

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U39M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010 and 2011.	Application 08-05-026 (Filed May 15, 2008)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW INCOME ASSISTANCE PROGRAMS FOR APRIL 2009**

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LOW INCOME ASSISTANCE PROGRAMS FOR APRIL 2009**

Southern California Gas Company (SoCalGas) hereby submits its Low Income Assistance Programs Monthly Report for April 2009. This monthly report includes a narrative and quantitative tables (attached hereto), which describe the results of program activity during the month of April 2009 for SoCalGas' low income assistance programs – the Low Income Energy Efficiency (LIEE) program and the California Alternate Rates for Energy (CARE) program. SoCalGas worked with the Energy Division in developing consistent reporting templates for use in this report.

Respectfully submitted,

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LOW INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

1. LIEE Executive Summary

1.1. Low Income Energy Efficiency Program Overview

1.1.1. Provide a summary of the LIEE Program elements as approved in Decision 08-11-031:

Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$49,571,908	\$7,457,078	12%
Homes Treated	110,864	11,738	11%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,564,567	308,222	12%

Through SoCalGas' extensive marketing efforts, inter-utility referrals and contractor canvassing, SoCalGas was able to generate over 37,000 LIEE leads in April that resulted in 5,258 enrollments, 6,678 leads pending enrollment and over 15,000 awaiting qualification. In the month of April SoCalGas treated 6,409 homes and processed and paid for the installation of weatherization measures in 6,210 homes. The total number of appliances serviced during April was 653 which included 606 furnace repairs/replacements and 47 water heater replacements. Presently, as shown above, SoCalGas has treated 11,738 homes which is 11% of the 2009 goal. Additionally there are over 10,000 enrollments totaling \$3 million received by SoCalGas to be processed and paid. With an additional 3,200 enrollments valued at more than \$1 million awaiting measure installation by contractors, SoCalGas is still implementing processes to effectively accelerate production in order to meet the aggressive 2009 goals.

1.2. Whole Neighborhood Approach Evaluation

- 1.2.1.** Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

SoCalGas partnered with its LIEE Contractor Network to begin planning implementation of Whole Neighborhood Approach (WNA) events. SoCalGas assisted one Contractor in analyzing two target “neighborhoods” that the Contractor identified as having underserved homes.

SoCalGas extracted customer data by zip code from its database system. This system utilizes Census and PRIZM code data that enables SoCalGas and its contractors to identify customer segments that include households or “neighborhoods” with a high probability of meeting the LIEE eligibility criteria. The initial data query will exclude any homes that have previously received LIEE measures. The SoCalGas data also includes CARE status, climate zone, and Zip9 information that can be utilized in conjunction with the Census and PRIZM code data to provide a comprehensive profile of potential eligibility. The data query is manually manipulated to extract any street addresses and/or streets that do not fall within the “neighborhood” grid identified by the contractor. The target “neighborhood” area was identified by street names that outline the north, south, east and west boundaries.

SoCalGas provided data analysis support for a neighborhood identified by Community Action Partnership of Orange County (CAPOC) in zip code 92801 (Anaheim). This resulted in 1,084 potential LIEE customers being identified for services in a sub-zip code “neighborhood”. CAPOC who is also a LIHEAP Agency, used the data analysis for a “Weatherization Walk” event where volunteers coordinated by State Senator Lou Correa’s office canvassed the neighborhood over several days during April. SoCalGas continues to monitor the resulting enrollments and measure installations completed in this neighborhood for future reporting.

SoCalGas will sponsor a WNA event with Avalon-Carver and Reliable Energy on May 2, 2009. The target “neighborhood” selected by the Contractor and analyzed by SoCalGas identified 3,008 potential LIEE customers. This is a sub-zip code area of 90744 in

the Wilmington District of Los Angeles. Marketing and outreach in the neighborhood began in April resulting in 70 enrollments and 55 appointments for primary weatherization services on May 2nd.

