
8	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%	
9	February	5,280	2,720	172	8,172	3,408	13,632	918	17,958	0	26,130	19,322	18,793	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%	
10	March																									
11	April																									
12	May																									
13	June																									
14	July																									
15	August																									
16	September																									
17	October																									
18	November																									
19	December																									
20	Total for 2014	9,896	5,409	311	15,616	5,606	31,488	1,632	38,726	0	54,342	38,722	32,727	17,339	88,788	29,098	3,422	1,096	20,650	54,266	143,130	76	1,606,546	1,894,724	84.8%	

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	February 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%	5	68	73	2%	0.00%
6	February	1,604,487	4,858	0.30%	4	13	17	0%	0.00%
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,606,546	8,517	0.53%	9	81	90	1%	0.01%
18									
19	¹ Includes customers verified as over income or who requested to be de-enrolled.								
20	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
25	not applicable to SoCalGas								
26	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
40									
41	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
	YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications						
2	Southern California Gas Company						
3	February 2014						
4		Provided¹	Received	Approved²	Denied³	Pending/Never Completed⁴	Duplicates⁵
5	Total (Y-T-D)	212,033	96,746	66,441	3,995	5,291	21,019
6	Percentage		100.00%	68.68%	4.13%	5.47%	21.73%
7	<p>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.</p> <p>² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications.</p> <p>³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.</p> <p>⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.</p> <p>⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.</p> <p>Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.</p>						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	February 2014									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,050	24	11,074	11,388	17	11,405	103.1%	72.2%	103.0%
7	Imperial	0	18,198	18,198	12	12,948	12,960	N/A	71.1%	71.2%
8	Kern	13,440	27,666	41,106	10,177	27,479	37,656	75.7%	99.3%	91.6%
9	Kings	22	14,251	14,273	18	14,095	14,113	80.4%	98.9%	98.9%
10	Los Angeles	991,646	2,943	994,589	851,763	1,120	852,883	85.9%	38.1%	85.8%
11	Orange	210,357	10	210,367	159,461	21	159,482	75.8%	0.0%	75.8%
12	Riverside	113,775	136,929	250,704	89,644	112,477	202,121	78.8%	82.1%	80.6%
13	San Bernardino	172,409	1,004	173,413	161,591	802	162,393	93.7%	79.9%	93.6%
14	San Luis Obispo	8,045	14,572	22,617	4,439	12,458	16,897	55.2%	85.5%	74.7%
15	Santa Barbara	36,346	1,395	37,741	28,141	657	28,798	77.4%	47.1%	76.3%
16	Tulare	11,071	48,596	59,667	11,270	46,386	57,656	101.8%	95.5%	96.6%
17	Ventura	58,708	2,265	60,974	46,706	1,417	48,123	79.6%	62.6%	78.9%
18	Total	1,626,869	267,855	1,894,724	1,374,610	229,877	1,604,487	84.49%	85.82%	84.7%
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
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	February 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%	15,625	527	40%	0.03%
6	February	1,604,487	30,732	1.92%	5,048	156	16%	0.01%
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	1,604,487	69,417	4.33%	20,673	683	30%	0.04%
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	February 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	0
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	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	0
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	0
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	February 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		N/A					
8	April	N/A		N/A					
9	May	N/A		N/A					
10	June	N/A		N/A					
11	July	N/A		N/A					
12	August	N/A		N/A					
13	September	N/A		N/A					
14	October	N/A		N/A					
15	November	N/A		N/A					
16	December	N/A		N/A					
17	YTD	N/A	1,604,487	N/A	1,604,487	1,894,724	84.7%	-0.1%	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	February 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			\$15,000			46%			
8	Total Pilots	\$540,000		\$0			\$15,000			46%			
9	¹ % of 2013-14 Budget Expended is the sum of CHANGES 2013 total annual expenses of \$150,000 and January, 2014 expense of \$15,000 over the two year budget of \$360,000.												
10	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2013 - Southern California Gas Company														
3	(Provide Cumulative Data from January, 2014 through end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5	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)	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
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		
6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
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/organization (example:				
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					
19	1/27/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	Direct Mail	0		0		1					
20	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.				
21	1/31/2014	Spanish	HEAP/LiHeap Application Assistance	1	Invalid account number					1					
22	Current Month Total			11		0	Not Applicable	0	0			0	0		0
23	Year-to-Date Total			17	0	0	Not Applicable	0	0			0	0		0

25 ¹ Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.

26 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.

27 Detailed information for Column C available through table provided by SHE organization.

28 ² Table reflects new monthly activity and may include information from prior months not previously reported.

29 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 11 CHANGES Group Customer Assistance Sessions ^[2]						
Reporting Period January 1, 2014 through January 31, 2014						
Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length ^[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
Not Available	Tagalog	Understanding Your Bill	2	0.5	20	Not Available
Not Available	NA	Energy Conservation	1	0.5	20	Not Available
Not Available	NA	Safety Tips	0	0.5	0	Not Available
Not Available	NA	Avoiding Disconnection	0	0.5	0	Not Available
Not Available	NA	CARE/FERA and Other	0	0.5	0	Not Available
Not Available	Vietnamese	CARE/FERA and Other	1	0.5	2	Not Available
Not Available	Spanish	CARE/FERA and Other	1	0.5	27	Not Available
Not Available	Arabic	CARE/FERA and Other	1	0.5	2	Not Available
Not Available	Bengali	CARE/FERA and Other	1	0.5	2	Not Available
Not Available	Farsi	CARE/FERA and Other	1	0.5	6	Not Available
Not Available	Cantonese	CARE/FERA and Other	1	0.5	10	Not Available
Not Available	Japanese	CARE/FERA and Other	1	0.5	52	Not Available
Not Available	English	CARE/FERA and Other	1	0.5	3	Not Available
Current Month Total			11		144	
Year-to-Date			11		144	

¹ Contractor states all sessions at least 30 minutes.

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 a more consistent appearance and format with existing SCG tables.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.