

**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 JANUARY 2015**

KIM F. HASSAN

*Attorney for:*

**SOUTHERN CALIFORNIA GAS COMPANY**

555 West 5<sup>th</sup> Street, GT14E7

Los Angeles, CA 90013

Telephone: (213) 244-3061

Facsimile: (213) 629-9620

E-Mail: [khassan@semprautilities.com](mailto:khassan@semprautilities.com)

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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 2015			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$132,417,191	\$242,184	0.18%
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 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 January 2015, SoCalGas processed and paid invoices for 10,039 treated units for which work was performed in 2014. These units will be reflected in SoCalGas' Annual Report for program year (PY) 2015 that is due on May 1, 2015. The enrollments processed and the installations completed in January 2015 will be reported in the February monthly report tables as part of PY2015 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**

In the month of January, SoCalGas launched an email blast that specifically promoted the ESA Program to 25,201 previously enrolled CARE participants.

### **E- Newsletter**

An E-Newsletter was sent out by SoCalGas' Public Affairs to government officials and city members about the ESA Program. The E-Newsletter included a link for the recipients to reference and learn more about the ESA Program.

### **Energy Savings Assistance Program - Bill inserts/onserts**

No bill insert was deployed during the month of January.

### **Energy Savings Assistance Program - Direct Mailings**

In the month of January, there were 52,441 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 January.

### **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. In January, through its online ESA Program lead form, SoCalGas generated 321 online leads.

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

### **January 13 – Cultural Awareness Training with the Los Angeles Police Department, Los Angeles**

SoCalGas sponsored the Los Angeles Cultural Awareness Training with the Los Angeles Police Department (LAPD). The training is a program to heighten LAPD officer awareness of racial, gender, and cultural differences. Approximately 100 people attended the training event throughout the day. SoCalGas staffed a

booth and interacted with customers in the community about the ESA Program and CARE.

**January 19 – 32<sup>nd</sup> Annual Martin Luther King, Jr. Day Celebration, Inglewood**

SoCalGas staff participated in the 32<sup>nd</sup> Annual Martin Luther King, Jr. Day Celebration. The city of Inglewood celebrates Martin Luther King day with speeches from elementary, middle, and high school students, inspiring keynote speakers, gospel choirs, and a family festival. Approximately 500-600 people visited the SoCalGas booth to learn about the ESA Program, CARE, and the Medical Baseline program.

**January 24 – Torres Martinez Tribal Temporary Assistance for Needy Families Budget Workshop, Commerce**

SoCalGas is working with tribal Temporary Assistance for Needy Families (TANF) administrators to provide information on the ESA Program and CARE to tribal TANF customers. The Torres Martinez Tribal TANF Commerce office hosted SoCalGas on January 24 to work with customers and educate them on Customer Assistance Programs. Approximately twelve customers brought their SoCalGas bill to the event. Eleven customers were enrolled in CARE, and one was in the process of recertification. The customers also previously participated in the ESA Program. Throughout 2015, SoCalGas will continue to work with the Torres Martinez Tribal TANF organization to educate customers about the ESA Program and CARE, as well as encourage the participants to share the information with their friends and family.

**January 28 – Calvin Sung, Field Representative to State Senator Tony Mendoza of the 32<sup>nd</sup> Senate District, Monterey Park**

SoCalGas Public Affairs department representatives met with Calvin Sung, field representative to State Senator Tony Mendoza, who represents the 32<sup>nd</sup> Senate District (city of Montebello). SoCalGas and Mr. Sung discussed customer eligibility for CARE and the ESA Program. SoCalGas provided various applications and brochures on its programs which will be distributed in Representative Mendoza's Montebello field office to customers.

### **January 30 – High School Parent’s Event, Academy for Environment & Social Policy, Lincoln Heights**

As part of the SoCalGas effort to leverage with other organizations in the community, SoCalGas Outreach staff attended a parent’s event at the Academy for Environment and Social Policy, a small public school that provides its students with a career and college preparatory program. On January 30, parents attended a “meet-the-principal” morning coffee break that took place in the computer lab. A representative from EveryoneOn, a non-profit organization that works to bridge the digital divide through partnerships with the technology industry, libraries, and other organizations to deliver free and affordable technology training, demonstrated how parents could sign up for low-cost internet plans. Parents then learned how to visit the SoCalGas website to sign up for the ESA Program and CARE. Hands-on participation by the parents facilitated the process of filling out the ESA Program and CARE enrollment forms. Parents who were already on the CARE rate learned about the importance of recertifying their eligibility, and about the ESA Program. Since these are monthly, small-group discussions, SoCalGas plans to sponsor another event at the Academy for Environment & Social Policy in the month of February.