SoCalGas will also sponsor a WNA with The East Los Angeles Community Union (TELACU) in La Habra. Marketing and outreach began in April and the WNA will occur May 14th - 16th. Secondary weatherization services will occur on May 19th. The target “neighborhood” selected by the Contractor and analyzed by SoCalGas identified 878 potential LIEE customers.

1.3. LIEE and CARE Customer Outreach and Enrollment Update

1.3.1. Provide a summary of the LIEE and CARE Program outreach and enrollment strategies deployed this month.

In partnership with Pacific Gas and Electric Company (PG&E), Southern California Edison (SCE) and the California Public Utilities Commission (CPUC), SoCalGas led the effort in its service territory to promote *WeCARE California*, a week long series of customer resource fairs held during the week of April 20th – 25th. Each event featured information about CARE and LIEE customer assistance programs. Community-based organizations also participated in each event in an effort to provide customers with "one-stop-shopping" for financial resources, community services, and other services provided by the agencies.

Special attention was given to reach out to newly-unemployed customers through event information promoted on employment websites, job fairs and other job-hunting venues. SoCalGas designed these proactive outreach methods to help locate customers who, for the first time are in need of assistance. This tailored proactive approach dramatically increased SoCalGas’ ability to promote CARE, LIEE, extended payment arrangements and other assistance services to potential customers and to provide these services expeditiously. Additionally, this proactive outreach approach included, meetings with elected officials; newspaper, radio and TV ads in selected SoCalGas markets; press releases, media interviews and teaming with key relevant non-profit organizations to ensure all customers in need could

receive assistance as quickly as possible. Overall feedback on SoCalGas' ambitious outreach effort, especially from regulators, elected officials and customers was very positive.

Pre-event preparations and media promotions for three WeCare California Resource Fairs held in Bakersfield, Los Angeles and El Centro during the week of April 20th through the 25th:

- Buckley FM Radio – 15 minute segment covering details of SoCalGas' customer assistance and energy efficiency programs. The segment aired on three Bakersfield area stations April 12th during the 6 am hour.
- Numerous public service announcements were released through the efforts of the utilities' public affairs and community relations staffs.
- 60,000+ flyers and 8,500 post cards were distributed throughout the Bakersfield area advertising the WeCARE resource fair.
- The Scott Cox Show ran a radio segment on the day of the Bakersfield event during the morning rush hour to encourage residents to attend.
- Prior to the Los Angeles WeCARE event, SoCalGas conducted a two week promotional campaign consisting of advertisements in local newspapers, radio and television stations including the Los Angeles Times, Watts Times, KHHT AM and KMEX Univision.
- Public service announcements were released through SoCalGas' Public Relations department, including spots on KOST, MYFM and HOT 92.3FM. Over 25,000 flyers and 14,000 targeted post cards were distributed throughout the Los Angeles community and at K-12 school systems advertising the event.
- SoCalGas' pre-event promotions for the El Centro WeCARE resource fair included two weeks of advertisements in local newspapers and radio stations.
- The George Gale Show, KXO-AM 1230 radio conducted an interview with SoCalGas' District Operations Manager of the south inland region on April 24th to promote the WeCARE El Centro resource fair.
- More than 30,000 WeCARE flyers were distributed throughout the El Centro community and K-12 school systems advertising the event.

- Customers were able to access information about SoCalGas' CARE and LIEE programs and the WeCARE El Centro event on KXO's website for two weeks prior to the event.
- KSWT-TV CBS, affiliate channel 13, reporter Cambi Brown interviewed SoCalGas' District Operations Manger at the WeCARE event site April 24th. The station ran the clip during their April 24th 6:00 pm and 9:00 pm broadcasts and twice more during their Saturday April 25th, 7:00 and 9:00 am news programs. KYMA-TV aired information about the event on Friday, April 24th during their 6:00 pm and 10:00 pm newscasts.
- KECY-TV and *Adelante Valle* Spanish newspaper included information about the El Centro WeCARE event on their websites.
- Articles ran in the *Imperial Valley Press* and the *La Chronica* Spanish newspaper.

