

**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 JULY 2014**

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August 21, 2014

**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 July 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$120,506,165	\$50,598,701	41.99%
Homes Treated	136,836	49,783	36.38%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	1,675,954	69.06%

* 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 July, SoCalGas processed and paid contractor invoices for 10,176 treated homes. This brings the year-to-date treated enrollment count to 49,783 homes, or approximately 36% of the 2014 annual treated goal of 136,836. Additionally, in July, SoCalGas paid for the weatherization of 8,982 homes, 773 furnace repairs and replacements, 110 water heater repairs and replacements, and 2,897 High Efficiency Washers.

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

SoCalGas conducted a communications campaign from May 26 through July 7 to increase awareness and drive enrollment participation in Customer Assistance Programs. The goal of the campaign is to inform customers about the CARE and

ESA Program benefits in settings that will facilitate reception and interest in the programs through-face-to-face interaction and collateral delivery. The following events were attended in July as a follow up to the communications campaign to increase awareness and enrollment participation:

July 19 – Cypress College Swap Meet in Cypress, CA
July 20 – Riverside Swap Meet

There was heavy foot traffic at Swap Meet events which have proven to be conducive to those that are or might be interested in the ESA Program benefits.

E- Newsletter

No E-Newsletter was deployed in the month of July.

Energy Savings Assistance Program - Bill inserts/onserts

No bill inserts/onserts were deployed in the month of July.

Energy Savings Assistance Program - Direct Mailings

In the month of July, there were 36,585 direct mail pieces sent to potentially eligible ESA Program customers.

Energy Savings Assistance Program - Outbound Dialing

No outbound dialing was deployed in the month of July.

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 July, through its online ESA Program lead form, SoCalGas generated 292 online leads.

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

July 8, 2014 – Housing Authority of the City of Los Angeles, Maravilla Community Center, East Los Angeles

A SoCalGas Local Outreach Manager presented information on Customer Assistance Programs at the Housing Authority of the City of Los Angeles Resident Council Forum. The meeting was attended by approximately 40 tenants and resident leaders from public housing communities throughout Los Angeles County. The SoCalGas presentation covered CARE, ESA Program, Medical Baseline, and the Gas Assistance Fund (GAF). Other presenters included Southern California Edison and the Water Replenishment District of Southern California.

July 19 – Assembly Member Chris Holden Block Party, Pasadena

SoCalGas Public Affairs staff attended Assembly Member Chris Holden Block Party for residents to come and learn about resources from their community.

SoCalGas had a booth with information on CARE, the ESA Program, California Solar Initiative Thermal Program, Energy Efficiency Programs, and Safety Programs.

July 26 – Information Session Regarding Regional Utilities, Commerce Town Hall, Hawthorne Memorial Center

Assembly member Steven Bradford held a Town Hall for constituents of his district. In addition to SoCalGas, the following utilities / services providers attended: AT&T, Time Warner, Southern California Edison, Verizon, Golden State Water Company, Los Angeles Department of Water and Power, and DirecTV. SoCalGas promoted its attendance at the event through social media, managed staff ran a booth at the event with company literature on its Customer Assistance programs, and gave presentations to attendees. The SoCalGas

presentations included safety messages, and information on the Medical Baseline, CARE, and ESA Programs.

July 26 & 27 – 19th Annual Central Avenue Jazz Festival, 42nd & Central, Los Angeles

SoCalGas participated in the 19th Annual Central Jazz Festival to promote the CARE and ESA Program. There were approximately 4,500 people in attendance at the event, with approximately 1,200 customers who visited the SoCalGas booth, and 257 customers signed up for the Energy Efficiency starter kits.

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. SoCalGas attends monthly coordination meetings with CSD and other Investor Owned Utilities (IOUs). SoCalGas is also seeking ways to better coordinate with CSD outside of the current leveraging pilots, and is looking for future opportunities.

In July, SoCalGas maintained its water measure leveraging agreements with three investor owned water utilities, each co-funding High Efficiency (HE) Washers. SoCalGas' pre-existing three water IOU agreements are with Park Water Company,¹ San Gabriel Valley Water Company,² and Fontana Water

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

² San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

Company.³ SoCalGas has billed over \$146,000 year-to-date to these water companies for co-funding of HE Washers installed in joint customer homes.

