

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

Application of Southern California Edison Company (U 338E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.

Application 14-11-007
(Filed November 18, 2014)

Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2015-2017.

Application 14-11-009
(Filed November 18, 2014)

Application of Pacific Gas and Electric Company for Approval of the 2015-2017 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U 39 M).

Application 14-11-010
(Filed November 18, 2014)

Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2015-2017.

Application 14-11-011
(Filed November 18, 2014)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2015**

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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 2015			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$132,417,191	\$3,302,490	2.49%
Homes Treated	136,836	4,263	3.12%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	87,913	3.62%

* 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. Value utilized for program year 2015 because D.14-08-030 authorized 12 month bridge funding at the Commission authorized 2014 level.

In February, SoCalGas processed and paid contractor invoices for 4,263 treated homes, or approximately 3% of the 2015 annual treated goal of 136,836. Additionally, in February, SoCalGas paid for the weatherization of 3,245 homes, 362 furnace repairs and replacements, and 34 water heater repairs and replacements.

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.

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

In the month of February, SoCalGas published a press release in the Viet Bao online publication to further increase awareness about SoCalGas' commitment to the community and sponsorship of the 34th Annual Tét Festival among the Vietnamese community. The press release directed customers to visit the SoCalGas booth on February 29th to learn more about the ESA Program and CARE.

E- Newsletter

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

Energy Savings Assistance Program - Bill inserts/onserts

No bill insert was deployed during the month of Februray.

Energy Savings Assistance Program - Direct Mailings

In the month of February, there were 38,238 direct mail pieces sent to potentially eligible ESA Program customers.

Energy Savings Assistance Program - Outbound Dialing

No outbound dialing was performed 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 to specifically promote the ESA Program to customers. In February, through its online ESA Program lead form, SoCalGas generated 164 online leads.

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

February 8 – Assemblymember Roger Hernandez, Assembly Bill (AB) 60 Town Hall, West Covina

Assemblymember Roger Hernandez held a town hall meeting for undocumented immigrants seeking drivers licenses. Assemblymember Roger Hernandez staff distributed CARE applications and ESA Program brochures, as well as other collateral. Approximately 150 persons were in attendance at this town hall.

February 9 – Meeting with Ruben Zaragoza, District Director to LA Councilmember Fuentes Council District 7 (CD7), Los Angeles

SoCalGas' local Public Affairs Managers met with Ruben Zaragoza, District Director to Los Angeles City Councilmember Felipe Fuentes for CD7, who represents the communities of Pacoima, Sylmar, Sunland-Tujunga, and is chair of the LA City Council Energy & Environment Committee. District Director Ruben Zaragoza discussed existing living conditions in the Los Angeles area with SoCalGas. SoCalGas also provided approximately 50 brochures on Customer Assistance Programs to be brought back to their field office to be distributed to visitors in the community.

February 21 – Sabadito Saludable, Santa Maria

SoCalGas partnered with the Santa Barbara County Foodbank at the Sabadito Saludable event in Santa Maria. Approximately 200 persons attended the event, mainly Spanish speakers. Local farmworkers were the key audience for the event, which featured health screenings and information booths from local organizations. SoCalGas and the Santa Barbara County Foodbank provided information on CalFresh enrollment and the CARE Program. SoCalGas learned that many customers were already on the CARE Program, so conducted outreach to recertify eligibility to comply with CARE recertification requests, and

to encourage enrollment of eligible acquaintances. Visitors to the SoCalGas booth received program collateral / giveaways.

February 21 & 22 – 34th Annual Tét Festival, Orange County

SoCalGas was one of the sponsors of the 34th Annual Tét Festival. The Tét Festival continues its tradition in celebrating the Lunar New Year in the Vietnamese culture. The festival attracts over 100,000 guests annually, with hundreds of booths open over the three-day weekend event. SoCalGas staffed its booth with bilingual (English & Vietnamese) representatives who answered questions about SoCalGas' services, especially the Customer Assistance Programs. Over 1,000 pieces of Customer Assistance Programs collateral were distributed to visitors. As part of the sponsorship, SoCalGas mailed out approximately 3,000 bilingual postcards to Vietnamese customers in Garden Grove and Westminster.

