

**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 JUNE 2014**

Kim F. Hassan

Attorney for:

SOUTHERN CALIFORNIA GAS COMPANY

555 West 5th Street, GT14E7

Los Angeles, CA 90013

Telephone: (213) 244-3061

Facsimile: (213) 629-9620

E-Mail: khassan@semprautilities.com

July 21, 2014

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

Applications of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)	Application 11-05-019 (Filed May 15, 2011)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 – 2014.	Application 11-05-020 (Filed May 15, 2011)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 – 2014.	Application 11-05-018 (Filed May 15, 2011)
Application of Southern California Edison Company (U 338-E) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 - 2014.	Application 11-05-017 (Filed May 15, 2011)

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

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

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

Respectfully Submitted

By: _____ /s/ Kim F. Hassan

Kim F. Hassan

Attorney for:

SOUTHERN CALIFORNIA GAS COMPANY

555 West 5th Street, GT14E7

Los Angeles, CA 90013

Telephone: (213) 244-3061

Facsimile: (213) 629-9620

E-Mail: khassan@semprautilities.com

July 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

Table of Contents

Title	Page
1. Energy Savings Assistance Program Executive Summary	2
1.1. Energy Savings Assistance Program Overview	2
1.2. Energy Savings Assistance Program Customer Outreach and Enrollment Update.....	2
1.4. Workforce Education & Training.....	8
2. CARE Executive Summary	10
2.1. CARE Program Summary - June	10
3. Appendix: Energy Savings Assistance Program Tables and CARE Tables	16

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 June 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$120,506,165	\$50,079,042	41.56%
Homes Treated	136,836	39,607	28.9%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	1,346,697	55.49%

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

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

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

Treated home enrollments during the month of June totaled 7,354, bringing the year-to-date treated enrollment count to 39,607 homes, or nearly 29% of the 2014 annual treated goal of 136,836. In addition, during June SoCalGas paid for the weatherization of 7,374 homes. SoCalGas also paid for the installation of 849 furnace repairs/replacements, 84 water heater replacements, and 1,601 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

A SoCalGas representative participated in an interview for LA 18, KSCI, Los Angeles' leading Asian language TV station, which brings news and

entertainment in multiple languages to the largest domestic Asian market. The interview gave SoCalGas the opportunity to market the CARE, ESA, and Medical Baseline Programs. The interview was translated into Mandarin, with potential outreach to 2.5 million viewers.

SoCalGas also deployed a communications campaign to increase awareness and drive enrollment in its Customer Assistance Programs. The strategy of the campaign is to inform customers about benefits of the CARE and ESA Programs through-face-to-face interaction and by providing written materials. The following events were held to increase awareness and generated over 2,600 interactions, highlighted by significant engagement at Swap Meet events:

- June 13: Home Depot, Hawthorne
- June 14: Maclin Markets, Riverside
- June 15: Vineland Swap Meet, City of Industry .
Food 4 Less, West Covina
- June 21: Cypress College Swap Meet, Cypress
Food 4 Less, Santa Ana
- June 22: Santa Fe Springs Swap Meet, Santa Fe Springs
Food 4 Less, Anaheim, CA

E- Newsletter

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

Energy Savings Assistance Program - Bill inserts/onserts

The bill insert campaign conducted in May was completed at the beginning of June. It is estimated that roughly four million bill inserts were sent to customers for this campaign.

Energy Savings Assistance Program - Direct Mailings

In June, there were 10,674 direct mail pieces sent to potentially eligible ESA Program customers.

Energy Savings Assistance Program - Outbound Dialing

Throughout the month of June, Automated Voice Messaging (AVM) campaigns were deployed to 39,819 potentially eligible ESA Program customers.

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 June, through its online ESA Program lead form, SoCalGas generated 201 online leads.

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

June 3 – Bernardi Senior Center, “The Oys & Joys of Aging”, Van Nuys

SoCalGas participated in the Office of Los Angeles City Councilmember Paul Krekorian and the Department of Aging’s special community forum for seniors at the Bernardi Senior Center in Van Nuys called “The Oys & Joys of Aging”. There were approximately 50 people in attendance. SoCalGas’ Regional Public Affairs coordinated participation to promote Customer Assistance Programs such as the ESA Program, CARE, and Medical Baseline.