SoCalGas also has a leveraging agreement with the Eastern Municipal Water District (EMWD)⁴ to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers installed at joint customer households. As the EMWD agreement covered funding through the 2013-2014 fiscal year, effective July 2014, EMWD renewed its agreement with SoCalGas to leverage funding for water measures.

Also, effective July 1st is SoCalGas' fourth agreement to leverage HE Washer rebates, with Irvine Ranch Water District (IRWD) for ESA Program installed units within joint service areas.

SoCalGas' ESA Program has leveraged approximately \$266,000 year to date in the co-funding of installed water measures through its five 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:

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

SoCalGas Skill-Level Test Results				
	1st Quarter	2nd Quarter	July	Total
Attended Testing	78	115	17	210
Passed Test	68	100	15	183
Pass Rate	87%	87%	88%	87%

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.

	1st Quarter	2nd Quarter	July	Total
Attended Class	73	87	32	192
Tested	69	86	32	187
Passed Class	63	81	27	171
Badged	34	57	0**	91
Census Attendees	0	0	0	0
Retention Rate*	91%	94%	84%	91%
* Retention Rate is Passed/Tested				
** There were no badges sent out in the month of July; values will be updated in subsequent reports.				

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 91. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

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

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	1st Quarter		2 nd Quarter		July*		Total	
	No. of Classes	No. of Students	No of Classes	No. of Students	No of Classes	No. of Students	No of Classes	No. of Students
Initial	6	24	8	25	0	0	14	49
Refreshers	1	1	3	9	0	0	4	10
NGAT 5-Day	4	13	5	18	0	0	9	31
Grand Total	11	38	16	52	0	0	27	90

*There were no training classes for the month of July for the field representatives.

2. CARE Executive Summary

2.1. CARE Program Summary - July

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	\$2,161,609	60.55%
Proc., Certification and Verification	\$8,232,248	\$756,063	9.18%
Information Tech./Programming	\$2,937,450	\$542,359	18.46%
Pilots (1)	\$180,000	\$60,000	33.33%
Measurement and Evaluation	\$51,992	\$0	0.00%
Regulatory Compliance	\$242,507	\$218,163	89.96%
General Administration	\$943,426	\$479,086	50.78%
CPUC Energy Division Staff	\$60,000	\$7,935	13.23%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,217,846	\$4,225,216	26.05%
Subsidies and Benefits	\$131,142,177	\$69,697,035	53.15%
Total Program Costs and Discounts	\$147,360,023	\$73,922,251	50.16%

* 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
1,588,004	1,896,764	83.7%

2.2. Outreach

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

CARE Telephone Enrollments and Recertification

SoCalGas did not conduct an AVM campaign in the month of July. Since March, SoCalGas has been reevaluating the processes associated with recertifications

and implemented several pilot initiatives, such as sending a second letter to customers whose eligibility is about to expire.

Because program-eligible customers who need to recertify are an important component of maintaining CARE enrollment, SoCalGas continued its work on a series of experimental direct mail campaigns with the assistance of two Behavior Economists. The objective of this experiment is to improve empirical understanding of what messages motivate a low-income customer to recertify for the CARE Program. The campaign of 40,000 experimental letters was launched in the month of July and preliminary results are expected in September.

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.

CARE Outreach has identified a “welcome email” as a channel for encouraging awareness of the CARE Program. During July, SoCalGas resumed issuing welcome emails to 15,000 potential CARE customers.

During July, SoCalGas also received 6,360 applications from customers who used the online application. The online activity resulted in 2,329 new enrollments and 2,333 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 2,720 applications in July with 2,127 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 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. During July, 1,163 CARE calls were referred by 211 LA County. 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 July and promoted the SoCalGas Customer Assistance Programs.

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

To assist 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 material and/or CARE give-aways to approximately 3,000 seniors who receive home-delivered meals. During July, all seniors received applications with the new eligibility guidelines.

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.

SoCalGas recently added LIFT LA/Magnolia place as a community-based organization to collaborate in awareness and outreach. This organization is located in Pico Union and provides one-on-one counseling to low-income families in the neighborhood. LIFT LA counselors will be providing ongoing awareness of SoCalGas low-income programs.

In addition, counselors from Worksite Wellness (a community-based organization that provides outreach to low-income working families) continued its efforts to inform MediCaid eligible and low-income families about the CARE Program.