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 worked closely with the California Department of Community Services & Development (CSD) on the deployment of leveraging pilots. These pilots concluded in 2014. In the coming months and pursuant to D.14-08-030, SoCalGas will explore opportunities to collaborate with CSD during 2015 and beyond.

During February, 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

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

Company.³ SoCalGas also has leveraging agreements with two water districts. The agreement with the Eastern Municipal Water District (EMWD)⁴ is to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers. The leveraging agreement with Irvine Ranch Water District⁵ is to co-fund HE Washers installed at joint customer households. SoCalGas has billed approximately \$37,000 in 2015 related to co-funding activities associated with these water leveraging agreements.

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	14	23	37
Passed Test	9	13	22
Pass Rate	64%	57%	59%

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.

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	27	41	68
Tested	26	41	67
Passed Class	21	36	57
Badged	2	7	9
Census Attendees	0	0	0
Retention Rate*	81%	88%	85%
*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 9. 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 2015.

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	2	4	2	4
Refreshers	1	14	7	47	8	61
NGAT 5-Day	0	0	1	3	1	3
Grand Total	1	14	10	54	11	68

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	\$499,413	13.32%
Proc., Certification and Verification	\$8,232,248	\$204,153	2.48%
Information Tech./Programming	\$2,937,450	\$64,291	2.19%
Pilots (1)	\$183,600	\$15,000	8.17%
Measurement and Evaluation	\$18,659	N/A	0.00%
Regulatory Compliance	\$242,507	\$57,449	23.69%
General Administration	\$943,426	\$108,860	11.54%
CPUC Energy Division Staff	\$60,000	\$1,222	2.04%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,364,513	\$950,387	5.81%
Subsidies and Benefits	\$131,142,177	\$26,043,342	19.86%
Total Program Costs and Discounts	\$147,506,690	\$26,993,729	18.30%

* 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) CHANGES Pilot budget contains a 2% increase over the Phase II D.14-08-030 authorized 2014 budget amount of \$180,000 (per D.14-08-030, p. 81). SoCalGas notes that the total 2015 authorized budget number shown in D.14-08-030, Ordering Paragraph 2 does not contain the full escalation amount for Changes Pilot category.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,555,969	1,894,881	82.1%

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

Beginning in 2014, CARE Operations implemented a policy of deploying an automated message that accompanied the initial letter informing the customer that it was time to recertify for CARE eligibility. CARE Operations also instituted a follow-up letter and phone message. In addition, CARE Outreach sends an email to customers several months before their recertification renewal date and the email directs the customer to an online form. By sending out an early email, CARE Outreach tries to encourage customers to recertify before they receive notification letters. During February, SoCalGas emailed approximately 14,000 CARE customers whose eligibility was nearing the time for recertification.

As reported in previous months, SoCalGas is concerned with customers that fail to recertify for the CARE Program. During the summer of 2014, SoCalGas began an experimental campaign to encourage such customers to re-apply for the CARE Program. Based on the preliminary results, SoCalGas has decided to continue with these letters in 2015. SoCalGas mailed out approximately 11,000 application/letters to customers who had been on the CARE Program previously and failed to recertify their eligibility. During February, 2,455 customers re-enrolled because of this campaign. Due to the time lag associated with receiving direct mail responses, results will continue to be reported in future months.

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 when possible.

During February, SoCalGas launched an email to 107,000 existing customers that have a probability of being eligible for the CARE Program. SoCalGas also emailed 8,000 new customers that have a probability of being eligible for the CARE Program. Both of these email campaigns complemented the direct mail campaigns that are referenced below. SoCalGas expects enrollments from this campaign to be reported in future months. As reported above, SoCalGas also emails customers that are due to recertify their eligibility.

During February, SoCalGas received 7,846 online applications from customers. The online activity resulted in 3,781 new enrollments and 2,034 recertifications of eligibility.