June 4 – CalFresh Collaboration & Outreach, Los Angeles

The SoCalGas Outreach department hosted a workshop of 150 outreach workers from a variety of Los Angeles County agencies to discuss barriers and best practices in Customer Assistance Programs enrollment. Because CalFresh is one of the Categorical Eligibility programs, SoCalGas is interested in opportunities for joint outreach and learning. The workshop was attended by administrators and field workers, and involved several breakout discussion sessions. In working with community agencies, SoCalGas has continually observed that programs that are application based (for example, CARE and CalFresh) present a barrier to entry for many customers due to illiteracy. This

observation reinforces CARE Outreach’s ongoing use of canvassers and Community-Based Organizations that are able to discuss the CARE application in person.

June 11 – Delhi Center, California Emerging Technology Fund (CETF) & EveryoneOn, Santa Ana

The Delhi Center is a Community-Based Organization that serves a low-income, primarily Spanish-speaking community in Santa Ana. Because this region and community represent an area of challenge for CARE enrollment, SoCalGas looks for local opportunities to sponsor community events. SoCalGas is also interested in extending this model to other areas, as appropriate.

The CETF is an organization that seeks to bridge the digital divide, especially among the low-income residents of California. Events with this organization have been in the discussion phase for many months given the opportunity for joint outreach. SoCalGas sponsored an event in June with a CETF partner, EveryoneOn, which is part of the nationwide Connect2Compete program, a flagship program for K-12 students that provides affordable internet and devices to students and families that qualify for the National School Lunch Program. Participants learned about opportunities for low-cost broadband. At the same event, attended by 100 low-income and Spanish-speaking residents, SoCalGas representatives spoke about Customer Assistance Programs and online transactions, such as enrolling in the CARE Program. A few participants were enrolled through the SoCalGas website at the event.

June 21 – “A Salute to Kids”, North Hollywood

SoCalGas hosted a community information booth at the “A Salute to Kids” event held at the Valley Recreation Center in North Hollywood to promote the CARE and ESA Program. The children theme was a focal point of bringing residents and key members of the community together. Sponsors included the Office of Los Angeles City Councilmember Paul Krekorian, Los Angeles City Attorney

Mike Feuer, City of Los Angeles Department of Recreation and Parks, the Los Angeles Police Department's North Hollywood Community Police Station, the Department of Public Works Office of Community Beautification, Gang Reduction & Youth Development and the non-profit organizations San Fernando Valley Coalition on Gangs and New Directions for Youth. There were about 200 people in attendance.

June 24 – Proteus and Kings Community Action Organization, Hanford

SoCalGas Public Affairs and Local Outreach staff met with community groups in Kings County to brainstorm on ways to increase CARE Program enrollment, which is currently at 64% penetration in the city of Hanford. Meetings were held with staff from Proteus, and ESA Program contractor, and Kings Community Action Organization on possible outreach events in Hanford to increase enrollment.

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). In June, SoCalGas explored the use of door-to-door canvassing to promote low-income customer participation in the CSD-leveraged solar water heater (SWH) pilot. Deployment of a canvassing campaign may function as a supplement to the letters and emails that have been sent to potentially eligible customers in 2014.

In June, SoCalGas maintained its water measure leveraging agreements with three investor owned water utilities, each co-funding High Efficiency (HE) Washers. SoCalGas' three water IOU agreements are with Park Water

Company,^[1] San Gabriel Valley Water Company,^[2] and Fontana Water Company.^[3] SoCalGas has billed over \$126,000 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. Effective May 1, 2014, SoCalGas is operating under an amended agreement with EMWD to provide additional funds for leveraging activities for their joint customers. SoCalGas will bill EMWD for over \$120,000 for 2014 activities through June.

Also, In June, SoCalGas signed an agreement to leverage HE Washer rebates with Irvine Ranch Water District (IRWD) for ESA Program installed units within joint service areas. The effective date of the agreement is July 1, 2014 and SoCalGas looks forward to working with IRWD.