In Orange County, SoCalGas is working with Catholic Charities of Orange County, which continues to host CalFresh workshops where SoCalGas distributes materials on its low-income programs. Also in Orange County, the Delhi Center in Santa Ana is working with SoCalGas to provide information on low-income programs to the community.

To assist in outreach in Ventura County, SoCalGas is working with FOOD Share, a food bank and community-based organization in Ventura County, to spread awareness of the CARE Program, especially as part of FOOD Share's CalFresh outreach. Further grassroots opportunities are being examined in this area, especially as part of the Mass Media campaign, discussed below. For example, SoCalGas expanded its experience from Oxnard/Ventura to Santa Barbara County where SoCalGas is working with the Santa Barbara Foodbank and Unity Shoppe to extend awareness of low-income programs to customers.

CARE Direct Mail Activity and Enrollments

During July, SoCalGas received 13,893 direct mail applications, and 8,342 customers were subsequently enrolled onto the CARE Program. These applications and enrollments likely represent the last applications from direct mail campaigns prior to the updated income eligibility guidelines. CARE Outreach has been working with its mailing house and with program operations to

accommodate the new eligibility guidelines. Although no letters were mailed out in the month of July, August direct mail campaigns are scheduled. CARE Outreach currently expects that it will meet its annual goal to exceed sending 1.2 million direct mail applications.

CARE Bill Inserts

CARE Outreach continued its bill insert campaign during the month of July. The bill insert publicized the new eligibility guidelines and was sent to all residential customers who are not currently on the CARE Program (approximately 3,000,000 customers). 143 customers returned bill insert applications during July and 88 were subsequently enrolled in CARE. CARE Outreach has observed that over the last several years the relative ranking of the bill insert as an enrollment channel has declined. Results from this campaign are preliminary and will be updated in subsequent reports.

Outreach by Field Employees

Field service employees distributed Customer Assistance Programs flyers to customers when entering customer premises. Originally this distribution policy covered the “seasonal light” period (October through February), but the distribution currently continues year round. During July, CARE Outreach sent out a systemwide delivery of 100,000 Customer Assistance Programs flyers. 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 also has ongoing Spanish-language newspaper ads in Visalia

(*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*), and Los Angeles/Orange County (*El Aviso*). These ads are ongoing.

In late May, SoCalGas CARE Outreach launched a mass media campaign in the Tri-coastal market (Ventura, Santa Barbara, and San Luis Obispo counties). The campaign includes outdoor advertising via bus stops and geo-targeted gas pump ads, broad reach traffic radio spots through a CBS radio partnership, print ads in various publications including minority owned media, and online/mobile banners on Huffington Post, La Opinion, Yahoo, CNN, and Facebook, among others. The campaign will extend through mid-August. Results will be reported in future months.

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 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. The organization and case managers maintain an inventory of CARE Program information to distribute to its clients. No specific events with WCIL were scheduled during the month of July, but a future outreach event has been scheduled for early September.

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 July, 5,633 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 July generated 2,457 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 July, 269 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

2.3. CARE Recertification Complaints.

There were no recertification complaints in the month of July.

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 Useage)