CARE Third-Party Enrollments & Outreach

SoCalGas employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and returned approximately 3,400 applications in February, with approximately 2,200 customers subsequently approved for enrollment into the CARE Program.

A major focus for CARE 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 the 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. 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 2 events during February and promoted the Customer Assistance Programs.

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.

CARE Outreach also works with LIFT LA/Magnolia, which is in the Pico Union community. Counselors receive regular briefings and materials from SoCalGas. The counselors provide one-on-one counseling to low-income families.

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 giveaways to approximately 3,000 seniors who receive home-delivered meals. During February, SoCalGas distributed giveaways to the seniors to reinforce awareness of the program. Although this outreach has previously focused on seniors who live in downtown Los Angeles, CARE outreach is working with SVMOW to expand meal delivery and low-income outreach to Boyle Heights.

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. CARE Outreach sponsors library workshops that are in low-income neighborhoods. During February, SoCalGas sponsored library workshops in Pico Union, Watts, and south Los Angeles.

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

In Orange County, SoCalGas is developing an intensive outreach campaign similar to the pilot program in Boyle Heights. (The Boyle Heights outreach was reported in monthly reports during the fourth quarter of 2014.) The intensive outreach commenced in February with the Tét Festival (as reported above in 1.2.2). During February, SoCalGas continued work with Catholic Charities of Orange County, which hosts CalFresh workshops where SoCalGas distributes materials on its low-income programs.

SoCalGas continued work with the Santa Barbara Foodbank to extend awareness of the CARE Program. The Santa Barbara Foodbank discusses the CARE Program in conjunction with its CalFresh Outreach (CARE Outreach participated with the Santa Barbara Foodbank in a joint outreach event, reported in 1.2.2.). Also in Santa Barbara County, SoCalGas has recently been working with Unity Shoppe, a Community-Based Organization that is a non-profit, public benefit corporation that encourages self-sufficiency and independence by providing education and the necessities of life to families, children, seniors, and persons with disabilities. The facility is located in downtown Santa Barbara and serves approximately 17,000 families per year. Each family meets with a counselor which provides an opportunity for families to have a one-on-one discussion on low-income programs.

CARE Direct Mail Activity and Enrollments

In addition to the application/letter to customers who failed to recertify for the CARE Program, SoCalGas launched several direct mail campaigns in the month of February. SoCalGas mailed out approximately 18,000 direct mail applications to new customers with a probability of being eligible. SoCalGas also mailed approximately 200,000 direct mail applications to current customers with a probability of being eligible. During February, 3,857 customers returned direct mail applications and 2,616 customers were subsequently enrolled into the CARE Programs. As referenced above, to complement these campaigns SoCalGas also sent emails to customers with an email address on file.

CARE Bill Inserts

CARE Outreach did not send out any bill inserts during February. SoCalGas will mail out a bill insert mid-year to reflect the updated eligibility guidelines.

Outreach by Field Employees

Field service employees distributed Customer Assistance Programs (CAP) flyers to customers when entering customer premises. 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 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. The relationship with Radio Campesina will continue in 2015, and expand to include computer training for the low-income community. Radio Campesina owns low-income housing with computers in the common area. The SoCalGas website and the online CARE application will be featured during the training.

SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*). These ads are ongoing.

Disability Outreach

SoCalGas has begun to employ a part-time employee to focus on disability outreach. The employee is visually impaired and is providing feedback on accessibility and developing relationships with other organizations that assist customers with disabilities. During February, this relationship resulted in placing a website link for the CARE Program on the front page of the California Council for the Blind website. The website link takes the visitor to the SoCalGas page and other related links to SoCalGas's services including Customer Assistance Programs. SoCalGas's is working on relationships and joint outreach with several other organizations that will be reported in future reports. SoCalGas is planning an event in March with the Westside Center for Independent Living (WCIL). Even when there are no events, WCIL extends awareness of SoCalGas low-income programs (including the medical baseline program) to walk-in clients. In addition, visiting the SoCalGas website is integrated into the computer training that WCIL conducts with its clients.