SoCalGas' ESA Program has leveraged approximately \$246,000 year to date in the co-funding of installed water measures through its four agreements.

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

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

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

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

1.4. Workforce Education & Training

1.4.1. Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: (1) Enrollment and Assessment (E&A); and (2) ESA Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results			
	1st Quarter	2 nd Quarter	Total
Attended Testing	78	115	193
Passed Test	68	100	168
Pass Rate	87%	87%	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	2 nd Quarter**	Total
Attended Class	73	87	160
Tested	69	86	155
Passed Class	63	81	144
Badged	34	57	91
Census Attendees	0	0	0
Retention Rate*	91%	94%	93%
*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 91. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

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

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

2. CARE EXECUTIVE SUMMARY

2.1. CARE Program Summary - June

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	\$1,865,903	52.26%
Proc., Certification and Verification	\$8,232,248	\$616,267	7.49%
Information Tech./Programming	\$2,937,450	\$515,894	17.56%
Pilots (1)	\$180,000	\$60,00	33.33%
Measurement and Evaluation	\$51,992	\$0	0.00%
Regulatory Compliance	\$242,507	\$184,012	75.88%
General Administration	\$943,426	\$391,534	41.50%
CPUC Energy Division Staff	\$60,000	\$6,414	10.69%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,217,846	\$3,640,024	22.44%
Subsidies and Benefits	\$131,142,177	\$62,381,214	47.57%
Total Program Costs and Discounts	\$147,360,023	\$66,021,238	44.80%

* 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
1,585,872	1,898,175	83.5%

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 June. Since March, SoCalGas has been reevaluating the processes associated with recertifications and implemented

several pilot initiatives. To name a few, SoCalGas has begun to send a second letter to customers whose eligibility is about to expire, and improving the Interactive Voice Response (IVR) method for recertifications and developing outbound telephone capability.

Because program-eligible customers who need to recertify are an important component of maintaining CARE enrollment, SoCalGas has also worked on a series of experimental direct mail campaigns with the assistance of two Behavior Economists. The SoCalGas team and the economists developed a study design for a series of letters and campaign lists. The objective of this experiment is to improve empirical understanding of what messages motivates a low-income customer to recertify for the CARE Program.Mailing. The initial launch is planned for early July and SoCalGas will track and provide further information regarding the initiative in future reports.

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 had planned to resume sending a “welcome email” in the month of May; however this was further deferred and will resume by the end of the summer.

During June, SoCalGas received 6,452 applications from customers who used the online application. The online activity resulted in 2,428 new enrollments and 2,222 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 2,880 applications in June with 2,185 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 June, 1,185 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. In the month of June, 211 LA County attended 9 events and promoted 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. This relationship 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 advertisement 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. This outreach is ongoing, but SVMOW will increase the intensity of its communication efforts during July and August to coordinate with the publication of the new eligibility guidelines.

SoCalGas continues to work with Los Angeles Opportunities Industrialization Centers (LAOIC), an organization that provides quality education, training, employment, healthcare and housing services to economically disadvantaged people of all races and

backgrounds in Los Angeles. LAOIC works 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) has begun to inform MediCaid eligible and low-income families about the CARE Program.

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 grass roots opportunities are being examined in this area, especially as part of the Mass Media campaign, discussed below. For example, SoCalGas recently expanded its experience from Oxnard/Ventura to Santa Barbara County where SoCalGas has begun working the Santa Barbara Foodbank and Unity Shoppe, to extend awareness of low-income programs to customers.

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.

CARE Direct Mail Activity and Enrollments

During June, SoCalGas received 20,456 direct mail applications, and 12,161 were subsequently enrolled onto the CARE Program. SoCalGas has also begun to separately track a welcome letter that goes to new customers who are deemed likely to be eligible for the CARE Program. During the month of June, 1,801 applications were

received and 838 customers were subsequently enrolled associated with this initiative. Both of these results (direct mail and welcome letter) represent letters that were sent out in earlier months. The CARE application/letters have been in the process of being revised to reflect the updated eligibility guidelines. No application/letters were mailed to customers in the month of June;a decrease in direct mail enrollments is expected in the month of July. It is anticipated by year end that the total number of letters will resume according to plans.