CARE - Table 4- Self Certification and Re-Certification

CARE - Table 5- Enrollment by County

CARE - Table 6- Recertification Results

CARE - Table 7- Capitation Contractors

CARE - Table 8- Participants as of Month End

CARE - Table 9- Expenditures for the CHANGES Pilot

CARE - Table 10- CHANGES Individual Customer Assistance

CARE - Table 11- CHANGES Group Customer Assistance

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	July 2014												
4		Authorized Budget ¹			Current Month Expenses ²			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 ^{3,4}	N/A	\$ 6,919,859	\$ 6,919,859	N/A	\$ (399,778)	\$ (399,778)	N/A	\$ 10,990,566	\$ 10,990,566	N/A	158.83%	158.83%
8	Domestic Hot Water	N/A	\$ 15,710,853	\$ 15,710,853	N/A	\$ (72,910)	\$ (72,910)	N/A	\$ 6,157,705	\$ 6,157,705	N/A	39.19%	39.19%
9	Enclosure	N/A	\$ 41,537,596	\$ 41,537,596	N/A	\$ 239,890	\$ 239,890	N/A	\$ 13,820,653	\$ 13,820,653	N/A	33.27%	33.27%
10	HVAC	N/A	\$ 18,422,053	\$ 18,422,053	N/A	\$ 47,376	\$ 47,376	N/A	\$ 6,331,778	\$ 6,331,778	N/A	34.37%	34.37%
11	Maintenance	N/A	\$ 2,550,973	\$ 2,550,973	N/A	\$ (198,535)	\$ (198,535)	N/A	\$ 730,241	\$ 730,241	N/A	28.63%	28.63%
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 ⁵	N/A	\$ 21,023,556	\$ 21,023,556	N/A	\$ 447,324	\$ 447,324	N/A	\$ 7,605,637	\$ 7,605,637	N/A	36.18%	36.18%
15	In Home Education	N/A	\$ 2,531,184	\$ 2,531,184	N/A	\$ (7,831)	\$ (7,831)	N/A	\$ 615,947	\$ 615,947	N/A	24.33%	24.33%
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	\$ 55,536	\$ 55,536	N/A	\$ 46,252,526	\$ 46,252,526	N/A	42.55%	42.55%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 34,186	\$ 34,186	N/A	\$ 169,546	\$ 169,546	N/A	24.89%	24.89%
20	Inspections	N/A	\$ 3,155,344	\$ 3,155,344	N/A	\$ 14,559	\$ 14,559	N/A	\$ 933,984	\$ 933,984	N/A	29.60%	29.60%
21	Marketing and Outreach ⁶	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 18,680	\$ 18,680	N/A	\$ 617,771	\$ 617,771	N/A	51.55%	51.55%
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 ⁷	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ (1,885)	\$ (1,885)	N/A	-2.06%	-2.06%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 26,006	\$ 26,006	N/A	\$ 145,065	\$ 145,065	N/A	49.12%	49.12%
25	General Administration	N/A	\$ 6,202,206	\$ 6,202,206	N/A	\$ 371,925	\$ 371,925	N/A	\$ 2,478,294	\$ 2,478,294	N/A	39.96%	39.96%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 652	\$ 652	N/A	\$ 3,400	\$ 3,400	N/A	3.95%	3.95%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 120,506,165.00	\$ 120,506,165	N/A	\$ 521,544	\$ 521,544	N/A	\$ 50,598,701	\$ 50,598,701	N/A	41.99%	41.99%
29													
30		Funded Outside of ESA Program Budget											
31	Indirect Costs				N/A	\$ 198,528	\$ 198,528	N/A	\$ 1,864,510	\$ 1,864,510			
32	NGAT Costs					\$ (3,135)	\$ (3,135)		\$ 1,148,767	\$ 1,148,767			
33													
34	¹ Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2014 budget amounts and does not include funds shifted from previous years and/or prior program cycles.												
35	² Current month and YTD expenditures includes a reversal of (\$9,236,237.93) in the following reporting categories: Appliances (\$2,561,925.00), Domestic Hot Water (\$1,310,570.47), Enclosure (\$2,603,373.93), HVAC (\$948,346.79), Maintenance (\$348,030.34) Customer Enrollment (\$1,164,162.38), In Home Energy Education (\$133,680.00), Inspection (\$166,149.03).												
36	³ YTD expenditures in Appliance category includes a credit adjustment of (\$4,800) related to Park Water Co. rebates that were inadvertently excluded from the January 2014 numbers as part of contract costs.												
37	⁴ In April 2014, SCG increased PY 2014 Appliance category budget by \$10,000,000 to fund contract value increases for vendors providing Appliance services. The shift was funded from the unspent 2012 balance of \$20,382,344. The new PY 2014 budget for Appliances is \$16,919,859. This increases the total EE budget from \$108,696,074 to \$118,696,074 and the total ESA Program budget from \$120,506,165 to \$130,506,165.												
38	⁵ YTD expenditures in Customer Enrollment category includes an add back adjustment of \$15,674.22 that was inadvertently excluded from the January 2014 report as part of contract cost.												
39	⁶ YTD expenditures for Marketing and Outreach category includes a credit adjustment of (\$74,874.20) for an accounting reversal related to a December 2013 accrual which was inadvertently excluded from the January 2014 report.												
40	⁷ YTD costs includes an M&E re-accrual reversal balance of (\$1,884.93) due to M&E over-accrual in 2013 where actual payments were less than accrual estimate.												
41	Note: In January 2014, a manual adjustment was made to exclude \$411,650.32 for contractor costs related to 2013 activities. These costs are reflected as 2013 costs in the annual report.												
42	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	July 2014	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	N/A
6	Annual Therm Savings	1,675,954
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	17,791,854
9	Current kWh Rate	N/A
10	Current Therm Rate	0.55
11	Number of Treated Households	49,783
12	Average 1st Year Bill Savings / Treated households	\$ 18.59
13	Average Lifecycle Bill Savings / Treated Household	\$ 164.99
14	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	
15		
16		