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

To ensure new 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, 976 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities. A lower number in the month of February was primarily due to Southern California Edison temporarily suspending the file exchanges. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in February generated 2,243 CARE enrollments. Coordinating the CARE Program

with other related low-income programs not only results in supporting 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 February, 174 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 2015												
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	\$ 5	\$ 5	N/A	\$ (36,920)	\$ (36,920)	N/A	-0.21%	-0.21%
8	Domestic Hot Water	N/A	\$ 16,843,374	\$ 16,843,374	N/A	\$ 459,712	\$ 459,712	N/A	\$ 459,712	\$ 459,712	N/A	2.73%	2.73%
9	Enclosure	N/A	\$ 41,983,756	\$ 41,983,756	N/A	\$ 845,416	\$ 845,416	N/A	\$ 845,416	\$ 845,416	N/A	2.01%	2.01%
10	HVAC	N/A	\$ 19,210,885	\$ 19,210,885	N/A	\$ 437,556	\$ 437,556	N/A	\$ 437,556	\$ 437,556	N/A	2.28%	2.28%
11	Maintenance	N/A	\$ 2,128,846	\$ 2,128,846	N/A	\$ 47,708	\$ 47,708	N/A	\$ 47,708	\$ 47,708	N/A	2.24%	2.24%
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	\$ 20,834,354	\$ 20,834,354	N/A	\$ 634,528	\$ 634,528	N/A	\$ 673,460	\$ 673,460	N/A	3.23%	3.23%
15	In Home Education	N/A	\$ 2,531,192	\$ 2,531,192	N/A	\$ 48,195	\$ 48,195	N/A	\$ 43,182	\$ 43,182	N/A	1.71%	1.71%
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	\$ 2,473,120	\$ 2,473,120	N/A	\$ 2,470,114	\$ 2,470,114	N/A	2.04%	2.04%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 15,705	\$ 15,705	N/A	\$ 39,218	\$ 39,218	N/A	5.76%	5.76%
20	Inspections	N/A	\$ 3,361,051	\$ 3,361,051	N/A	\$ 118,082	\$ 118,082	N/A	\$ 118,082	\$ 118,082	N/A	3.51%	3.51%
21	Marketing and Outreach	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 57,299	\$ 57,299	N/A	\$ 100,155	\$ 100,155	N/A	8.36%	8.36%
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	\$ 21,996	\$ 21,996	N/A	\$ 37,536	\$ 37,536	N/A	12.71%	12.71%
25	General Administration	N/A	\$ 5,286,041	\$ 5,286,041	N/A	\$ 373,581	\$ 373,581	N/A	\$ 536,862	\$ 536,862	N/A	10.16%	10.16%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 524	\$ 524	N/A	\$ 524	\$ 524	N/A	0.61%	0.61%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 132,417,191	\$ 132,417,191	N/A	\$ 3,060,305	\$ 3,060,305	N/A	\$ 3,302,490	\$ 3,302,490	N/A	2.49%	2.49%
29													
30	Indirect Costs				N/A	\$ 142,815	\$ 142,815	N/A	\$ 258,425	\$ 258,425			
31	NGAT Costs					\$ 68,552	\$ 68,552		\$ 61,234	\$ 61,234			
32													
33													
34	¹ Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts for 2015 bridge year and does not include funds shifted from												
35	previous years and/or prior program cycles, but includes \$1,046,575 in the Appliance category related to Phase II authorized Carry Back Funding line item amount allocated as such.												
36	² Appliance category February y-t-d expenditures include rebate credits in the amount of (\$36,925).												
37	³ Appliance category current month expenditures are substantially lower due to the timing of new contracts going into effect as well as the timeliness of February contractor invoicing.												
38	Note: In January 2015, a manual adjustment was made to exclude a net accrual/reversal credit amount of (\$525,767.58) for contractor costs related to 2014 activities. This amount is being												
39	reflected and incorporated as part of the 2014 costs in the annual report.												
40	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 2015							
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			-	\$5	0.00%
9	Refrigerators	Each						
10	Microwaves ⁶	Each						
11	Domestic Hot Water							
12	Water Heater Blanket	Home	164			752	\$8,992	0.37%
13	Low Flow Shower Head	Home	3,079			13,164	\$142,640	5.89%
14	Water Heater Pipe Insulation	Home	122			360	\$2,569	0.11%
15	Faucet Aerator	Home	2,945			4,094	\$44,315	1.83%
16	Water Heater Repair/Replacement	Each	34			-	\$55,202	2.28%
17	Thermostatic Shower Valve	Each	4,186			56,930	\$205,994	8.51%
18	Enclosure							
19	Air Sealing / Envelope ¹	Home	2,413			8,873	\$604,483	24.98%
20	Attic Insulation	Home	195			1,372	\$241,214	9.97%
21	HVAC							
22	FAU Standing Pilot Conversion	Each	11			462	\$3,730	0.15%
23	Furnace Repair/Replacement	Each	362			-	\$351,279	14.52%
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	138			-	\$82,813	3.42%