### **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 PY 2015 and beyond.

During January, 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,<sup>1</sup> San Gabriel Valley Water Company,<sup>2</sup> and Fontana Water Company.<sup>3</sup> SoCalGas also has leveraging agreements with two water districts. The agreement with the Eastern Municipal Water District (EMWD)<sup>4</sup> is to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers. The leveraging agreement with Irvine Ranch Water District<sup>5</sup> 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:

<b>SoCalGas Skill-Level Test Results</b>	
	January
Attended Testing	14
Passed Test	9
Pass Rate	64%

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

<sup>2</sup> 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.

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

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

<sup>5</sup> 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 5- Day Enrollment and Assessment Training	
	January
Attended Class	27
Tested	26*
Passed Class	21
Badged	2
Census Attendees	0
Retention Rate*	81%
*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 2015.

Class Type	January		Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students
Initial	0	0	0	0
Refreshers	1	14	1	14
NGAT 5-Day	0	0	0	0
<b>Grand Total</b>	<b>1</b>	<b>14</b>	<b>1</b>	<b>14</b>

## 2. CARE Executive Summary

### 2.1. CARE Program Summary – January

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	\$168,735	4.50%
Proc., Certification and Verification	\$8,232,248	\$75,068	0.91%
Information Tech./Programming	\$2,937,450	\$28,433	0.97%
Pilots (1)	\$183,600	\$0	0.00%
Measurement and Evaluation	\$18,659	\$0	0.00%
Regulatory Compliance	\$242,507	\$24,185	9.97%
General Administration	\$943,426	\$47,904	5.08%
CPUC Energy Division Staff	\$60,000	\$0	0.00%
Cooling Centers	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$16,364,513</b>	<b>\$344,324</b>	<b>2.10%</b>
<b>Subsidies and Benefits</b>	<b>\$131,142,177</b>	<b>\$18,811,875</b>	<b>14.34%</b>
<b>Total Program Costs and Discounts</b>	<b>\$147,506,690</b>	<b>\$19,156,199</b>	<b>12.99%</b>

\* 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 pg 81). Also, note total 2015 authorized budget number in the D.14-08-030 OP 2 may not reflect the correct escalation amount for Changes Pilot category.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,564,640	1,894,881	82.6%

## **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**

As reported in previous months, SoCalGas is concerned with customers who fail to recertify for the CARE Program; therefore, 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. This campaign resumed in January with approximately 20,000 application/letters to customers who had previously been on the CARE program and failed to recertify their eligibility. Results from this campaign will 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 where appropriate.

During January, SoCalGas launched an email to 97,000 existing customers that have a probability of being eligible for the CARE Program. SoCalGas also emailed 7,300 new customers that have a probability of being eligible for the CARE Program. Both of these email campaigns complemented direct mail campaigns that are referenced below. SoCalGas expects enrollments from this campaign to be reported in future months.

During January, SoCalGas received 6,925 online applications from customers. The online activity resulted in 3,181 enrollments and subsequently 1,961 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 generated 3,571 applications in January; 2,821 customers were subsequently approved for enrollment into the CARE Program.

A major focus of the SoCalGas Outreach department 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 4 events during January 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 January, SoCalGas distributed CARE applications these customers. Although this outreach has previously focused on seniors who live in downtown Los Angeles, SoCalGas Outreach is working with SVMOW to expand low-income program outreach to the Boyle Heights community.

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 January, 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 will commence in February with the Tet Festival. During January, SoCalGas did continue work with Catholic Charities of Orange County, which

hosts CalFresh workshops where SoCalGas distributes materials on its low-income programs.

During the summer of 2014, SoCalGas began working with the Santa Barbara Foodbank to extend awareness of the CARE Program. The Santa Barbara Foodbank discusses CARE in conjunction with its CalFresh Outreach. 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 one-on-one discussion of 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 January. SoCalGas mailed out approximately 17,000 direct mail applications to new customers who have a probability of eligibility for the CARE Program. In addition, SoCalGas mailed approximately 200,000 direct mail applications to current customers with a probability of eligibility. (As noted above, SoCalGas also sent emails to customers with an email address on file.) There is a time lag between the time an application/letter is mailed and the customer returns the application. Thus, the January results reflect campaigns also conducted from November and December of 2014. During January, SoCalGas received approximately 10,500 returned applications with 6,600 customers subsequently enrolled in the CARE Program.