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program Homes Treated Southern California Gas Company July 2014						
2							
3							
4		Eligible Households			Households Treated YTD		
5	County	Rural	Urban	Total	Rural	Urban	Total
6	Fresno	15	11,469	11,484	138	766	904
7	Imperial	19,914	1	19,915	207	0	207
8	Kern	28,660	14,369	43,029	2,041	259	2,300
9	Kings	14,497	16	14,513	1,119	0	1,119
10	Los Angeles	2,986	1,154,988	1,157,974	212	23,998	24,210
11	Orange	10	252,750	252,760	0	3,097	3,097
12	Riverside	143,956	120,981	264,937	691	5,844	6,535
13	San Bernardino	986	187,413	188,399	106	5,640	5,746
14	San Luis Obispo	15,296	9,189	24,485	547	0	547
15	Santa Barbara	1,460	40,947	42,407	381	213	594
16	Tulare	49,776	11,327	61,103	2,288	705	2,993
17	Ventura	2,568	63,321	65,889	234	1,297	1,531
18	Total	280,126	1,866,772	2,146,897	7,964	41,819	49,783
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
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	July 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	154	1		12	2	68	0	4
7	Imperial	1	0		4	0	3	24	0
8	Kern	25	3		5	4	39	2	2
9	Kings	334	0		46	4	140	1	12
10	Los Angeles	631	39		110	4	366	144	31
11	Orange	117	6		32	5	78	22	6
12	Riverside	332	2		19	12	273	162	24
13	San Bernardino	211	3		10	1	134	68	36
14	San Luis Obispo	2	0		0	0	6	1	1
15	Santa Barbara	76	0		11	0	19	1	5
16	Tulare	1,268	0		39	14	743	7	41
17	Ventura	14	0		3	0	5	0	1
18	Total	3,165	54	-	291	46	1,874	432	163
19									
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	July 2014																
4		Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6	2014		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	February	0	0	0	0	4,152	83,716	0	0	0	0	0	0	4,152	83,716	0	0
9	March	0	0	0	0	10,002	335,449	0	0	0	0	0	0	10,002	335,449	0	0
10	April	0	0	0	0	10,822	329,400	0	0	0	0	0	0	10,822	329,400	0	0
11	May	0	0	0	0	7,277	352,205	0	0	0	0	0	0	7,277	352,205	0	0
12	June	0	0	0	0	7,354	245,926	0	0	0	0	0	0	7,354	245,926	0	0
13	July	0	0	0	0	10,176	329,257	0	0	0	0	0	0	10,176	329,257	0	0
14	August																
15	September																
16	October																
17	November																
18	December																
19	Total	-	-	-	-	49,783	1,675,954	-	-	-	-	-	-	49,783	1,675,954	-	-
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
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	July 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	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
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	July 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	\$ -	\$ 295,706	\$ 295,706	\$ -	\$ 2,161,609	\$ 2,161,609	N/A	60.55%	60.55%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 123,940	\$ 123,940	\$ -	\$ 644,818	\$ 644,818	N/A	14.37%	14.37%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 15,855	\$ 15,855	\$ -	\$ 111,245	\$ 111,245	N/A	2.97%	2.97%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 26,465	\$ 26,465	\$ -	\$ 542,359	\$ 542,359	N/A	18.46%	18.46%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	N/A
11													
12	Pilots ²	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ -	\$ -	\$ -	\$ 60,000	\$ 60,000	N/A	33.33%	33.33%
13													
14	Measurement and Evaluation	\$ -	\$ 51,992	\$ 51,992	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 34,152	\$ 34,152	\$ -	\$ 218,163	\$ 218,163	N/A	89.96%	89.96%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 87,552	\$ 87,552	\$ -	\$ 479,086	\$ 479,086	N/A	50.78%	50.78%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,521	\$ 1,521	\$ -	\$ 7,935	\$ 7,935	N/A	13.23%	13.23%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,217,846	\$ 16,217,846	\$ -	\$ 585,191	\$ 585,191	\$ -	\$ 4,225,216	\$ 4,225,216	N/A	26.05%	26.05%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 7,315,821	\$ 7,315,821	\$ -	\$ 69,697,035	\$ 69,697,035	N/A	53.15%	53.15%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,360,023	\$ 147,360,023	\$ -	\$ 7,901,012	\$ 7,901,012	\$ -	\$ 73,922,251	\$ 73,922,251	N/A	50.16%	50.16%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 670,595	\$ 670,595	\$ -	\$ 7,689,552	\$ 7,689,552			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 670,595	\$ 670,595	\$ -	\$ 7,689,552	\$ 7,689,552			
31													
32	Indirect Costs				\$ -	\$ 135,362	\$ 135,362	\$ -	\$ 853,791	\$ 853,791			
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													
37	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	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																										
2	Southern California Gas Company																										
3	July 2014																										
4		New Enrollment								Recertification						Attrition (Drop Offs)					Enrollment						
5		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)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
6		Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone																	Combined (F+G+H)		
7	2014																										
8	January	4,616	2,689	139	7,444	2,198	17,856	714	20,768	0	28,212	19,400	13,934	8,686	42,020	15,255	1,748	619	8,455	26,077	70,232	2,135	1,606,546	1,894,724	84.8%		
9	February	5,280	2,720	172	8,172	2,649	13,632	918	17,958	0	26,130	18,033	20,082	8,653	46,768	13,843	1,674	477	12,195	28,189	72,898	-2,059	1,604,487	1,894,724	84.7%		
10	March	4,938	3,142	221	8,301	3,019	13,440	591	17,050	0	25,351	15,789	13,123	11,043	39,955	15,373	752	456	12,876	29,457	65,306	-4,106	1,600,381	1,894,724	84.5%		
11	April	4,536	3,147	240	7,923	2,617	16,688	890	20,195	2	28,120	16,345	11,253	12,885	40,483	12,444	2,654	319	12,640	28,057	68,603	63	1,600,444	1,898,175	84.3%		
12	May	4,346	2,912	324	7,582	2,162	15,086	858	18,106	4	25,692	17,273	11,060	6,934	35,267	16,096	1,690	425	18,798	37,009	60,959	-11,317	1,589,127	1,898,175	83.7%		
13	June	4,204	2,535	322	7,061	2,649	18,479	601	21,729	0	28,790	29,308	17,576	9,351	56,235	13,024	2,494	498	16,029	32,045	85,025	-3,255	1,585,872	1,898,175	83.5%		
14	July	5,633	2,457	269	8,359	2,288	20,513	918	23,719	1	32,079	34,181	16,439	15,119	65,739	14,777	1,976	378	12,816	29,947	97,818	2,132	1,588,004	1,896,764	83.7%		
15	August																										
16	September																										
17	October																										
18	November																										
19	December																										
20	Total for 2014	33,553	19,602	1,687	54,842	17,582	115,694	5,490	139,525	7	194,374	150,329	103,467	72,671	326,467	100,812	12,988	3,172	93,809	210,781	520,841	-16,407	1,588,004	1,896,764	83.7%		
21	¹ Enrollments via data sharing between the IOUs.																										
22	² Enrollments via data sharing between departments and/or programs within the utility.																										
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																										
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																										