CARE Bill Inserts

CARE Outreach mailed out a bill insert during the month of June. 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 million customers). During June, 907 bill inserts were returned and 597 customers were subsequently enrolled onto the program.

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. Throughout the year, there are several system wide deliveries of approximately 100,000 flyers. Bases with a high concentration of low-income customers go through the flyers more quickly than those with a lower concentration; therefore, those bases receive additional flyers as requested.

CARE Mass Media Campaign

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (*Nuestro*

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

On May 26, 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. 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 (WCIL) 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 June, but a future summer event is in the planning stages.

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 June, 4,204 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 June generated 2,535 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 June, 156 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

2.3 CARE Recertification Complaints.

There were no recertification complaints in the month of June.

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	June 2014												
4		Authorized Budget ¹			Current Month Expenses ⁷			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 ^{3,6}	N/A	\$ 6,919,859	\$ 6,919,859	N/A	\$ 3,713,854	\$ 3,713,854	N/A	\$ 11,390,344	\$ 11,390,344	N/A	164.60%	164.60%
8	Domestic Hot Water	N/A	\$ 15,710,853	\$ 15,710,853	N/A	\$ 2,294,047	\$ 2,294,047	N/A	\$ 6,230,615	\$ 6,230,615	N/A	39.66%	39.66%
9	Enclosure	N/A	\$ 41,537,596	\$ 41,537,596	N/A	\$ 4,956,795	\$ 4,956,795	N/A	\$ 13,580,763	\$ 13,580,763	N/A	32.70%	32.70%
10	HVAC	N/A	\$ 18,422,053	\$ 18,422,053	N/A	\$ 2,002,073	\$ 2,002,073	N/A	\$ 6,284,402	\$ 6,284,402	N/A	34.11%	34.11%
11	Maintenance	N/A	\$ 2,550,973	\$ 2,550,973	N/A	\$ 470,688	\$ 470,688	N/A	\$ 928,776	\$ 928,776	N/A	36.41%	36.41%
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 ⁴	N/A	\$ 21,023,556	\$ 21,023,556	N/A	\$ 2,327,752	\$ 2,327,752	N/A	\$ 7,158,313	\$ 7,158,313	N/A	34.05%	34.05%
15	In Home Education	N/A	\$ 2,531,184	\$ 2,531,184	N/A	\$ 226,765	\$ 226,765	N/A	\$ 623,778	\$ 623,778	N/A	24.64%	24.64%
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	\$ 15,991,973	\$ 15,991,973	N/A	\$ 46,196,990	\$ 46,196,990	N/A	42.50%	42.50%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 22,350	\$ 22,350	N/A	\$ 135,360	\$ 135,360	N/A	19.87%	19.87%
20	Inspections	N/A	\$ 3,155,344	\$ 3,155,344	N/A	\$ 264,445	\$ 264,445	N/A	\$ 919,425	\$ 919,425	N/A	29.14%	29.14%
21	Marketing and Outreach ⁵	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 286,291	\$ 286,291	N/A	\$ 599,091	\$ 599,091	N/A	49.99%	49.99%
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 ²	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 18,893	\$ 18,893	N/A	\$ 119,059	\$ 119,059	N/A	40.31%	40.31%
25	General Administration	N/A	\$ 6,202,206	\$ 6,202,206	N/A	\$ 312,490	\$ 312,490	N/A	\$ 2,106,368	\$ 2,106,368	N/A	33.96%	33.96%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 648	\$ 648	N/A	\$ 2,748	\$ 2,748	N/A	3.20%	3.20%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 120,506,165.00	\$ 120,506,165	N/A	\$ 16,897,090	\$ 16,897,090	N/A	\$ 50,079,042	\$ 50,079,042	N/A	41.56%	41.56%
29													
30	Indirect Costs				N/A	\$ 371,990	\$ 371,990	N/A	\$ 1,665,982	\$ 1,665,982			
31	NGAT Costs					\$ 405,755	\$ 405,755		\$ 1,151,902	\$ 1,151,902			
32													
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 costs exclude an M&E re-accrual reversal balance of (\$62,741.91) due to M&E costs already accounted for in 2013. The re-accrual was necessary in order to												
36	comply with SoCalGas' Accounting policy, until SoCalGas receives and processes the M&E billing invoices from lead IOUs.												
37	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												
38	contract costs.												
39	⁴ 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.												
40	⁵ 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												
