

**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 JANUARY 2014**

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February 21, 2014

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

This is the first monthly report of program year (PY) 2014. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through January 2014 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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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 January 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$120,506,165	\$276,598	0.23%
Homes Treated	136,836	0	0.00%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	0	0.00%

* 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.

In January 2014, SoCalGas processed and paid invoices for 8,723 treated units for which work was performed in 2013. These units will be reflected in SoCalGas' Annual Report that is due on May 1, 2014. The enrollments processed and the installations completed in January 2014 will be reported in the February monthly report tables as part of PY2014 program expenses.

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 January.

E- Newsletter

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

Energy Savings Assistance Program - Bill inserts/onserts

No bill insert was deployed during the month of January.

Energy Savings Assistance Program - Direct Mailings

No direct mail campaigns were conducted in the month of January. Several direct mail campaigns are planned to deploy in the month of February.

Energy Savings Assistance Program - Outbound Dialing

No outbound dialing campaigns were conducted in the month of January. Several campaigns are planned to deploy 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 January, 227 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.

January 18 – 31st Annual Dr. Martin Luther King Day Celebration, Inglewood

SoCalGas' Public Affairs representatives participated in the 31st Annual Dr. Martin Luther King Day celebration. The city of Inglewood hosted this event that attracted more than 300 people. Approximately 250 Los Angeles County residents stopped by the SoCalGas booth to learn about the CARE and ESA Program, and other Energy Efficiency programs. SoCalGas' information was available in both English and Spanish languages.

January 29 – Los Angeles County Department of Military and Veterans Affairs, Los Angeles

SoCalGas was invited to present information regarding its Customer Assistance Programs to Veterans Counselors working for Los Angeles County's Department of Military and Veterans Affairs. These counselors help Veterans with assistance programs, including but not limited to employment, health, and housing. SoCalGas shared information on its ESA, CARE, and Medical Baseline Programs that may be available to Veterans needing utility assistance for energy efficiency, energy bills, and higher energy consumption related to medical issues. SoCalGas plans to continue to raise awareness of its programs to the Veteran community.

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 January, SoCalGas participated in a joint monthly meeting focused on the advancement of the Investor Owned Utility (IOU)-CSD leveraging pilots. Also in January, SoCalGas participated in a meeting with other IOUs and CSD to brainstorm ways

to increase low-income Solar Water Heater (SWH) leads to CSD. SoCalGas is exploring performing additional marketing activities in order to reach customers that have not yet responded to the direct mail campaign deployed last year. This extended marketing may take the form of email, automated voice messaging, and/or direct mail.

SoCalGas is continuing to leverage with Park Water Company, who agreed to co-fund the ESA Program high efficiency washers (HE Washers) installed within the two utilities' shared territory. Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems. Based on the number of verified shared customers, SoCalGas' ESA Program is estimated to receive \$4,800 of co-funding costs from Park Water Company related to activity during December 2013.

In January, SoCalGas finalized three leveraging agreements. Agreements with San Gabriel Valley Water Company and Fontana Water Company will co-fund the ESA Program's HE Washer measure installed in joint customer households. An agreement with the Eastern Municipal Water District will co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers installed at joint customer households. These three agreements are effective as of January, and the process of confirming joint customers served with co-funded measures is anticipated to move forward in February of this year.

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
Attended Testing	28
Passed Test	25
Pass Rate	89%

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 5- Day Enrollment and Assessment Training	
	January
Attended Class	26
Tested	24
Passed Class	22
Badged	2
Census Attendees	0
Retention Rate*	92%
*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	
	No. of Classes	No of Students
Initial	0	0
Refreshers	0	0
NGAT 5-Day	1	10
Grand Total	1	10