#### **CARE Bill Inserts**

CARE Outreach did not send out any bill inserts during January. 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. SoCalGas and Radio Campesina have agreed to expand the relationship in 2015 to include computer training for the low-income community. Radio Campesina owns low-income housing with computers available to residents 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 been working with the Westside Center for Independent Living (WCIL) to promote awareness of low-income programs to customers in the community, such as individuals who have disabilities and are trying to live on their own. The organization discusses low-income programs as part of its case worker relationship with its community. In 2015, WCIL will begin to use the SoCalGas website and the online CARE application as part of its computer training that it offers to its community.



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 January, 1,779 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities. A lower number in the month of January was primarily due to Southern California Edison temporarily suspending the file exchanges. Data sharing has resumed and numbers will be reported in next month's report. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in January generated 2,197 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, 129 LIHEAP customers were enrolled in SoCalGas' CARE Program.

**2.3. CARE Recertification Complaints.**

SoCalGas received one recertification complaint in the month of January. The customer asserted she never received the recertification application and did not receive the appropriate bill credits the following month. The customer was sent a recertification application, and the customer's bill was credited the appropriate amount for one month. The customer was satisfied with the explanation provided and the complaint resolution process.

**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	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>January 2015</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances <sup>2</sup>	N/A	\$ 17,785,151	\$ 17,785,151	N/A	\$ (36,925)	\$ (36,925)	N/A	\$ (36,925)	\$ (36,925)	N/A	-0.21%	-0.21%
8	Domestic Hot Water	N/A	\$ 16,843,374	\$ 16,843,374	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	Enclosure	N/A	\$ 41,983,756	\$ 41,983,756	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	HVAC	N/A	\$ 19,210,885	\$ 19,210,885	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
11	Maintenance	N/A	\$ 2,128,846	\$ 2,128,846	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	\$ 20,834,354	\$ 20,834,354	N/A	\$ 38,932	\$ 38,932	N/A	\$ 38,932	\$ 38,932	N/A	0.19%	0.19%
15	In Home Education	N/A	\$ 2,531,192	\$ 2,531,192	N/A	\$ (5,013)	\$ (5,013)	N/A	\$ (5,013)	\$ (5,013)	N/A	-0.20%	-0.20%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	<b>Energy Efficiency TOTAL</b>	N/A	\$ 121,317,558	\$ 121,317,558	N/A	\$ (3,006)	\$ (3,006)	N/A	\$ (3,006)	\$ (3,006)	N/A	0.00%	0.00%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 23,513	\$ 23,513	N/A	\$ 23,513	\$ 23,513	N/A	3.45%	3.45%
20	Inspections	N/A	\$ 3,361,051	\$ 3,361,051	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
21	Marketing and Outreach	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 42,856	\$ 42,856	N/A	\$ 42,856	\$ 42,856	N/A	3.58%	3.58%
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	\$ 15,540	\$ 15,540	N/A	\$ 15,540	\$ 15,540	N/A	5.26%	5.26%
25	General Administration	N/A	\$ 5,286,041	\$ 5,286,041	N/A	\$ 163,281	\$ 163,281	N/A	\$ 163,281	\$ 163,281	N/A	3.09%	3.09%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
27													
28	<b>TOTAL PROGRAM COSTS</b>	N/A	\$ 132,417,191	\$ 132,417,191	N/A	\$ 242,184	\$ 242,184	N/A	\$ 242,184	\$ 242,184	N/A	0.18%	0.18%
29													
30													
31	Indirect Costs				N/A	\$ 115,610	\$ 115,610	N/A	\$ 115,610	\$ 115,610			
32	NGAT Costs					\$ (7,317)	\$ (7,317)		\$ (7,317)	\$ (7,317)			
33													
34	<sup>1</sup> 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 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.												
35	<sup>2</sup> Current month expenditures in Appliance category consist of rebate credits in the amount of (\$36,925).												
36	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 reflected and incorporated as part of the 2014 costs in the annual report.												
37	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
38													
39													
40													