WeCare California – Bakersfield

The **WeCare** California Bakersfield Resource Fair was held at Stramler Park on April 20th. The event was kicked off by presentations from SoCalGas' Vice President of Customer Solutions, Commissioner Dian Grueneich representing the CPUC, and executives from PG&E and SCE. Also in attendance was Bakersfield Vice Mayor Zack Schrivner, Chief of Staffs to Kern County Supervisors representatives. Day long media coverage at the event was provided by three television crews representing five television stations ABC, CBS/Fox, and NBC/Telemundo, and two local radio stations which ran spots every 15 minutes advertising the event. SoCalGas' executive officer in charge of Customer Solutions, and various Public Affairs staff conducted on-site interviews with each media outlet present. Approximately 600 Bakersfield residents attended and received information on the utilities' assistance programs. Participants also received personal finance assistance and information on various social programs from 22 exhibitors. Free food and entertainment was provided by the WeCARE California team.

'WeCARE **California** Bakersfield served as a good example of the utilities' leveraging efforts with external organizations and integration with their internal programs to benefit a broad spectrum of low-income customers.

WeCARE California-Los Angeles Resource Fair

On **April 24th**, SoCalGas, Los Angeles Department of Water and Power (LADWP) and the CPUC joined efforts to assist 1,000 South Los Angeles residents at the WeCARE California, Los Angeles Resource Fair. The Los Angeles Resource Fair was held at the All Peoples Christian Center, a well established local community-based organization with deep community ties. The event was kicked off by presentations from SoCalGas' executive officer in charge of Customer Solutions, CPUC Director, Denise Tyrell, and LADWP Commissioner, Forescee Hogan-Rowles. Also in attendance were the Los Angeles Unified School District Board President, Monica Garcia and SoCalGas' Director of Customer Services. The event was covered by various local media throughout the day including KRCA-TV, LA City View TV and KNX AM 1070. Nearly 1000 low-income attendees received information from over 40 exhibitors concerning the utilities' customer assistance programs, personal finances and various social programs. Free food and entertainment including music, a jump house and face painting was provided by SoCalGas' WeCARE California team.

WeCARE California Los Angeles served as an excellent outreach model on how to effectively leverage with external organizations to benefit a targeted low-income community. Several attendees and exhibitors commented to the WeCARE California staff that it was the best event of this kind that they had recently attended.

WeCARE California El Centro Resource Fair and Imperial County's Children's Fair

On April 25th, SoCalGas, Imperial Irrigation District (IID) and the CPUC joined together to co-sponsor the Imperial County "Children's Fair" and to promote their customer assistance programs and services. This annual event, which is organized by the Child Abuse Prevention Council was held at El Centro's Bucklin Park, and attracted over 20,000 attendees from nearby communities. Attendees received important information and assistance on utility programs, personal finances and a myriad of social programs from over 80 exhibitors. As an event sponsor, SoCalGas' executive officer in charge of Customer Operations was interviewed by several local television stations and radio stations including an interview with Reporter Rachel Eizufon of KYMA-TV Channel 11 an NBC Affiliate. The spot ran during the afternoon and evening broadcasts and included SoCalGas' website information allowing customers to access the site to obtain detailed information on all SoCalGas' programs and services. Also interviewed were elected officials and a representative from the CPUC.

WeCARE California support was provided by Sally Alvarado, Community Advocate (Bilingual) for the Team Project with the CPUC and the IID was represented by their Customer Assistance Manager Mr. Sam Marquez and his staff. KXO-AM 1230 and 107.5 FM aired live remotes from the SoCalGas tent.

Feedback received by SoCalGas' area Public Affairs Manager was that its timely message of compassion with action was well received by both attendees and organizers alike in an area which currently has the highest unemployment rate of any California county.

Provided below are links to some of the media coverage and interviews conducted during WeCARE California week (April 20 - 25).