2. CARE Executive Summary

2.1. CARE Program Summary - December

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	\$33,398	0.89%
Proc., Certification and Verification	\$8,232,248	\$80,242	0.97%
Information Tech./Programming	\$2,937,450	\$50,776	1.73%
Pilots (1)	\$0	\$15,000	0.00%
Measurement and Evaluation	\$51,992	\$0	0.00%
Regulatory Compliance	\$242,507	\$28,535	11.77%
General Administration	\$943,426	\$53,934	5.72%
CPUC Energy Division Staff	\$60,000	\$0	0.00%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,217,846	\$261,885	1.61%
Subsidies and Benefits	\$131,142,177	\$16,494,075	12.58%
Total Program Costs and Discounts	\$147,360,023	\$16,755,960	11.37%

* 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
1,606,546	1,894,724	84.8%

2.2 Outreach

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

CARE Telephone Enrollments and Recertification

During January, SoCalGas deployed an AVM campaign to approximately 21,000 customers whose eligibility in the CARE Program was about to expire. At the time of this report, approximately 2,700 customers recertified their eligibility for the CARE Program.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all of its communications. Because of the increasing number of customers with email addresses on file, SoCalGas uses email communication where appropriate. During January, SoCalGas sent an email reminder to 10,700 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 6,700 welcome emails during the month of January.

During January, 9,578 customers used the online CARE application form. The online activity resulted in 2,937 new enrollments and 1,823 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 also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish) and generated 4,274 applications in January, with 3,298 customers 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 activities. 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 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.

To assist with 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 January, SVMOW distributed approximately 3,000 CARE Applications 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.

CARE Direct Mail Activity and Enrollments

During January, customers continued to return applications from the fall 2013 campaign: 3,253 applications were received; 1,757 customers were subsequently enrolled.

CARE Bill Inserts

During 2013, there were approximately 15,000 bill inserts returned and 5,500 customers enrolled in the CARE Program. The next CARE bill insert is planned to occur in July 2014. A self-mailer/application with the updated June 1st eligibility guidelines will be included in approximately 2.9 million residential gas bills. Customers continue to return applications from the July 2013 bill insert campaign. During January, 390 customers returned bill insert applications; 206 customers subsequently enrolled onto the CARE Program.

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 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

The mass media campaign in the coastal tri-county region of Ventura, Santa Barbara, and San Luis Obispo counties concluded in December 2013. During the last quarter of 2013, the campaign created awareness through out-of-home ads (mainly interior bus ads), over 300 radio spots, and half-page ads in local newspapers in each of the three counties (both in English and Spanish). The digital component of the campaign (social media, online newspapers, and other channels) generated significant SoCalGas.com website visits, but paid social media advertisements through Facebook continues to be the most effective driver of online activity. CARE Outreach has begun steps to resume this campaign during the first quarter of 2014.

Disability Outreach

SoCalGas has been working with the Westside Center of Independent Living to promote awareness of low-income customers to its community, such as customers who have disabilities and are trying to living on their own. The organization discusses the CARE Program as part of its case worker relationship with its customers. There were no sponsored events during January, but the organization and case managers maintain an inventory of CARE informational materials that can be distributed to their 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 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 January, 4,616 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 January generated 2,689 CARE enrollments.

Coordinating the CARE Program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their “pre enrollment verification“ is used by SoCalGas to meet CARE’s PEV requirements. As a result of leveraging activities during January, 139 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

2.3 CARE Recertification Complaints.

There were no recertification complaints in the month of January.

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 (detail)

CARE - Table 11- CHANGES Group Customer Assistance (detail) *

* Tables for September – December 2013, not previously provided.