	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2</b>							
2	<b>Program Expenses &amp; Energy Savings by Measures Installed</b>							
3	<b>Southern California Gas Company</b>							
4	<b>January 2015</b>							
5			<b>Year-To-Date Completed &amp; Expensed Installation</b>					
6	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>4</sup> (Annual)</b>	<b>kW<sup>5</sup> (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses<sup>7</sup> (\$)</b>	<b>% of Expenditure</b>
7	<b>Appliances</b>							
8	High Efficiency Clothes Washer	Each	0			-	\$0	0.00%
9	Refrigerators	Each						
10	Microwaves <sup>6</sup>	Each						
11	<b>Domestic Hot Water</b>							
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	<b>Enclosure</b>							
19	Air Sealing / Envelope <sup>1</sup>	Home	0			0	\$0	0.00%
20	Attic Insulation	Home	0			-	\$0	0.00%
21	<b>HVAC</b>							
22	FAU Standing Pilot Conversion	Each						
23	Furnace Repair/Replacement	Each						
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each	0			-	\$0	0.00%
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each	0			0	\$0	0.00%
29	Duct Testing and Sealing	Home						
30	<b>Maintenance</b>							
31	Furnace Clean and Tune	Home						
32	Central A/C Tune up	Home						
33	<b>Lighting</b>							
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	<b>Miscellaneous</b>							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	<b>New Measures</b>							
44								
45	<b>Pilots</b>							
46								
47	<b>Customer Enrollment</b>							
48	Outreach & Assessment	Home	0				\$0	0.00%
49	In-Home Education	Home	0				\$0	0.00%
50								
51	<b>Total Savings/Expenditures</b>					-	\$0	
52								
53	Households Weatherized <sup>2</sup>		0					
54								
55	<b>Households Treated</b>							
56	- Single Family Households Treated	Home	0					
57	- Multi-family Households Treated	Home	0					
58	- Mobile Homes Treated	Home	0					
59	<b>Total Number of Households Treated</b>	Home	<b>0</b>					
60	<b># Eligible Households to be Treated for PY<sup>3</sup></b>	Home	<b>136,836</b>					
61	<b>% of Households Treated</b>	%	<b>0%</b>					
62	- Master-Meter Households Treated	Home	0					
63	<sup>1</sup> 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.							
64	<sup>2</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
65	<sup>3</sup> Based on Attachment H of D.12-08-044							
66	<sup>4</sup> All savings are calculated based on the following sources:							
67	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
68	<sup>5</sup> Costs exclude support costs that are included in Table 1.							
69	<sup>6</sup> Microwave savings are from ECONorthWest Studies received in December of 2011							
70	<sup>7</sup> 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	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home</b>	
2	<b>Southern California Gas Company</b>	
3	<b>January 2015</b>	
4	<b>Year-to-Date Installations - Expensed</b>	
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	<b>Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program</b>						
2	<b>Homes Treated</b>						
3	<b>Southern California Gas Company</b>						
4	<b>January 2015</b>						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	18	11,479	11,497	0	0	0
8	Imperial	20,117	1	20,118	0	0	0
9	Kern	29,052	14,332	43,384	0	0	0
10	Kings	14,555	14	14,569	0	0	0
11	Los Angeles	3,323	1,157,418	1,160,741	0	0	0
12	Orange	8	254,210	254,218	0	0	0
13	Riverside	144,604	122,782	267,386	0	0	0
14	San Bernardino	953	187,578	188,531	0	0	0
15	San Luis Obispo	15,056	9,578	24,634	0	0	0
16	Santa Barbara	1,197	41,306	42,503	0	0	0
17	Tulare	50,416	10,966	61,382	0	0	0
18	Ventura	2,478	63,519	65,997	0	0	0
19	<b>Total</b>	<b>281,777</b>	<b>1,873,183</b>	<b>2,154,960</b>	<b>0</b>	<b>0</b>	<b>0</b>
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	<b>Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate</b>								
2	<b>Southern California Gas Company</b>								
3	<b>January 2015</b>								
4	<b>Reason Provided</b>								
5	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
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	<b>Total</b>	-	-	-	-	-	-	-	-
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	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																
2	<b>Southern California Gas Company</b>																
3	<b>January 2015</b>																
4		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
5		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>		
6	<b>2014</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
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	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>January 2015</b>												
4		<b>Authorized 3-Year Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2015</b>			<b>% of 3-Year Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	none	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
8	<b>Studies</b>												
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	<b>Total Studies</b>	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
14													
15	<sup>1</sup> 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												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>January 2015</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ -	\$ 3,750,223	\$ 3,750,223	\$ -	\$ 168,735	\$ 168,735	\$ -	\$ 168,735	\$ 168,735	N/A	4.50%	4.50%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 121,307	\$ 121,307	\$ -	\$ 121,307	\$ 121,307	N/A	2.70%	2.70%
8	Post Enrollment Verification <sup>2</sup>	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ (46,239)	\$ (46,239)	\$ -	\$ (46,239)	\$ (46,239)	N/A	-1.24%	-1.24%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 28,433	\$ 28,433	\$ -	\$ 28,433	\$ 28,433	N/A	0.97%	0.97%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	N/A
11													
12	Pilots <sup>3</sup>	\$ -	\$ 183,600	\$ 183,600	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
13													
14	Measurement and Evaluation	\$ -	\$ 18,659	\$ 18,659	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 24,185	\$ 24,185	\$ -	\$ 24,185	\$ 24,185	N/A	9.97%	9.97%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 47,904	\$ 47,904	\$ -	\$ 47,904	\$ 47,904	N/A	5.08%	5.08%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,368,113	\$ 16,368,113	\$ -	\$ 344,324	\$ 344,324	\$ -	\$ 344,324	\$ 344,324	N/A	2.10%	2.10%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 18,811,875	\$ 18,811,875	\$ -	\$ 18,811,875	\$ 18,811,875	N/A	14.34%	14.34%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,510,290	\$ 147,510,290	\$ -	\$ 19,156,199	\$ 19,156,199	\$ -	\$ 19,156,199	\$ 19,156,199	N/A	12.99%	12.99%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 2,527,671	\$ 2,527,671	\$ -	\$ 2,527,671	\$ 2,527,671			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 2,527,671	\$ 2,527,671	\$ -	\$ 2,527,671	\$ 2,527,671			
31													
32	Indirect Costs				\$ -	\$ 69,729	\$ 69,729	\$ -	\$ 69,729	\$ 69,729			
33													
34	<sup>1</sup> 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	<sup>2</sup> Post Enrollment Verification net credit amount of (\$46,239) in January is related to an accounting accrual/reversal for labor corrections made in December 2014.												
36	<sup>3</sup> 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). Also, note total 2015												
37	authorized budget number in the D.14-08-030 OP 2 may not reflect the correct 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.												