WeCARE California El Centro - NBC 11

http://home.sempranet.com/medioclips/2009_Q1_report/customer_programs_energy_efficiency/4_april/NBC_11_4-25-09_R.Gordillo_El_Centro_CARE.wmv

WeCARE California South LA promotion - KVEA 52 Telemundo live studio interview (11:30am newscast)

http://home.sempranet.com/medioclips/2009_Q1_report/customer_programs_energy_efficiency/4_april/KVEA_4-24-09_R.Gordillo_CARE.wmv

KMEX-TV Univision Los Angeles (5am - 7am) Telethon with SoCalGas & SCE reps taking phone calls from viewers. CARE, Therm Kits, DAP and WeCARE California promotion.

http://home.sempranet.com/medioclips/2009_Q1_report/customer_programs_energy_efficiency/4_april/KMEX_4-22-09_R.Gordillo_CARE.wmv

KFTR-TV Telefutera Los Angeles (7am - 8am) Telethon with SoCalGas and SCE representatives taking telephone calls from viewers. CARE, Therm Kits, DAP and WeCARE California promotion.

http://home.sempranet.com/medioclips/2009_Q1_report/customer_programs_energy_efficiency/4_april/KFTR_4-22-09_R.Gordillo_CARE.wmv

Participating Organizations in the Bakersfield, L.A.,and El Centro WeCARE Resource Fairs:

American Foreign Student (AFS)	Alltell Wireless
American Cancer Society	Desert Cancer Society
Assembly of God Church	Brunswick Zone
Carrows Restaurants	Campeños Unidos
Various Groups from Central High School	Child Abuse Council
Court Appointed Special Advocates (CASA)	CIC Mgmt, Inc.
Clinicas de Salud Youth Services	Coldwell Bankers
Comite Civico del Valle	Community Valley Bank
Catholic Charities House of Hope	Emmanuel Latin Church
Ceede Comunidad Cristians	The Red Cross
Exceptional Family Resource Center	Fairy Tales
First Imperial Credit Union	Heritage Family Fellowship
Heber Elementary/Migrant Education	The Salvation Army
Iglesia Cristiana Rey de Reyes	Keller Williams
All People's Christian Center	AT&T
Asian Pacific American Dispute Resolution Center	Blue Cross
California Telephone Access Program	California Trade Tech
Campaign for Social Justice	South LA Health Projects
Chicana Service Action Center	Children's Bureau
Girls Today Women Tomorrow	CPUC
Dewey Square Group WeConnect	RHA, Inc.

Participating Organizations in the Bakersfield, Los Angeles and El Centro WeCARE Resource Fairs (continued):

Catholic Charities of Los Angeles	Union Rescue Mission
St. Vincent Senior Citizen Nutrition Program	VELA
VA W. Los Angeles Health Center	YWCA of Greater LA
Watts Labor Community Action Committee (WLCAC)	SoCal Edison
Khmer Society/Self Help for the Elderly	Boys/Girls Club Kern Cty
Mexican-American Opportunity Fund	KIWI Radio
Staples & Associates (Kern Energy Watch Program Health	Proteus, Inc. Immediate Care Family
Kid's Supercenter	Imperial Irrigation District
Mahubay Alliance, Inc.	Los Vigilantes
No Fear	New Destiny
Pioneer Memorial Hospital	Optimist Club of El Centro
Sendero de la Cruz	Rain Cross
Sun Communication Credit Union	South West High School
The Burn Institute	Target Store
Sure Help Line	The Family Treehouse
United Way of Imperial County	Time Warner Cable
Wells Fargo Bank, Home Mortgage	Wellick & Volk Mortgages
Women Haven, Center for Family Solutions	Shannon Daughtry DDS
PCPOA	
Pinata Pole	
City of El Centro, Firefighters Assoc., Police Dept., Regional Medical Center	
Imperial County Behavioral Health, Children and Family First Commission	
Imperial County Office of Education, County Health Department	
Imperial Valley College - Business/Gym Club, Regional Occupational Program (ABEL)	
New Jerusalem Ministry, Child Ministry, Women's Group	
Los Angeles Departments of Aging and Social Services	
Kern County Public Health, Aging/Adult Svcs., Golden Empire Transit, Employer's Training Resource, Community Action Partnership of Kern (211 System)	
Independent Living Center of Kern County, Inc.	
PG&E CARE program, Energy Partners, Customers Services	

In addition to the successful WeCARE California Resource Fairs, SoCalGas' Public Affairs Department continued its strong commitment to increase its promotion of SoCalGas' LIEE and CARE programs through a number of events and meetings with agencies and local city officials throughout SoCalGas' service territory.