	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	January 2014												
4		Authorized Budget ¹			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	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
8	Domestic Hot Water	N/A	\$ 15,710,853	\$ 15,710,853	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	Enclosure	N/A	\$ 41,537,596	\$ 41,537,596	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	HVAC	N/A	\$ 18,422,053	\$ 18,422,053	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
11	Maintenance	N/A	\$ 2,550,973	\$ 2,550,973	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
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	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	In Home Education	N/A	\$ 2,531,184	\$ 2,531,184	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
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	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 21,191	\$ 21,191	N/A	\$ 21,191	\$ 21,191	N/A	3.11%	3.11%
20	Inspections	N/A	\$ 3,155,344	\$ 3,155,344	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
21	Marketing and Outreach	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 12,670	\$ 12,670	N/A	\$ 12,670	\$ 12,670	N/A	1.06%	1.06%
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	\$ 17,444	\$ 17,444	N/A	\$ 17,444	\$ 17,444	N/A	5.91%	5.91%
25	General Administration	N/A	\$ 6,202,206	\$ 6,202,206	N/A	\$ 225,293	\$ 225,293	N/A	\$ 225,293	\$ 225,293	N/A	3.63%	3.63%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 120,506,165	\$ 120,506,165	N/A	\$ 276,598	\$ 276,598	N/A	\$ 276,598	\$ 276,598	N/A	0.23%	0.23%
29	Funded Outside of ESA Program Budget												
30	Indirect Costs				N/A	\$ 156,319	\$ 156,319	N/A	\$ 156,319	\$ 156,319			
31	NGAT Costs					\$ 16,132	\$ 16,132		\$ 16,132	\$ 16,132			
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: 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	January 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	0.00%
9	Refrigerators	Each						
10	Microwaves ⁶	Each						
11	Domestic Hot Water							
12	Water Heater Blanket	Home	0			0	\$0	0.00%
13	Low Flow Shower Head	Home	0			0	\$0	0.00%
14	Water Heater Pipe Insulation	Home	0			0	\$0	0.00%
15	Faucet Aerator	Home	0			0	\$0	0.00%
16	Water Heater Repair/Replacement	Each	0			-	\$0	0.00%
17	Thermostatic Shower Valve	Each	0			0	\$0	0.00%
18	Enclosure							
19	Air Sealing / Envelope ¹	Home	0			0	\$0	0.00%
20	Attic Insulation	Home	0			0	\$0	0.00%
21	HVAC							
22	FAU Standing Pilot Conversion	Each	0			0	\$0	0.00%
23	Furnace Repair/Replacement	Each	0			-	\$0	0.00%
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	0			-	\$0	0.00%
30	Maintenance							
31	Furnace Clean and Tune	Home	0			0	\$0	0.00%
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	0				\$0	0.00%
49	In-Home Education	Home	0				\$0	0.00%
50								
51	Total Savings/Expenditures					-	\$0	
52								
53	Households Weatherized ²		0					
54								
55	Households Treated							
56	- Single Family Households Treated	Home	0					
57	- Multi-family Households Treated	Home	0					
58	- Mobile Homes Treated	Home	0					
59	Total Number of Households Treated	Home	0					
60	# Eligible Households to be Treated for PY³	Home	136,836					
61	% of Households Treated	%	0%					
62	- Master-Meter Households Treated	Home	0					
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	January 2014	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	0
6	Annual Therm Savings	-
7	Lifecycle kWh Savings	0
8	Lifecycle Therm Savings	0
9	Current kWh Rate	0
10	Current Therm Rate	0
11	Number of Treated Households	-
12	Average 1st Year Bill Savings / Treated households	\$0.00
13	Average Lifecycle Bill Savings / Treated Household	\$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
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
2	Homes Treated						
3	Southern California Gas Company						
4	January 2014						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,469	11,484	0	0	0
8	Imperial	19,914	1	19,916	0	0	0
9	Kern	28,660	14,369	43,030	0	0	0
10	Kings	14,497	16	14,513	0	0	0
11	Los Angeles	2,986	1,154,988	1,157,974	0	0	0
12	Orange	10	252,750	252,760	0	0	0
13	Riverside	143,956	120,981	264,938	0	0	0
14	San Bernardino	986	187,413	188,399	0	0	0
15	San Luis Obispo	15,296	9,189	24,485	0	0	0
16	Santa Barbara	1,460	40,947	42,408	0	0	0
17	Tulare	49,776	11,327	61,103	0	0	0
18	Ventura	2,568	63,321	65,889	0	0	0
19	Total	280,126	1,866,772	2,146,898	0	0	0
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	January 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	0	0		0	0	0	0	0
7	Imperial	0	0		0	0	0	0	0
8	Kern	0	0		0	0	0	0	0
9	Kings	0	0		0	0	0	0	0
10	Los Angeles	0	0		0	0	0	0	0
11	Orange	0	0		0	0	0	0	0
12	Riverside	0	0		0	0	0	0	0
13	San Bernardino	0	0		0	0	0	0	0
14	San Luis Obispo	0	0		0	0	0	0	0
15	Santa Barbara	0	0		0	0	0	0	0
16	Tulare	0	0		0	0	0	0	0
17	Ventura	0	0		0	0	0	0	0
18									
19	Total	-	-	-	-	-	-	-	-
20									
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	January 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																
9	March																
10	April																
11	May																
12	June																
13	July																
14	August																
15	September																
16	October																
17	November																
18	December																
19	Total																
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.																
23	Note: The enrollments processed and the installations completed in January 2014 will be reported in the February monthly report tables as part of PY2014 program expenses.																