	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	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																										
2	<b>Southern California Gas Company</b>																										
3	<b>January 2015</b>																										
4		<b>New Enrollment</b>									<b>Recertification</b>					<b>Attrition (Drop Offs)</b>				<b>Enrollment</b>							
5		<b>Automatic Enrollment</b>			<b>Self-Certification (Income or Categorical)</b>				<b>Capitation</b>	<b>Total New Enrollment (E+H+J)</b>	<b>Scheduled</b>	<b>Non-Scheduled (Duplicates)</b>	<b>Automatic</b>	<b>Total Recertification (L+M+N)</b>	<b>No Response to Recert</b>	<b>Failed PEV</b>	<b>Failed Recertification</b>	<b>Other</b>	<b>Total Attrition (P+Q+R+S)</b>	<b>Gross (K+O)</b>	<b>Net Adjusted (K-T)</b>	<b>Total CARE Participants</b>	<b>Estimated CARE Eligible</b>	<b>Penetration Rate % (W/X)</b>			
6		<b>Inter-Utility<sup>1</sup></b>	<b>Intra-Utility<sup>2</sup></b>	<b>Leveraging<sup>3</sup></b>	<b>Combined (B+C+D)</b>	<b>Online</b>	<b>Paper</b>	<b>Phone</b>																	<b>Combined (F+G+H)</b>		
7	<b>2015</b>																										
8	<b>January</b>	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%		
9	<b>February</b>																										
10	<b>March</b>																										
11	<b>April</b>																										
12	<b>May</b>																										
13	<b>June</b>																										
14	<b>July</b>																										
15	<b>August</b>																										
16	<b>September</b>																										
17	<b>October</b>																										
18	<b>November</b>																										
19	<b>December</b>																										
20	<b>Total for 2014</b>	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%		
21	Enrollments via data sharing between the IOUs.																										
22	Enrollments via data sharing between departments and/or programs within the utility.																										
23	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	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>January 2015</b>								
4		<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
5	<b>January</b>	1,564,640	3,252	0.21%	2	16	18	0.55%	0.00%
6	<b>February</b>								
7	<b>March</b>								
8	<b>April</b>								
9	<b>May</b>								
10	<b>June</b>								
11	<b>July</b>								
12	<b>August</b>								
13	<b>September</b>								
14	<b>October</b>								
15	<b>November</b>								
16	<b>December</b>								
17	<b>YTD Total</b>	<b>1,564,640</b>	<b>3,252</b>	<b>0.21%</b>	<b>2</b>	<b>16</b>	<b>18</b>	<b>0.55%</b>	<b>0.00%</b>
18									
19	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>2</sup> 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	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
24	<b>not applicable to SoCalGas</b>								
25		<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
26	<b>January</b>								
27	<b>February</b>								
28	<b>March</b>								
29	<b>April</b>								
30	<b>May</b>								
31	<b>June</b>								
32	<b>July</b>								
33	<b>August</b>								
34	<b>September</b>								
35	<b>October</b>								
36	<b>November</b>								
37	<b>December</b>								
38	<b>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
39									
40	<sup>1</sup> Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
41	<sup>2</sup> 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	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications</b>						
2	<b>Southern California Gas Company</b>						
3	<b>January 2015</b>						
4		<b>Provided <sup>1</sup></b>	<b>Received</b>	<b>Approved <sup>2</sup></b>	<b>Denied <sup>3</sup></b>	<b>Pending/Never Completed <sup>4</sup></b>	<b>Duplicates <sup>5</sup></b>