30	Maintenance							
31	Furnace Clean and Tune	Home	826			1,906	\$47,708	1.97%
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	4,263				\$580,910	24.00%
49	In-Home Education	Home	3,224				\$48,225	1.99%
50								
51	Total Savings/Expenditures						87,913	\$2,420,079
52								
53	Households Weatherized ²		3,245					
54								
55	Households Treated							
56	- Single Family Households Treated	Home	3,027					
57	- Multi-family Households Treated	Home	828					
58	- Mobile Homes Treated	Home	408					
59	Total Number of Households Treated	Home	4,263					
60	# Eligible Households to be Treated for PY³	Home	136,836					
61	% of Households Treated	%	3%					
62	- Master-Meter Households Treated	Home	452					
63								
64	¹ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
65	² Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
66	³ Based on Attachment H of D.12-08-044							
67	⁴ All savings are calculated based on the following sources: ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
68	⁵ Costs exclude support costs that are included in Table 1.							
69	⁶ Microwave savings are from ECONorthWest Studies received in December of 2011							
70	⁷ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's							
71	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	
	February 2015	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	N/A
6	Annual Therm Savings	87,913
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	792,509
9	Current kWh Rate	N/A
10	Current Therm Rate	0.55
11	Number of Treated Households	4,263
12	Average 1st Year Bill Savings / Treated households	\$11.14
13	Average Lifecycle Bill Savings / Treated Household	\$89.50
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	February 2015						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	18	11,479	11,497	10	53	63
8	Imperial	20,117	1	20,118	118	0	118
9	Kern	29,052	14,332	43,384	41	6	47
10	Kings	14,555	14	14,569	31	0	31
11	Los Angeles	3,323	1,157,418	1,160,741	31	1,747	1,778
12	Orange	8	254,210	254,218	0	164	164
13	Riverside	144,604	122,782	267,386	229	715	944
14	San Bernardino	953	187,578	188,531	13	570	583
15	San Luis Obispo	15,056	9,578	24,634	51	0	51
16	Santa Barbara	1,197	41,306	42,503	72	38	110
17	Tulare	50,416	10,966	61,382	122	71	193
18	Ventura	2,478	63,519	65,997	82	99	181
19	Total	281,777	1,873,183	2,154,960	800	3,463	4,263
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 2015								
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	1	0	0	0	1	5	0	1
7	Imperial	7	0	0	0	0	20	2	6
8	Kern	4	1	0	0	0	0	0	1
9	Kings	0	0	0	0	0	1	0	1
10	Los Angeles	253	0	0	17	2	129	14	14
11	Orange	26	2	0	5	3	40	2	0
12	Riverside	97	0	0	1	0	174	10	10
13	San Bernardino	54	1	0	3	0	69	1	11
14	San Luis Obispo	0	0	0	0	0	0	0	0
15	Santa Barbara	0	0	0	0	0	0	0	0
16	Tulare	16	0	0	1	1	3	1	1
17	Ventura	9	0	0	0	0	3	0	0
18	Total	467	4	0	27	7	444	30	45
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 2015																
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	2015		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	4,263	87,913	0	0	0	0	0	0	4,263	87,913	0	0
9	March																
10	April																
11	May																
12	June																
13	July																
14	August																
15	September																
16	October																
17	November																
18	December																
19	Total	0	0	0	0	4,263	87,913	0	0	0	0	0	0	4,263	87,913	0	0
20																	
21	Note: The enrollments processed and the installations completed in January 2015 will be reported in the February monthly report tables as part of PY2015																
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 2015												
4		Authorized 3-Year Budget¹			Current Month Expenses			Expenses Since Jan. 1, 2015			% 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	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
10	Needs Assessment	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
11	Energy Education	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
12	Multifamily	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
13	Total Studies	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
14													
15	¹ The Measurement & Evaluation Studies budget of \$91,667 shown in ESA table 1 is a placeholder budget based on adopted 2014 budget. Currently, no budget has been determined and allocated to specific M&E studies for 2015 bridge budget.												
16	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
17													