During the month of April the Public Affairs department sponsored the following events, meetings and presentations:

- April 2nd - SoCalGas conducted a customer assistance presentation at a luncheon for 200 English and Hispanic customers at the Janet Goeske Senior Center in

Riverside, California. CARE and LIEE program materials were provided to the facility management team for distribution to the over 15,000 seniors that use the center each month.

- April 6th - SoCalGas met with the Mayor and city council of Delano, to discuss the CARE, LIEE and Gas Assistance Fund (GAF). The Mayor agreed to accept CARE applications and placed them in City Hall. He also agreed to include a link to CARE information on the City's website.
- April 7th - SoCalGas attended a meeting with the Deputy City Manager of Moreno Valley to present CARE and LIEE program information and petitioned the City Manager to place a link to SoCalGas' customer assistance program information on the City's webpage.
- April 7th - SoCalGas attended a meeting with the Black Chamber of Commerce in Moreno Valley to present customer assistance information and also requested that they place a link to SoCalGas' customer assistance information on their website.
- April 8th - SoCalGas promoted the CARE and LIEE programs to the Lake Elsinore Senior Citizens Center. The information was presented to 46 seniors who mostly qualified for these customer assistance programs.
- April 9th - SoCalGas sponsored a "Lunch and Learn," in Duarte in partnership with Duarte Chamber of Commerce and the Small Business Association to provide customer assistance information to the attendees. There were approximately 60 business owners in attendance and the information was well received.
- April 13th - SoCalGas presented CARE and LIEE program information at a televised Upland City Council meeting where a "Tough Economic Times" message was also delivered.
- April 14th - SoCalGas met with Riverside County's Economic Development Manager to provide information on the CARE and LIEE programs. SoCalGas also asked to present their customer assistance information at the regional monthly meeting of all the Riverside County Economic Development managers.
- April 16th - SoCalGas met with Corona City councilman Eugene Montanez to request his support for promoting the CARE and LIEE programs. The councilman has confirmed other customer assistance outreach presentation

opportunities and said he would post a link to SoCalGas' customer assistance program information on the City's website.

- April 17th - SoCalGas briefed 100 business and community leaders at the Latino Issues Forum breakfast on the CARE and LIEE programs. Attendees were also encouraged to attend the upcoming WeCARE California events.
- April 29th - SoCalGas presented their CARE and LIEE programs to the San Dimas Civic Academy where approximately 60 business leaders and owners from the San Dimas city area were present.
- April 30th - SoCalGas hosted a presentation on how to apply for charitable contribution grants with more than fifty non-profit representatives from throughout the region in Riverside, California. SoCalGas used the opportunity to share information about their CARE and LIEE programs and requested that they place a link to SoCalGas' customer assistance program information on their websites.
- April 30th - SoCalGas held a meeting with 211 Volunteer Center Community Assistance Hotline representatives in Riverside, California. The 211 hotline receives over 5,000 telephone calls a month from people looking for help which is a 50% increase over last year. SoCalGas explained the CARE and LIEE programs and guidelines and provided them with applications and brochures. Additionally, SoCalGas requested to have a link to its customer service webpage added to the agency's website.

Web-Link Opportunities:

Through their concerted efforts, SoCalGas succeeded in having the following cities place a Customer Assistance link on their websites:

1. City of Rialto
2. Covina
3. Calimesa
4. Rancho Cucamonga
5. San Bernardino
6. Corona

7. County of San Bernardino.

SoCalGas plans to continue expanding its customer assistance web link partnerships to promote the CARE and LIEE programs, while expanding leveraging efforts to include articles in local government newsletters as well.