5	Total (Y-T-D)	374,291	31,811	22,761	2,668	1,904	4,478
6	Percentage		100.00%	71.55%	8.39%	5.99%	14.08%
7							
8	<sup>1</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail,						
9	<sup>2</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications.						
10	<sup>3</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	<sup>4</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	<sup>5</sup> 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	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>January 2015</b>									
4		<b>Estimated Eligible</b>			<b>Total Participants</b>			<b>Penetration Rate</b>		
5	<b>County</b>	<b>Urban</b>	<b>Rural</b>	<b>Total</b>	<b>Urban</b>	<b>Rural</b>	<b>Total</b>	<b>Urban</b>	<b>Rural</b>	<b>Total</b>
6	Fresno	11,258	17	11,276	11,257	18	11,275	99.99%	103.7%	100.0%
7	Imperial	0	16,626	16,626	12	12,891	12,903	N/A	77.5%	77.6%
8	Kern	13,474	28,172	41,646	10,134	26,964	37,098	75.2%	95.7%	89.1%
9	Kings	18	15,165	15,182	20	13,912	13,932	114.1%	91.7%	91.8%
10	Los Angeles	993,952	3,260	997,211	829,042	1,038	830,080	83.4%	31.8%	83.2%
11	Orange	212,005	8	212,013	150,520	19	150,539	71.0%	233.2%	71.0%
12	Riverside	112,948	133,533	246,482	88,603	112,047	200,650	78.4%	83.9%	81.4%
13	San Bernardino	168,109	918	169,027	158,482	817	159,299	94.3%	89.0%	94.2%
14	San Luis Obispo	10,273	17,430	27,703	4,049	11,523	15,572	39.4%	66.1%	56.2%
15	Santa Barbara	38,047	1,177	39,224	27,320	564	27,884	71.8%	47.9%	71.1%
16	Tulare	11,100	49,656	60,756	11,527	47,087	58,614	103.8%	94.8%	96.5%
17	Ventura	55,697	2,040	57,737	45,383	1,411	46,794	81.5%	69.2%	81.0%
18	<b>Total</b>	<b>1,626,880</b>	<b>268,001</b>	<b>1,894,881</b>	<b>1,336,349</b>	<b>228,291</b>	<b>1,564,640</b>	<b>82.1%</b>	<b>85.2%</b>	<b>82.6%</b>
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	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>January 2015</b>							
4	<b>2015</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified</b>	<b>Households De-enrolled</b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	1,564,640	33,484	2.14%	1,663	62	4.97%	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	<b>YTD</b>	<b>1,564,640</b>	<b>33,484</b>	<b>2.14%</b>	<b>1,663</b>	<b>62</b>	<b>4.97%</b>	<b>0.00%</b>
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	<b>CARE Table 7 - Capitation Contractors</b>						
2	<b>Southern California Gas Company</b>						
3	<b>January 2015</b>						
4		<b>Contractor Type</b>				<b>Year-to-Date</b>	
5	<b>Contractor Name<sup>1</sup></b>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Current Month</b>	<b>Year-to-Date</b>
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 Sacramento Church		X			0	0
30	Starbright Management Services		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	BroadSpectrum		X			0	0
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			9	9
45	Visalia Emergency Aid Council		X			0	0
46	<b>Total Enrollments</b>					<b>9</b>	<b>9</b>
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or						
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	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>January 2015</b>								
4	2015	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change <sup>1</sup>	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								
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD</b>	<b>N/A</b>	<b>1,564,640</b>	<b>N/A</b>	<b>1,564,640</b>	<b>1,894,881</b>	<b>82.6%</b>	<b>-0.2%</b>	<b>100.0%</b>
18									
19	<sup>1</sup> 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.								