41	excluded from the January 2014 report.												
42	⁶ 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												
43	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												
44	Program budget from \$120,506,165 to \$130,506,165.												
45	⁷ Current month and YTD expenditures include a quarterly accrual of \$9,236,237.93 in the following reporting categories: Appliances \$2,561,925.00, Domestic Hot Water \$1,310,570.47, Enclosure												
46	\$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.												
47	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.												
48	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H
1	Energy Savings Assistance Program Table 2							
2	Program Expenses & Energy Savings by Measures Installed							
3	Southern California Gas Company							
4	June 2014							
5			Year-To-Date Completed & Expensed Installation					
6	Measures	Units	Quantity Installed	kWh⁴ (Annual)	kW⁵ (Annual)	Therms (Annual)	Expenses⁷ (\$)	% of Expenditure
7	Appliances							
8	High Efficiency Clothes Washer	Each	12,101			330,357	\$9,067,149	24.31%
9	Refrigerators	Each						
10	Microwaves ⁶	Each						
11	Domestic Hot Water							
12	Water Heater Blanket	Home	1,560			7,275	\$86,128	0.23%
13	Low Flow Shower Head	Home	37,848			165,008	\$1,620,484	4.34%
14	Water Heater Pipe Insulation	Home	1,410			4,205	\$31,642	0.08%
15	Faucet Aerator	Home	36,894			52,521	\$630,450	1.69%
16	Water Heater Repair/Replacement	Each	412			-	\$509,614	1.37%
17	Thermostatic Shower Valve	Each	46,218			628,565	\$2,042,104	5.47%
18	Enclosure							
19	Air Sealing / Envelope ¹	Home	32,175			114,104	\$8,308,312	22.27%
20	Attic Insulation	Home	2,304			17,280	\$2,670,647	7.16%
21	HVAC							
22	FAU Standing Pilot Conversion	Each	41			1,722	\$13,278	0.04%
23	Furnace Repair/Replacement	Each	4,163			-	\$4,537,091	12.16%
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each						
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each						
29	Duct Testing and Sealing	Home	998			-	\$785,865	2.11%
30	Maintenance							
31	Furnace Clean and Tune	Home	10,794			25,659	\$580,746	1.56%
32	Central A/C Tune up	Home						
33	Lighting							
34	Compact Fluorescent Lights (CFL)	Each						
35	Interior Hard wired CFL fixtures	Each						
36	Exterior Hard wired CFL fixtures	Each						
37	Torchiere	Each						
38	Occupancy Sensor	Each						
39	LED Night Lights	Each						
40	Miscellaneous							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	New Measures							
44								
45								
46								
47	Customer Enrollment							
48	Outreach & Assessment	Home	39,607				\$5,931,626	15.90%
49	In-Home Education	Home	39,931				\$487,823	1.31%
50								
51	Total Savings/Expenditures					1,346,697	\$37,302,960	
52								
53	Households Weatherized ²		41,506					
54								
55	Households Treated							
56	- Single Family Households Treated	Home	28,872					
57	- Multi-family Households Treated	Home	8,442					
58	- Mobile Homes Treated	Home	2,293					
59	Total Number of Households Treated	Home	39,607					
60	# Eligible Households to be Treated for PY³	Home	136,836					
61	% of Households Treated	%	29%					
62	- Master-Meter Households Treated	Home	3,978					
63								
64	¹ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair and window putty.							
65	² Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
66	³ Based on Attachment H of D.12-08-044							
67	⁴ All savings are calculated based on the following sources:							
68	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
69	⁵ Costs exclude support costs that are included in Table 1.							
70	⁶ Microwave savings are from ECONorthWest Studies received in December of 2011							
71	⁷ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's							
72	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	
3	June 2014	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	N/A
6	Annual Therm Savings	1,346,697
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	14,289,879
9	Current kWh Rate	N/A
10	Current Therm Rate	0.55
11	Number of Treated Households	39,607
12	Average 1st Year Bill Savings / Treated households	\$18.78
13	Average Lifecycle Bill Savings / Treated Household	\$166.58
14		
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
2	Homes Treated						
3	Southern California Gas Company						