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	July 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%	1,694	161	1,855	50.70%	0.12%
6	February	1,604,487	4,858	0.30%	2,425	230	2,655	54.65%	0.17%
7	March	1,600,381	4,323	0.27%	2,236	203	2,439	56.42%	0.15%
8	April	1,600,444	3,792	0.24%	974	198	1,172	30.91%	0.07%
9	May	1,589,127	2,517	0.16%	7	88	95	3.77%	0.01%
10	June	1,585,872	3,519	0.22%	4	65	69	1.96%	0.00%
11	July	1,588,004	4,599	0.29%	8	13	21	0.46%	0.00%
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,588,004	27,267	1.72%	7,348	958	8,306	30.46%	0.52%
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	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
24	not applicable to SoCalGas								
25	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
26	January								
27	February								
28	March								
29	April								
30	May								
31	June								
32	July								
33	August								
34	September								
35	October								
36	November								
37	December								
38	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
39									
40	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
41	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
42	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	July 2014						
4		Provided ¹	Received	Approved ²	Denied ³	Pending/Never Completed ⁴	Duplicates ⁵
5	Total (Y-T-D)	7,345,140	325,406	240,953	17,854	22,099	44,500
6	Percentage		100.00%	74.05%	5.49%	6.79%	13.68%
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							
14							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	July 2014									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,039	24	11,063	11,445	17	11,462	103.7%	70.8%	103.6%
7	Imperial	0	18,246	18,246	12	12,401	12,413	N/A	68.0%	68.0%
8	Kern	13,486	27,732	41,218	10,314	27,623	37,937	76.5%	99.6%	92.0%
9	Kings	23	14,227	14,250	22	14,145	14,167	94.0%	99.4%	99.4%
10	Los Angeles	991,627	2,952	994,578	840,651	1,094	841,745	84.8%	37.1%	84.6%
11	Orange	210,845	10	210,856	155,903	19	155,922	73.9%	0.0%	73.9%
12	Riverside	114,145	137,615	251,760	89,278	112,302	201,580	78.2%	81.6%	80.1%
13	San Bernardino	172,965	1,002	173,966	160,202	822	161,024	92.6%	82.1%	92.6%
14	San Luis Obispo	7,954	14,611	22,564	4,258	11,993	16,251	53.5%	82.1%	72.0%
15	Santa Barbara	36,259	1,404	37,664	28,069	632	28,701	77.4%	45.0%	76.2%
16	Tulare	11,260	48,423	59,684	11,477	47,068	58,545	101.9%	97.2%	98.1%
17	Ventura	58,654	2,261	60,915	46,841	1,416	48,257	79.9%	62.6%	79.2%
18	Total	1,628,258	268,506	1,896,764	1,358,472	229,532	1,588,004	83.4%	85.5%	83.7%
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									
20										