Direct Mailings:

In April, a bi-lingual two-panel bill insert was delivered to approximately 1.3 million SoCalGas CARE customers. This campaign was designed to attract English and Spanish customers and encourage them to take advantage of no-cost energy saving LIEE home improvement services. The customers that received the bill insert are renters and homeowners enrolled in the CARE program and are considered highly eligible for LIEE. Results from this campaign will be noted in the June and July reports.

1.4. Leveraging Success Evaluation, Including CSD

1.4.1 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?

SoCalGas increased its leveraging efforts with the goals of reducing program costs, raising program awareness and increasing customer enrollments. In working with various municipal utilities, water agencies, city, county and state stakeholders SoCalGas seeks to provide LIEE customers with a full complement of no cost energy saving home improvement measures and services so that customers benefit from reduced energy costs and usage. To this end, SoCalGas has entered into discussions with several non-IOU utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income energy efficiency programs.

SoCalGas and IID are nearing completion on an agreement whereby customers in their overlapping service territories receiving measures under SoCalGas' LIEE program would simultaneously receive low-income program services offered by IID. Following

installation of both programs' measures SoCalGas will invoice IID for the proper measures and fees. This agreement ensures not only a full complement of services by both utilities to the customer, but serves as another approach SoCalGas will be employing to enroll customers in the LIEE program who reside in hard to reach areas.

SoCalGas has also worked with Burbank Water & Power on an agreement to provide low income energy efficiency measures to customers who reside in their overlapping territories. The agreement will provide customers with a comprehensive energy efficiency bundle of measures including gas, electric and water during a single visit. Key to this agreement is SoCalGas' ability to leverage its existing relationships with both enrollment/assessment and installation contractors to provide expertise in the delivery of the program. Final steps are being taken that should result in the joint effort beginning as early as June.

On April 29, SoCalGas along with the other IOUs met with the CPUC Energy Division staff and members of CSD's Energy Council to discuss advancing leveraging opportunities between LIHEAP and LIEE. The various program measures were compared and discussed.

SoCalGas is meeting with LIHEAP agencies that are also part of its LIEE Contractor Network to implement leveraging opportunities, to learn database structures and to plan efforts related to the Whole Neighborhood Approach.

In addition to the leveraging efforts discussed above, SoCalGas has initiated talks with the LADWP, Glendale Water and Power, the Housing Authority of the City of Los Angeles and others to identify opportunities to reduce costs and leverage energy efficiency and water conservation efforts.

1.5. Workforce Education & Training

- 1.5.1.** Please summarize efforts to improve and expand LIEE workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

SoCalGas continues to research and meet with various Workforce Centers, Community Colleges and CBOs/non-profits that have a history of providing Workforce Education & Training services or will soon begin offering these services.

SoCalGas toured the Sustainability Center at the Los Angeles Trade Technical College (LATTC) and met with the Division of Workforce and Economic Development to discuss the future of “Green Jobs” in the Los Angeles area. This is a follow-up to a meeting with the Dean of the LACC District with one of our LIEE Contractors in order to create a single source of contact for various inquiries that SoCalGas has been receiving for the surrounding community colleges. LATTC has one of the more established training and education programs related to energy efficiency. Also, their students are recruited from low-income communities throughout the City and Counties of Los Angeles.

SoCalGas had an introductory meeting with Taller San Jose (which provides undereducated and unskilled young adults, ages 18-28, and the opportunity to finish their education and develop the skills to find a job with a living wage) in Santa Ana to offer support for their program development and guidance regarding the various Low-Income Energy Efficiency programs.