4	June 2014						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,469	11,484	124	640	764
8	Imperial	19,914	1	19,915	160	0	160
9	Kern	28,660	14,369	43,029	1,734	196	1,930
10	Kings	14,497	16	14,513	949	0	949
11	Los Angeles	2,986	1,154,988	1,157,974	171	18,943	19,114
12	Orange	10	252,750	252,760	0	2,466	2,466
13	Riverside	143,956	120,981	264,937	506	4,578	5,084
14	San Bernardino	986	187,413	188,399	85	4,388	4,473
15	San Luis Obispo	15,296	9,189	24,485	459	0	459
16	Santa Barbara	1,460	40,947	42,407	315	167	482
17	Tulare	49,776	11,327	61,103	1,755	603	2,358
18	Ventura	2,568	63,321	65,889	227	1,141	1,368
19	Total	280,126	1,866,772	2,146,897	6,485	33,122	39,607
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	June 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	101	1	0	12	2	67	0	6
7	Imperial	1	0	0	4	0	1	10	0
8	Kern	32	3	0	4	4	43	3	2
9	Kings	330	0	0	45	4	131	1	12
10	Los Angeles	622	37	0	122	5	384	160	35
11	Orange	121	2	0	18	8	65	24	9
12	Riverside	305	2	0	18	5	267	151	22
13	San Bernardino	225	3	0	10	2	160	78	39
14	San Luis Obispo	2	0	0	0	0	2	0	1
15	Santa Barbara	92	0	0	11	0	23	3	5
16	Tulare	1,219	0	0	40	13	710	7	46
17	Ventura	23	0	0	1	0	9	0	2
18	Total	3,073	48	-	285	43	1,862	437	179
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	June 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																
14	August																
15	September																
16	October																
17	November																
18	December																
19	Total	-	-	-	-	39,607	1,346,697	-	-	-	-	-	-	39,607	1,346,697	-	-
20																	
21	Note: Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																
22	Note: The enrollments processed and the installations completed in January 2014 will be reported in the February monthly report tables as part of PY2014 program expenses.																
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	June 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	June 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	\$ -	\$ 536,313	\$ 536,313	\$ -	\$ 1,865,903	\$ 1,865,903	N/A	52.26%	52.26%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 105,326	\$ 105,326	\$ -	\$ 520,878	\$ 520,878	N/A	11.61%	11.61%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 13,140	\$ 13,140	\$ -	\$ 95,390	\$ 95,390	N/A	2.55%	2.55%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 125,012	\$ 125,012	\$ -	\$ 515,894	\$ 515,894	N/A	17.56%	17.56%
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	\$ -	\$ 29,593	\$ 29,593	\$ -	\$ 184,012	\$ 184,012	N/A	75.88%	75.88%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 68,293	\$ 68,293	\$ -	\$ 391,534	\$ 391,534	N/A	41.50%	41.50%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,513	\$ 1,513	\$ -	\$ 6,414	\$ 6,414	N/A	10.69%	10.69%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,217,846	\$ 16,217,846	\$ -	\$ 879,190	\$ 879,190	\$ -	\$ 3,640,024	\$ 3,640,024	N/A	22.44%	22.44%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 7,658,060	\$ 7,658,060	\$ -	\$ 62,381,214	\$ 62,381,214	N/A	47.57%	47.57%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,360,023	\$ 147,360,023	\$ -	\$ 8,537,250	\$ 8,537,250	\$ -	\$ 66,021,238	\$ 66,021,238	N/A	44.80%	44.80%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 720,911	\$ 720,911	\$ -	\$ 7,018,956	\$ 7,018,956			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 720,911	\$ 720,911	\$ -	\$ 7,018,956	\$ 7,018,956			
31													
32	Indirect Costs				\$ -	\$ 129,499	\$ 129,499	\$ -	\$ 718,428	\$ 718,428			
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.												
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	June 2014																								
4	2014	New Enrollment								Recertification					Attrition (Drop Offs)					Enrollment					
5		Automatic Enrollment			Self-Certification (Income or Categorical)					Capitation	Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response to Recert	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
6		Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																
7	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%
8	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%
9	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%
10	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%