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	July 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%	19,777	18,995	51.12%	1.18%
6	February	1,604,487	30,732	1.92%	18,278	12,550	59.48%	0.78%
7	March	1,600,381	38,506	2.41%	20,302	18,321	52.72%	1.14%
8	April	1,600,444	35,396	2.21%	20,020	11,178	56.56%	0.70%
9	May	1,589,127	38,601	2.43%	20,313	890	52.62%	0.06%
10	June	1,585,872	69,047	4.35%	20,019	672	28.99%	0.04%
11	July	1,588,004	38,011	2.39%	1,998	86	5.26%	0.01%
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	1,588,004	288,978	18.20%	120,707	62,692	41.77%	3.95%
18								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors						
2	Southern California Gas Company						
3	July 2014						
4		Contractor Type				Year-to-Date	
5	Contractor Name¹	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6	Community Action Partnership of Orange County		X	X	X	0	0
7	ELA Communications Energy ED Program		X			0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
9	Proteus, Inc.		X			0	0
10	Community Pantry of Hemet		X			0	0
11	Community Action Partnership of San Bernardino		X		X	0	0
12	LA Works		X			0	0
13	Children’s Hospital of Orange County		X			0	0
14	The Companion Line		X			0	0
15	Across Amer Foundation		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Starbright Management Services		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	1
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			1	2
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	4
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					1	7
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	July 2014								
4	2014	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	N/A	1,606,546	N/A	1,606,546	1,894,724	84.8%	0.1%	100.0%
6	February	N/A	1,604,487	N/A	1,604,487	1,894,724	84.7%	-0.1%	100.0%
7	March	N/A	1,600,381	N/A	1,600,381	1,894,724	84.5%	-0.3%	100.0%
8	April	N/A	1,600,444	N/A	1,600,444	1,898,175	84.3%	0.0%	100.0%
9	May	N/A	1,589,127	N/A	1,589,127	1,898,175	83.7%	-0.7%	100.0%
10	June	N/A	1,585,872	N/A	1,585,872	1,898,175	83.5%	-0.2%	100.0%
11	July	N/A	1,588,004	N/A	1,588,004	1,896,764	83.7%	0.1%	100.0%
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD	N/A	1,588,004	N/A	1,588,004	1,896,764	83.7%	-1.0%	100.0%
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Program Table 9 - Expenditures for CHANGES Pilot												
2	Southern California Gas Company												
3	July 2014												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2014			% of 2013-14 Budget Expended ¹		
5		Total			Total			Total			Total		
6	Pilots												
7	CHANGES	\$540,000			\$0			\$60,000			58%		
8	Total Pilots	\$540,000			\$0			\$60,000			58%		
9													
10	¹ % of 2013-14 budget expensed is the sum of 2013 total annual expenses of \$150,000 + July y-t-d 2014 expense of \$60,000 over the two year budget of												
11	\$360,000.												
12	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from January, 2014 - June 2014)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5				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.			
6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll- Free Number Used		Calls to Dedicated 800 #Recorded by IOU
7	Date	CHANGES Participants' Self- Identified language of preference								1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
8	6/11/2014	Khmer	HEAP/LiHeap Application Assistance	1	Door-to-door contractor	0		0	1	Meeting with client.					
9	6/12/2014	Khmer	HEAP/LiHeap Application Assistance	1	Rate transfer	0		0	0	Meeting with client.					
10	6/13/2014	Spanish	Set Up/Change Payment Extension Stop Disconnection		Not CARE	0		0	0	There was no answer on the designated CHANGES number					
11	6/16/2014	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan	1	Edison	0		0	0	User did not specify if 1-800 number is used when calling the IOU.					
12	6/16/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	1	Rate transfer	0		0	0	Meeting with client.					
13	6/24/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance	1	SoCalGas customer service	0		0	0	Meeting with client.					
14	6/25/2014	Spanish	HEAP/LiHeap Application Assistance	1	GAF pledge	0		0	0						
15	6/25/2014	Vietnamese	HEAP/LiHeap Application Assistance	1	Edison				0	Meeting with client.					
16	6/27/2014	Spanish	ESAP Application Assistance	1	CBO				0	Meeting with client.					
17	6/30/2014	Spanish	Educated on Energy Assistance Programs Set Up/Change Payment Extension	1	Edison	0		0	0	I did not get the assistance I needed so I called the regular customer service number.					
18	Current Month Total			9		0		0							
19	Year-to-Date Total			153		0		0							
20															
21	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.														
22	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
23	Detailed information for Column C available through table provided by SHE organization.														
24	Table reflects new monthly activity and may include information from prior months not previously reported.														
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.														