	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 2015												
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	\$ -	\$ 330,678	\$ 330,678	\$ -	\$ 499,413	\$ 499,413	N/A	13.32%	13.32%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 114,426	\$ 114,426	\$ -	\$ 235,733	\$ 235,733	N/A	5.25%	5.25%
8	Post Enrollment Verification ²	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 14,659	\$ 14,659	\$ -	\$ (31,580)	\$ (31,580)	N/A	-0.84%	-0.84%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 35,858	\$ 35,858	\$ -	\$ 64,291	\$ 64,291	N/A	2.19%	2.19%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	N/A
11													
12	Pilots ³	\$ -	\$ 183,600	\$ 183,600	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 15,000	\$ 15,000	N/A	8.17%	8.17%
13													
14	Measurement and Evaluation	\$ -	\$ 18,659	\$ 18,659	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 33,264	\$ 33,264	\$ -	\$ 57,449	\$ 57,449	N/A	23.69%	23.69%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 60,956	\$ 60,956	\$ -	\$ 108,860	\$ 108,860	N/A	11.54%	11.54%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,222	\$ 1,222	\$ -	\$ 1,222	\$ 1,222	N/A	2.04%	2.04%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,368,113	\$ 16,368,113	\$ -	\$ 606,063	\$ 606,063	\$ -	\$ 950,387	\$ 950,387	N/A	5.81%	5.81%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 7,231,467	\$ 7,231,467	\$ -	\$ 26,043,342	\$ 26,043,342	N/A	19.86%	19.86%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,510,290	\$ 147,510,290	\$ -	\$ 7,837,530	\$ 7,837,530	\$ -	\$ 26,993,729	\$ 26,993,729	N/A	18.30%	18.30%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 1,644,212	\$ 1,644,212	\$ -	\$ 4,171,882	\$ 4,171,882			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 1,644,212	\$ 1,644,212	\$ -	\$ 4,171,882	\$ 4,171,882			
31													
32	Indirect Costs				\$ -	\$ 94,238	\$ 94,238	\$ -	\$ 163,967	\$ 163,967			
33													
34	¹ Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts for bridge year 2015.												
35	² Post Enrollment Verification net credit amount of (\$31,580) for February y-t-d is related to an accounting accrual/reversal for labor corrections made in December 2014.												
36	³ CHANGES Pilot budget contains a 2% increase over the Phase II D.14-08-030 authorized 2014 budget amount of \$180,000 (per D.14-08-030, p. 81). SoCalGas notes												
37	that the total 2015 authorized budget number shown in D.14-08-030, Ordering Paragraph 2 does not contain the full escalation amount for Changes Pilot category.												
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 2015**