11	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	18,794	37,005	60,959	-11,313	1,589,127	1,898,175	83.7%
12	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%
13	July																								
14	August																								
15	September																								
16	October																								
17	November																								
18	December																								
19	Total for 2014	27,920	17,145	1,418	46,483	15,294	95,181	4,572	115,806	6	162,295	116,148	87,028	57,552	260,728	86,035	11,012	2,794	80,989	180,830	423,023	-18,535	1,585,872	1,898,175	83.5%
20																									
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	June 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%	1,693	160	1,853	50.64%	0.12%
6	February	1,604,487	4,858	0.30%	881	230	1,111	22.87%	0.07%
7	March	1,600,381	4,323	0.27%	6	192	198	4.58%	0.01%
8	April	1,600,444	3,792	0.24%	8	143	151	3.98%	0.01%
9	May	1,589,127	2,517	0.16%	6	6	12	0.48%	0.00%
10	June	1,585,872	3,519	0.22%	3	9	12	0.34%	0.00%
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,585,872	22,668	1.43%	2,597	740	3,337	14.72%	0.21%
18									
19	¹ Includes customers verified as over income or who requested to be de-enrolled.								
20	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
25	not applicable to SoCalGas								
26	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
40									
41	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
	YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications						
2	Southern California Gas Company						
3	June 2014						
4		Provided ¹	Received	Approved ²	Denied ³	Pending/Never Completed ⁴	Duplicates ⁵
5	Total (Y-T-D)	4,227,825	278,435	205,368	15,278	18,419	39,370
6	Percentage		100.00%	73.76%	5.49%	6.62%	14.14%
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	June 2014									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,076	23	11,099	11,306	17	11,323	102.1%	73.7%	102.0%
7	Imperial	0	18,282	18,282	13	12,460	12,473	N/A	68.2%	68.2%
8	Kern	13,495	27,717	41,212	10,248	27,459	37,707	75.9%	99.1%	91.5%
9	Kings	22	14,238	14,261	20	14,012	14,032	89.4%	98.4%	98.4%
10	Los Angeles	993,003	2,949	995,953	841,606	1,107	842,713	84.8%	37.5%	84.6%
11	Orange	210,671	10	210,682	156,197	19	156,216	74.1%	0.0%	74.1%
12	Riverside	114,127	137,510	251,638	88,721	111,211	199,932	77.7%	80.9%	79.5%
13	San Bernardino	172,920	1,004	173,924	159,608	818	160,426	92.3%	81.5%	92.2%
14	San Luis Obispo	8,052	14,588	22,640	4,274	11,971	16,245	53.1%	82.1%	71.8%
15	Santa Barbara	36,362	1,402	37,764	27,907	631	28,538	76.7%	45.0%	75.6%
16	Tulare	11,309	48,478	59,787	11,369	46,683	58,052	100.5%	96.3%	97.1%
17	Ventura	58,671	2,263	60,934	46,804	1,411	48,215	79.8%	62.3%	79.1%
18	Total	1,629,710	268,465	1,898,175	1,358,073	227,799	1,585,872	83.3%	84.9%	83.5%
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	June 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%	19,671	18,989	50.85%	1.18%
6	February	1,604,487	30,732	1.92%	18,147	8,525	59.05%	0.53%
7	March	1,600,381	38,506	2.41%	19,523	836	50.70%	0.05%
8	April	1,600,444	35,396	2.21%	16,598	798	46.89%	0.05%
9	May	1,589,127	38,601	2.43%	4,987	244	12.92%	0.02%
10	June	1,585,872	69,047	4.35%	3,400	123	4.92%	0.01%
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	1,585,872	250,967	15.83%	82,326	29,515	32.80%	1.86%
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	June 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	Hermanadad 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			0	1
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			4	4
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					4	6
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	June 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								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD	N/A	1,585,872	N/A	1,585,872	1,898,175	83.5%	-1.2%	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	June 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 + June 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 - May 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		CHANGES Participants' Self- Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	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									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