	A	B	C	D	E	F	G
1	CARE Table 11 - CHANGES Group Customer Assistance Sessions₂						
2	Reporting Period June 1, 2014 through June 30, 2014						
3				Session Logistics			
4	Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length ¹ (Hours)	Number of Attendees	Description of Information / Literature Provided
5	Not Available	Cantonese	Understanding Your Bill	1	0.5	15	Not Available
6	Not Available	Mandarin	Understanding Your Bill	1	0.5	2	Not Available
7	Not Available	Cantonese	Safety Tips	1	0.5	12	Not Available
8	Not Available	Mandarin	Safety Tips	1	0.5	4	Not Available
9	Not Available	Spanish	Safety Tips	1	0.5	16	Not Available
10	Not Available	Tagalog	Safety Tips	1	0.5	20	Not Available
11	Not Available	N/A	Level Pay Plan	0	0	0	Not Available
12	Not Available	Cantonese	Energy Conservation	1	0.5	18	Not Available
13	Not Available	Spanish	Energy Conservation	2	0.5	26	Not Available
14	Not Available	Vietnamese	Energy Conservation	1	0.5	22	Not Available
15	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	18	Not Available
16	Not Available	Japanese	CARE/FERA and Other Assistance Programs	1	0.5	8	Not Available
17	Not Available	Spanish	CARE/FERA and Other Assistance Programs	2	0.5	35	Not Available
18	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	1	0.5	22	Not Available
19	Not Available	Spanish	Avoiding Disconnection	1	0.5	11	Not Available
20	Current Month Total			16		229	
21	Year-to-Date			212		3,139	
22							
23	¹ Contractor states all sessions at least 30 minutes.						
24	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.						
25							
26	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						