	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	January 2014												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2014			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	none												
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	January 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	\$ -	\$ 33,398	\$ 33,398	\$ -	\$ 33,398	\$ 33,398	NA	0.94%	0.94%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 67,031	\$ 67,031	\$ -	\$ 67,031	\$ 67,031	NA	1.49%	1.49%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 13,210	\$ 13,210	\$ -	\$ 13,210	\$ 13,210	NA	0.35%	0.35%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 50,776	\$ 50,776	\$ -	\$ 50,776	\$ 50,776	NA	1.73%	1.73%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0.00%	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 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	\$ -	\$ 28,535	\$ 28,535	\$ -	\$ 28,535	\$ 28,535	NA	11.77%	11.77%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 53,934	\$ 53,934	\$ -	\$ 53,934	\$ 53,934	NA	5.72%	5.72%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0.00%	0.00%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,217,846	\$ 16,217,846	\$ -	\$ 261,885	\$ 261,885	\$ -	\$ 261,885	\$ 261,885	NA	1.61%	1.61%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 16,494,075	\$ 16,494,075	\$ -	\$ 16,494,075	\$ 16,494,075	NA	12.58%	12.58%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,360,023	\$ 147,360,023	\$ -	\$ 16,755,960	\$ 16,755,960	\$ -	\$ 16,755,960	\$ 16,755,960	NA	11.37%	11.37%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 1,857,620	\$ 1,857,620	\$ -	\$ 1,857,620	\$ 1,857,620			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 1,857,620	\$ 1,857,620	\$ -	\$ 1,857,620	\$ 1,857,620			
31													
32	Indirect Costs				\$ -	\$ 95,565	\$ 95,565	\$ -	\$ 95,565	\$ 95,565			
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 \$60,000/month as authorized in D 12-12-011, OP 1 & 2.												
36	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
January 2014**