8	5/1/2014	Spanish	HEAP/LiHeap Application Assistance	1	Edison	0		0		1					
9	5/1/2014	English	Gas Assistance Fund Application Assistance	1	IVR - NCO	0		0		0	Meeting with client.				
10	5/1/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	IVR	0		0		0	Meeting with client.				
11	5/5/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	Web	0		0		0	Meeting with client.				
12	5/7/2014	English	HEAP/LiHeap Application Assistance Gas Assistance Fund Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
13	5/7/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Gas Assistance Fund Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
14	5/9/2014	Spanish	Gas Assistance Fund Application Assistance	1	ESAP	0		0		0	Meeting with client.				
15	5/9/2014	English	Gas Assistance Fund Application Assistance	1	Branch Office					0	Meeting with client.				
16	5/10/2014	English	Gas Assistance Fund Application Assistance	1	Edison					0	Meeting with client.				
17	5/12/2014	English	Gas Assistance Fund Application Assistance	1	Web	0		0		0	Meeting with client.				
18	5/12/2014	English	Gas Assistance Fund Application Assistance	1	Branch Office	0		0		0	Meeting with client.				
19	5/12/2014	English	Gas Assistance Fund Application Assistance Restore Service	1	CARE customer service	0		0		0	Meeting with client.				
20	5/12/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.				
21	5/13/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Extension	1	SoCalGas customer service	0		0		1					
22	5/13/2014	English	Gas Assistance Fund Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
23	5/13/2014	English	Gas Assistance Fund Application Assistance	1	Direct Mail	0		0		0	Meeting with client.				
24	5/16/2014	English	Gas Assistance Fund Application Assistance	1	Direct Mail	0		0		0	Meeting with client.				
25	5/16/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
26	5/19/2014	Tagalog	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	SoCalGas customer service					0	Meeting with client.				
27	5/21/2014	English	Gas Assistance Fund Application Assistance Restore Service	1	Branch Office					0	Meeting with client.				
28	5/21/2014	English	HEAP/LiHeap Application Assistance	1	Branch Office					0	Meeting with client.				
29	5/21/2014	English	Gas Assistance Fund Application Assistance	0	GAF	0		0		0	Meeting with client.				
30	5/21/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service					0	Meeting with client.				
31	5/23/2014	English	Gas Assistance Fund Application Assistance	1	Non-CARE	0		0		0	Meeting with client.				
32	5/23/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
33	5/30/2014	Korean	HEAP/LiHeap Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
34	Current Month Total			25		0		0							
35	Year-to-Date Total			144		0		0							
36															
37	1 Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.														
38	2 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
39	3 Detailed information for Column C available through table provided by SHE organization.														
40	4 Table reflects new monthly activity and may include information from prior months not previously reported.														
41	5 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.														

	A	B	C	D	E	F	G
1	CARE Table 11 - CHANGES Group Customer Assistance Sessions^[2]						
2	Reporting Period May 1, 2014 through May 31, 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	2	0.5	35	Not Available
6	Not Available	Tagalog	Understanding Your Bill	1	0.5	30	Not Available
7	Not Available	Vietnamese	Understanding Your Bill	1	0.5	27	Not Available
8	Not Available	N/A	Safety Tips	0	0.5	0	Not Available
9	Not Available	N/A	Level Pay Plan	0	0.5	0	Not Available
10	Not Available	Tagalog	Energy Conservation	7	0.5	139	Not Available
11	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	17	Not Available
12	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	1	0.5	25	Not Available
13	Not Available	Cantonese	Avoiding Disconnection	1	0.5	20	Not Available
14	Not Available	Vietnamese	Avoiding Disconnection	1	0.5	27	Not Available
15	Current Month Total			15		320	
16	Year-to-Date			196		2,910	
17							
18	¹ Contractor states all sessions at least 30 minutes.						
19	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.						
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						