	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																										
5		New Enrollment								Recertification							Attrition (Drop Offs)				Enrollment			Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
6		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)				
7	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																		
8	2015																									
9	January	1,779	2,197	129	4,105	2,342	14,554	1,757	18,653	9	22,767	10,071	8,626	23,444	42,141	12,715	2,138	369	10,916	26,138	64,908	-3,371	1,564,640	1,894,881	82.57%	
10	February	976	2,243	174	3,393	4,536	14,547	1,659	20,742	0	24,135	12,561	9,690	13,008	35,259	12,373	2,596	410	17,427	32,806	59,394	-8,671	1,555,969	1,894,881	82.11%	
11	March																									
12	April																									
13	May																									
14	June																									
15	July																									
16	August																									
17	September																									
18	October																									
19	November																									
20	December																									
21	Total for 2015	2,755	4,440	303	7,498	6,878	29,101	3,416	39,395	9	46,902	22,632	18,316	36,452	77,400	25,088	4,734	779	28,343	58,944	124,302	-12,042	1,555,969	1,894,881	82.11%	

21¹ Enrollments via data sharing between the IOUs.
22² Enrollments via data sharing between departments and/or programs within the utility.
23³ 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 2015								
4	2015	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	1,564,640	3,252	0.21%	2	69	71	2.18%	0.00%
6	February	1,555,969	3,413	0.22%	4	3	7	0.21%	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	1,555,969	6,665	0.22%	6	72	78	1.17%	0.00%
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	2015	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	February 2015						
4		Provided ¹	Received	Approved ²	Denied ³	Pending/Never Completed ⁴	Duplicates ⁵
5	Total (Y-T-D)	783,416	74,837	55,862	4,901	4,370	9,704
6	Percentage		100.00%	74.64%	6.55%	5.84%	12.97%
7							
8	¹ An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail,						
9	² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications.						
10	³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
14							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	February 2015									
4		Estimated Eligible			Total Participants			Penetration Rate		
5	County	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,258	17	11,276	11,251	18	11,269	99.94%	103.70%	99.94%
7	Imperial	0	16,626	16,626	13	12,843	12,856	N/A	77.25%	77.33%
8	Kern	13,474	28,172	41,646	10,092	26,953	37,045	74.90%	95.67%	88.95%
9	Kings	18	15,165	15,182	21	13,832	13,853	119.79%	91.21%	91.25%
10	Los Angeles	993,952	3,260	997,211	828,339	1,035	829,374	83.34%	31.75%	83.17%
11	Orange	212,005	8	212,013	148,227	18	148,245	69.92%	0.00%	69.92%
12	Riverside	112,948	133,533	246,482	88,193	111,664	199,857	78.08%	83.62%	81.08%
13	San Bernardino	168,109	918	169,027	154,409	806	155,215	91.85%	87.83%	91.83%
14	San Luis Obispo	10,273	17,430	27,703	4,059	11,560	15,619	39.51%	66.32%	56.38%
15	Santa Barbara	38,047	1,177	39,224	27,310	555	27,865	71.78%	47.17%	71.04%
16	Tulare	11,100	49,656	60,756	11,497	46,849	58,346	103.58%	94.35%	96.03%
17	Ventura	55,697	2,040	57,737	45,015	1,410	46,425	80.82%	69.11%	80.41%
18	Total	1,626,880	268,001	1,894,881	1,328,426	227,543	1,555,969	81.65%	84.90%	82.11%
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 2015							
4	2015	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	1,564,640	33,484	2.14%	8,718	290	26.04%	0.02%
6	February	1,555,969	25,722	1.65%	1,422	49	5.53%	0.00%
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	1,555,969	59,206	1.65%	10,140	339	17.13%	0.00%
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 2015						
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	Hernandad 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			9	9
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	9
47	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted						
48	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 2015								
4	2015	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts
5	January	N/A	1,564,640	N/A	1,564,640	1,894,881	82.6%	-0.2%	100.0%
6	February	N/A	1,555,969	N/A	1,555,969	1,894,881	82.1%	-0.6%	100.0%
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD	N/A	1,555,969	N/A	1,555,969	1,894,881	82.1%	-0.8%	100.0%
18									
19	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
21									
22									
23									