2014	New Enrollment								Recertification					Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
	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)	
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																	
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%	
February																									
March																									
April																									
May																									
June																									
July																									
August																									
September																									
October																									
November																									
December																									
Total for 2014	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 Enrollments via data sharing between the IOUs.
² Enrollments via data sharing between departments and/or programs within the utility.
³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.
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	January 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%	4	2	6	0%	0.00%
6	February								
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	3,659	0.00%	4	2	6	0%	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								
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	January 2014						
4		Provided¹	Received	Approved²	Denied³	Pending/Never Completed⁴	Duplicates⁵
5	Total (Y-T-D)	89,611	42,304	30,132	2,173	2,566	7,433
6	Percentage		100.00%	71.23%	5.14%	6.07%	17.57%
7	¹ An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. ² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. ³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. ⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. ⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	January 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	11,326	16	11,342	102%	68%	102%
7	Imperial	0	18,198	18,198	12	13,052	13,064	n/a	72%	72%
8	Kern	13,440	27,666	41,106	10,336	27,585	37,921	77%	100%	92%
9	Kings	22	14,251	14,273	18	14,022	14,040	80%	98%	98%
10	Los Angeles	991,646	2,943	994,589	850,492	1,143	851,635	86%	39%	86%
11	Orange	210,357	10	210,367	159,826	20	159,846	76%	0%	76%
12	Riverside	113,775	136,929	250,704	90,036	113,562	203,598	79%	83%	81%
13	San Bernardino	172,409	1,004	173,413	162,221	803	163,024	94%	80%	94%
14	San Luis Obispo	8,045	14,572	22,617	4,489	12,537	17,026	56%	86%	75%
15	Santa Barbara	36,346	1,395	37,741	28,365	653	29,018	78%	47%	77%
16	Tulare	11,071	48,596	59,667	11,170	46,408	57,578	101%	95%	96%
17	Ventura	58,708	2,265	60,974	47,021	1,433	48,454	80%	63%	79%
18										
19	Total	1,626,869	267,855	1,894,724	1,375,312	231,234	1,606,546	85%	86%	84.8%
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	January 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%	2,756	85	7%	0.01%
6	February							
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	1,606,546	38,685	2.41%	2,756	85	7%	0.01%
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
1	CARE Table 7 - Capitation Contractors						
2	Southern California Gas Company						
3	January 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	Hermandad 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	January 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%
6	February	n/a		n/a					
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		1,606,546	n/a	1,606,546	1,846,791	0.0%	0.0%	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	January 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		\$15,000		\$15,000		46%					
8	Total Pilots	\$540,000		\$15,000		\$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	
6				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 # Not Used
8	10/14/2013	Chinese/Cantonese	Educated on CARE/FERA	0	Web		0		0		0				
9	10/21/2013	Tagalog	Bill Adjustment	1	SoCalGas customer		0		0		1				
10	10/8/2013	English	Schedule Energy Audit Waive/Decrease Deposit	0	LIHEAP		0		0				User did not specify if 1-800 number is used when calling the IOU		
11	10/16/2013	Vietnamese	HEAP/LIHeap Application Assistance Bill Education	1	Bill Insert		0		0		0		Meeting with client.		
12	10/30/2013	English	Schedule Customer Service	1	Bill Insert		0		0		1				
13	10/30/2013	Chinese/Cantonese	HEAP/LIHeap Application Assistance Educated on Energy Assistance Programs	1	Direct Mailing		0		0					1	
14	11/4/2013	Vietnamese	HEAP/LIHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	Branch Payment Office		0		0		0		Meeting with client		
15	11/13/2013	Spanish	Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Schedule Energy Audit	0	Edison		0		0		1				
16	11/18/2013	English	Set Up/Change Payment Plan	1	Bill Insert		0		0		1				
17	Current Month Total			6		0	Not Applicable	0	0			0	0		0
18	Year-to-Date Total			0	0	0	Not Applicable	0	0			0	0		0
19															
20	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.														
21	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
22	Detailed information for Column C available through table provided by SHE organization.														
23	2 Table reflects new monthly activity and may include information from prior months not previously reported.														
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
1	CARE Table 11 - CHANGES Group Customer Assistance Sessions^[2]						
2	Reporting Period September 1, 2013 through September 30, 2013						
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	Russian	Understanding Your Bill	1	0.5	22	Not Available
6	Not Available	Japanese	Understanding Your Bill	1	0.5	16	Not Available
7	Not Available	Tagalog	Understanding Your Bill	3	0.5	50	Not Available
8	Not Available	Japanese	Safety Tips	2	0.5	17	Not Available
9	Not Available	Tagalog	Level Pay Plan	1	0.5	10	Not Available
10	Not Available	Tagalog	Energy Conservation	3	0.5	60	Not Available
11	Not Available	Mandrin	CARE/FERA and Other	2	0.5	38	Not Available
12	Not Available	Tagalog	CARE/FERA and Other	1	0.5	10	Not Available
13	Current Month Total			14		223	
14	Year-to-Date			63		1,794	
15							
16	[1] Contractor states all sessions at least 30 minutes.						
17	[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.						
18							