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Program Table 9 - Expenditures for CHANGES Pilot</b>												
2	<b>Southern California Gas Company</b>												
3	<b>January 2015</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2015</b>			<b>% of 2015 Budget Expended <sup>2</sup></b>		
5		<b>Total</b>			<b>Total</b>			<b>Total</b>			<b>Total</b>		
6	<b>Pilots</b>												
7	CHANGES	\$183,600			\$0			\$0			0%		
8	Total Pilots	\$183,600			\$0			\$0			0%		
9													
10	<sup>1</sup> 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	<sup>2</sup> % equals January 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	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from December 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5			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	CHANGES Participants' Self-Identified language of preference		1 = Yes	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
7				0 = No						1 = Yes	Reason 800 # Not Used	0 = No	Reason 800 #		
12/20/2014	Spanish	Bill Education Educated on Energy Efficiency/ Conservation	1	Rate transfer	0		0		1						
12/20/2014	Spanish	Bill Education Educated on Energy Efficiency/ Conservation	1	Rate transfer	0		0		1						
12/22/2014	Spanish	HEAP/LiHeap Application Assistance	1	SoCalGas call center	0		0		1						
12/22/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1	Rate transfer	0		0		0	Meeting with client.					
12/23/2014	Korean	HEAP/LiHeap Application Assistance	0	Web	0		0		0	Meeting with client.					
12/23/2014	Korean	Medical Baseline Application Assistance	1	SoCalGas call center	0		0		0	Meeting with client.					
12/23/2014	Spanish	Educated on Energy Efficiency/ Conservation Sign up for 3rd Party Notification	1	Door-to-door canvassing	0		0		0	Meeting with client.					
12/23/2014	Tagalog	Sign up for 3rd Party Notification	1	Edison	0		0		1						
12/23/2014	Tagalog	Set Up/Change Payment Extension Sign up for 3rd Party Notification	1	SoCalGas call center	0		0			User did not specify if 1-800 number is used when calling the IOU.					
12/23/2014	Spanish	Sign up for 3rd Party Notification	1	Direct mail	0		0		0	Meeting with client.					
12/26/2014	English	Educated on CARE/FERA Educated on Energy Assistance Programs Set Up/Change Payment Extension	0	Through Web at end of December	0		0		1						
12/26/2014	visayan	Sign up for 3rd Party Notification	0	Not on CARE					0	Meeting with client.					
12/29/2014	Spanish	Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1	Invalid account #					0	Meeting with client.					
12/29/2014	Tagalog	Bill Education Verified Bill	0	ESAP 2-6-15	0		0					1			
12/29/2014	Spanish	Educated on Energy Efficiency/ Conservation	1	Web	0		0		0	Meeting with client.					
12/29/2014	Tagalog	Sign up for 3rd Party Notification	0	Not on CARE					0	Meeting with client.					
12/30/2014	Tagalog	Educated on Energy Efficiency/ Conservation	0	Not on CARE					0	Meeting with client.					
12/30/2014	Spanish	Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	0	Not on CARE					0	Meeting with client.					
12/30/2014	Tagalog	Educated on Energy Efficiency/ Conservation	0	Closed account -Not on CARE								0	Meeting with client.		
12/30/2014	Tagalog	Educated on Energy Efficiency/ Conservation	0	Not on CARE					0	Meeting with client.					
12/31/2014	Tagalog	ESAP Application Assistance Educated on CARE/FERA	0	Same as row 18											
12/31/2014	Tagalog	Educated on Energy Efficiency/ Conservation	1	CARE call center	0		0		0	This call was to my client.				1	
Current Month Total			23		0		0								113
Year-to-Date Total			223		0		0								851