	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 2015												
4		Authorized Budget ¹			Current Month Expenses			Expenses Since Jan. 1, 2015			% of 2015 Budget Expended ²		
5		Total			Total			Total			Total		
6	Pilots												
7	CHANGES	\$183,600			\$15,000			\$15,000			8%		
8	Total Pilots	\$183,600			\$15,000			\$15,000			8%		
9													
10	¹ CHANGES Pilot budget contains a 2% increase over the Phase II D.14-08-030 authorized 2014 budget amount of \$180,000 (per D.14-08-030 pg 81).												
11	² % equals February y-t-d 2015 expense as a % of 2015 bridge year budget of \$183,600.												
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	
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions															
2	Through January 2015 - Southern California Gas Company															
3	(Provide Cumulative Data from January 2015 - 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		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	
6				Date	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
7											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No		Reason 800 #
8	12/11/2014	Korean	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1	Rate transfer	0		0		0	Meeting with client.					
9	12/11/2014	Korean	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service	0		0		0	Meeting with client.					
10	12/18/2014	Korean	HEAP/LiHeap Application Assistance Energy Assistance Fund Application Educated on Energy Assistance Programs	1	Edison	0		0		0	Meeting with client.					
11	1/2/2015	Tagalog	Medical Baseline Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service	0		0		1						
12	1/8/2015	Korean	Medical Baseline Application Assistance Educated on Medical Baseline Educated on Energy Assistance Programs	1	Branch Payment Office	0		0		0	Meeting with client.					
13	1/12/2015	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	1	Web	0		0		0	Meeting with client.					
14	1/13/2015	Chinese/Cantonese	HEAP/LiHeap Application Assistance Changes to Account	1	Rate transfer	0		0		0	Meeting with client.					
15	1/16/2015	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.					
16	1/16/2015	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1	SoCalGas customer service	0		0		0	Meeting with client.					
17	Current Month Total			9		0		0							115	
18	Year-to-Date Total			9		0		0							115	
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 reported.															
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 Sessions₂						
2	Reporting Period January 1, 2015 through January 31, 2015						
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	English	Understanding Your Bill	2	0.5	6	Not Available
7	Not Available	Japanese	Understanding Your Bill	1	0.5	11	Not Available
8	Not Available	Korean	Understanding Your Bill	8	0.5	117	Not Available
9	Not Available	Spanish	Understanding Your Bill	5	0.5	38	Not Available
10	Not Available	Vietnamese	Understanding Your Bill	1	0.5	27	Not Available
11	Not Available	Cantonese	Safety Tips	2	0.5	32	Not Available
12	Not Available	Mandarin	Safety Tips	1	0.5	2	Not Available
13	Not Available	Spanish	Safety Tips	3	0.5	62	Not Available
14	Not Available	Cantonese	Level Pay Plan	1	0.5	14	Not Available
15	Not Available	Mandarin	Level Pay Plan	1	0.5	3	Not Available
16	Not Available	Japanese	Energy Conservation	1	0.5	16	Not Available
17	Not Available	Korean	Energy Conservation	1	0.5	11	Not Available
18	Not Available	Spanish	Energy Conservation	5	0.5	96	Not Available
19	Not Available	Vietnamese	Energy Conservation	2	0.5	55	Not Available
20	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	14	Not Available
21	Not Available	English	CARE/FERA and Other Assistance Programs	1	0.5	2	Not Available
22	Not Available	Korean	CARE/FERA and Other Assistance Programs	4	0.5	21	Not Available
23	Not Available	Spanish	CARE/FERA and Other Assistance Programs	1	0.5	12	Not Available
24	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	1	0.5	29	Not Available
25	Not Available	Cantonese	Avoiding Disconnection	1	0.5	22	Not Available
26	Not Available	Spanish	Avoiding Disconnection	1	0.5	26	Not Available
27	Not Available	Vietnamese	Avoiding Disconnection	1	0.5	24	Not Available
28	Current Month Total			46		658	
29	Year-to-Date			46		658	
30							
31	¹ Contractor states all sessions at least 30 minutes.						
32	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.						
33	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						