	A	B	C	D	E	F	G
1	CARE Table 11 - CHANGES Group Customer Assistance Sessions₂						
2	Reporting Period October 1, 2013 through October 30, 2013						
3	Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
4				# of Sessions	Length ^[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
5	Not Available	Cantonese	Understanding Your Bill	2	0.5	32	Not Available
6	Not Available	Spanish	Understanding Your Bill	2	0.5	16	Not Available
7	Not Available	Vietnamese	Understanding Your Bill	1	0.5	18	Not Available
8	Not Available	Cantonese	Safety Tips	1	0.5	18	Not Available
9	Not Available	Spanish	Safety Tips	1	0.5	10	Not Available
10	Not Available	Cantonese	Level Pay Plan	1	0.5	10	Not Available
11	Not Available	Cantonese	Energy Conservation	3	0.5	30	Not Available
12	Not Available	English	Energy Conservation	3	0.5	16	Not Available
13	Not Available	Tagalog	Energy Conservation	5	0.5	73	Not Available
14	Not Available	Cantonese	Avoiding Disconnection	2	0.5	20	Not Available
15	Not Available	English	Avoiding Disconnection	1	0.5	2	Not Available
16	Not Available	Spanish	Avoiding Disconnection	3	0.5	12	Not Available
17	Not Available	Tagalog	Avoiding Disconnection	1	0.5	3	Not Available
18	Not Available	Cantonese	CARE/FERA and Other	2	0.5	27	Not Available
19	Not Available	English	CARE/FERA and Other	1	0.5	2	Not Available
20	Not Available	Spanish	CARE/FERA and Other	1	0.5	59	Not Available
21	Not Available	Tagalog	CARE/FERA and Other	1	0.5	3	Not Available
22	Current Month Total			31		351	
23	Year-to-Date			#REF!		#REF!	
24							
25	[1] Contractor states all sessions at least 30 minutes.						
26	[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.						
27							

	A	B	C	D	E	F	G
1	CARE Table 11 - CHANGES Group Customer Assistance Sessions^[2]						
2	Reporting Period November 1, 2013 through November 30, 2013						
3	Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
4				# of Sessions	Length ^[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
5	Not Available	Cantonese	Understanding Your Bill	1	0.5	16	Not Available
6	Not Available	Tagalog	Understanding Your Bill	1	0.5	10	Not Available
7	Not Available	Vietnamese	Understanding Your Bill	1	0.5	35	Not Available
8	Not Available	Cantonese	Safety Tips	1	0.5	9	Not Available
9	Not Available	Cantonese	Energy Conservation	1	0.5	10	Not Available
10	Not Available	Tagalog	Energy Conservation	2	0.5	70	Not Available
11	Not Available	Cantonese	Avoiding Disconnection	1	0.5	13	Not Available
12	Not Available	Cantonese	CARE/FERA and Other	1	0.5	14	Not Available
13	Not Available	Japanese	CARE/FERA and Other	1	0.5	18	Not Available
14	Current Month Total			10		195	
15	Year-to-Date			#REF!		#REF!	
16							
17	[1] Contractor states all sessions at least 30 minutes.						
18	[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.						
19							

CARE Table 11 CHANGES Group Customer Assistance Sessions^[2]						
Reporting Period December 1, 2013 through December 31, 2013						
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	Japanese	Understanding Your Bill	1	0.5	8	Not Available
Not Available	Tagalog	Understanding Your Bill	2	0.5	100	Not Available
Not Available	Vietnamese	Understanding Your Bill	1	0.5	20	Not Available
Not Available	NA	Safety Tips	0	0.5	0	Not Available
Not Available	Tagalog	Energy Conservation	2	0.5	69	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
Current Month Total			6		197	
Year-to-Date			#REF!		#REF!	

[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.