49 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.

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

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

52 Table reflects new monthly activity and may include information from prior months not previously report

53 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	<b>CARE Table 11 - CHANGES Group Customer Assistance Sessions</b>						
2	<b>Reporting Period December 1, 2014 through December 31, 2014</b>						
3				<b>Session Logistics</b>			
4	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b># of Sessions</b>	<b>Length <sup>1</sup> (Hours)</b>	<b>Number of Attendees</b>	<b>Description of Information / Literature Provided</b>
5	Not Available	Cantonese	Understanding Your Bill	1	0.5	18	Not Available
6	Not Available	English	Understanding Your Bill	5	0.5	17	Not Available
7	Not Available	Korean	Understanding Your Bill	8	0.5	74	Not Available
8	Not Available	Spanish	Understanding Your Bill	15	0.5	213	Not Available
9	Not Available	Tagalog	Understanding Your Bill	15	0.5	306	Not Available
10	Not Available	Vietnamese	Understanding Your Bill	2	0.5	49	Not Available
11	Not Available	Cantonese	Safety Tips	2	0.5	33	Not Available
12	Not Available	English	Safety Tips	1	0.5	4	Not Available
13	Not Available	Japanese	Safety Tips	1	0.5	23	Not Available
14	Not Available	Korean	Safety Tips	2	0.5	22	Not Available
15	Not Available	Spanish	Safety Tips	7	0.5	87	Not Available
16	Not Available	Tagalog	Safety Tips	11	0.5	247	Not Available
17	Not Available	Vietnamese	Safety Tips	2	0.5	52	Not Available
18	Not Available	Cantonese	Level Pay Plan	1	0.5	20	Not Available
19	Not Available	Spanish	Level Pay Plan	5	0.5	121	Not Available
20	Not Available	Tagalog	Level Pay Plan	7	0.5	106	Not Available
21	Not Available	Cantonese	Energy Conservation	1	0.5	13	Not Available
22	Not Available	English	Energy Conservation	2	0.5	10	Not Available
23	Not Available	Korean	Energy Conservation	1	0.5	6	Not Available
24	Not Available	Spanish	Energy Conservation	13	0.5	280	Not Available
25	Not Available	Tagalog	Energy Conservation	9	0.5	164	Not Available
26	Not Available	Vietnamese	Energy Conservation	2	0.5	53	Not Available
27	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	2	0.5	31	Not Available
28	Not Available	English	CARE/FERA and Other Assistance Programs	2	0.5	5	Not Available
29	Not Available	Ilokano	CARE/FERA and Other Assistance Programs	3	0.5	24	Not Available
30	Not Available	Korean	CARE/FERA and Other Assistance Programs	4	0.5	49	Not Available
31	Not Available	Spanish	CARE/FERA and Other Assistance Programs	10	0.5	169	Not Available
32	Not Available	Tagalog	CARE/FERA and Other Assistance Programs	34	0.5	623	Not Available
33	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	6	0.5	132	Not Available
34	Not Available	Cantonese	Avoiding Disconnection	1	0.5	16	Not Available
35	Not Available	English	Avoiding Disconnection	1	0.5	5	Not Available
36	Not Available	Lao	Avoiding Disconnection	1	0.5	5	Not Available
37	Not Available	Spanish	Avoiding Disconnection	6	0.5	107	Not Available
38	Not Available	Tagalog	Avoiding Disconnection	7	0.5	147	Not Available
39	Not Available	Vietnamese	Avoiding Disconnection	3	0.5	60	Not Available
40	Not Available	Cantonese	High Energy Use	1	0.5	14	High Energy Use Handout
41	Not Available	Korean	High Energy Use	1	0.5	2	High Energy Use Handout
42	Not Available	Tagalog	High Energy Use	3	0.5	30	High Energy Use Handout
43	Not Available	Vietnamese	High Energy Use	2	0.5	44	High Energy Use Handout
44	Not Available	Cantonese	Gas Aggregation	2	0.5	26	Gas Aggregation Handout
45	Not Available	English	Gas Aggregation	8	0.5	22	Gas Aggregation Handout
46	Not Available	Ilokano	Gas Aggregation	1	0.5	8	Gas Aggregation Handout
47	Not Available	Japanese	Gas Aggregation	2	0.5	13	Gas Aggregation Handout
48	Not Available	Korean	Gas Aggregation	5	0.5	35	Gas Aggregation Handout
49	Not Available	Spanish	Gas Aggregation	9	0.5	47	Gas Aggregation Handout
50	Not Available	Tagalog	Gas Aggregation	28	0.5	320	Gas Aggregation Handout
51	Not Available	Vietnamese	Gas Aggregation	2	0.5	36	Gas Aggregation Handout
52	Current Month Total			257		3,888	
53	Year-to-Date			799		12,402	

54

55 <sup>1</sup> Contractor states all sessions at least 30 minutes.

56 <sup>2</sup> 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.

57

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