2. CARE Executive Summary

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$3,647,684	\$708,515	19%
Proc., Certification and Verification	\$1,173,027	\$376,729	32%
Information Tech./Programming (1)	\$ 489,451	\$150,764	31%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$16,237	\$0	0%
Regulatory Compliance	\$222,130	\$82,716	37%
General Administration	\$506,635	\$161,276	28%
CPUC Energy Division Staff	\$171,500	\$20,575	12%
Cooling Centers (3)	N/A	N/A	N/A
Total Expenses	\$6,286,664	\$1,500,575	24%
Subsidies and Benefits (4)	\$132,846,122	\$35,871,301	27%
Total Program Costs and Discounts	\$139,132,786	\$37,371,877	27%

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,481,315	1,774,067	83.5%

2.2. Outreach

2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility’s behalf.

To help raise awareness about the CARE program’s 20% discount, SoCalGas launched an innovative online advertising campaign on Wednesday, April 1st. The campaign will run from April 1st through May 15th. The advertising campaign in English and Spanish encourages customers to apply for CARE online. CARE online banners were included on such sites as Facebook.com, Weatherbug.com, People.com, and Univison.com to name a

few. All banners directed SoCalGas customers to a CARE-dedicated landing page for more information and the link to the CARE online application.

On April 22nd, prior to SoCalGas' and SCE's joint WeCARE California event, representatives from both utilities participated in a CARE Program Telethon at the studio of KMEX TV Univision and KFTR TV Telefutera. This innovative event was developed in a joint effort by each utility's public relations departments, and consisted of live interviews with utility spokespeople who described each utility's' assistance programs and the upcoming WeCARE California events to the viewers. The telethon aired from 5:00 to 8:00 am and generated over 800 CARE program related calls. On site bilingual utility representatives who spoke with callers said they received numerous expressions of gratitude for their efforts.

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

- April 1st - SoCalGas sponsored and participated in the 2009 Montebello's Chamber of Commerce Business Expo, with an emphasis in providing local businesses and community members with resources and information during these rough economic times. There were over 1,000 attendees and SoCalGas showcased its energy efficiency, CARE and LIEE programs.
- April 5th - At the California African American museum SoCalGas provided information on residential energy efficiency programs, conservation measures and customer assistance programs. Over 200 local residents attended the event. SoCalGas was able to sign-up customers for free energy efficiency kits and the CARE program.
- April 6th - SoCalGas provided information on natural gas safety, energy efficiency, CARE, LIEE and other customer assistance programs at the Getty Center Emergency Preparedness Fair.
- April 18th - SoCalGas provided information on residential energy efficiency programs, conservation measures and customer assistance programs, including CARE and LIEE at the Get Hip, Go Green Earth Day event. Over 700 local English and Hispanic residents took advantage of the event.

- April 18th - SoCalGas sponsored and participated in the Montebello-Commerce YMCA Healthy Kid's Day Event. SoCalGas provided bi-lingual information on residential energy efficiency, conservation services and the CARE and LIEE programs.
- April 23rd - SoCalGas hosted a tabletop for the Retired Senior Volunteer Program Luncheon, where information on the CARE, LIEE and energy efficiency programs was provided.

2.2.3. CARE Recertification Complaints

SoCalGas did not receive any recertification complaints during the month of April.

3. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Verification

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
LIIE Table 1 - LIIE Program Expenses													
Southern California Gas Company													
April 2009													
4		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIIE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 18,519,164	\$ 18,519,164	\$ -	\$ 530,225	\$ 530,225	\$ -	\$ 745,498	\$ 745,498	0%	4%	4%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -	\$ 2,052,846	\$ 2,052,846	\$ -	\$ 3,412,952	\$ 3,412,952	0%	18%	18%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -	\$ 762,559	\$ 762,559	\$ -	\$ 1,405,860	\$ 1,405,860	0%	10%	10%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -	\$ 94,350	\$ 94,350	\$ -	\$ 168,555	\$ 168,555	0%	10%	10%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 868,507	\$ 868,507	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL	\$ -	\$ 53,722,196	\$ 53,722,196	\$ -	\$ 3,439,980	\$ 3,439,980	\$ -	\$ 5,732,865	\$ 5,732,865	0%	11%	11%
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 17,016	\$ 17,016	\$ -	\$ 62,931	\$ 62,931	0%	20%	20%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -	\$ 204,945	\$ 204,945	\$ -	\$ 331,444	\$ 331,444	0%	23%	23%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ 99,622	\$ 99,622	\$ -	\$ 130,215	\$ 130,215	0%	14%	14%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 27,099	\$ 27,099	\$ -	\$ 99,777	\$ 99,777	0%	29%	29%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 147,084	\$ 147,084	\$ -	\$ 1,091,029	\$ 1,091,029	0%	19%	19%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 3,505	\$ 3,505	\$ -	\$ 8,818	\$ 8,818	0%	10%	10%
24													
25	TOTAL PROGRAM COSTS	\$ -	\$ 62,571,908	\$ 62,571,908	\$ -	\$ 3,939,251	\$ 3,939,251	\$ -	\$ 7,457,078	\$ 7,457,078	0%	12%	12%
26													
27	Indirect Costs ²	\$ -	\$ -	\$ -	\$ -	\$ 200,949	\$ 200,949	\$ -	\$ 598,101	\$ 598,101			
28													
29	NGAT Costs					\$ 155,174	\$ 155,174		\$ 285,389	\$ 285,389			
30	¹ Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	² The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin and therefore are not included in the LIIE/DAP Total Program Costs.												
32	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	LIEE Table 2 LIEE Expenses and Energy Savings by Measures Installed Southern California Gas Company April 2009							
2	Year-To-Date Completed & Expensed Installations							
3	Measures	Units	Quantity Installed	kWh (Annual)	kW (Annual)¹	Therms (Annual)	Expenses	% of Expenditure
4	Heating Systems							
5	Furnaces	Each	948			2,514	\$ 630,391	13%
6	Cooling Measures							
7	A/C Replacement - Room	Each						
8	A/C Replacement - Central	Each						
9	A/C Tune-up - Central	Each						
10	A/C Services - Central	Each						
11	Heat Pump	Each						
12	Evaporative Coolers	Each						
13	Evaporative Cooler Maintenance	Each						
14	Infiltration & Space Conditioning							
15	Envelope and Air Sealing Measures	Home	10,175			56,349	\$ 2,300,673	48%
16	Duct Sealing	Home	328			7,543	\$ 55,907	1%
17	Attic Insulation	Home	557			21,322	\$ 418,303	9%
18	Water Heating Measures							
19	Water Heater Conservation Measures	Home	10,470			129,973	\$ 412,172	9%
20	Water Heater Replacement - Gas	Each	53				\$ 50,785	1%
21	Water Heater Replacement - Electric	Each						
22	Tankless Water Heater - Gas	Each						
23	Tankless Water Heater - Electric	Each						
24	Lighting Measures							
25	CFLs	Each						
26	Interior Hard wired CFL fixtures	Each						
27	Exterior Hard wired CFL fixtures	Each						
28	Torchiere	Each						
29	Refrigerators							
30	Refrigerators -Primary	Each						
31	Refrigerators - Secondary	Each						
32	Pool Pumps							
33	Pool Pumps	Each						
34	New Measures							
35	Forced Air Unit Standing Pilot Change Out	Each						
36	Furnace Clean and Tune	Each						
37	High Efficiency Clothes Washer	Each						
38	Microwave	Each						
39	Thermostatic Shower Valve	Each						
40	LED Night Lights	Each						
41	Occupancy Sensor							
42								
43								
44								
45								
46								
47								
48	Pilots							
49	A/C Tune-up Central	Home						
50	Interior Hard wired CFL fixtures	Each						
51	Ceiling Fans	Each						
52	In-Home Display	Each						
53	Programmable Controllable Thermostat	Each						
54	Forced Air Unit	Each						
55	Microwave							
56	High Efficiency Clothes Washer							
57								
58	Customer Enrollment							
59	Outreach & Assessment	Home	11,738				\$ 784,304	16%
60	In-Home Education	Home	11,197				\$ 167,910	3%
61	Education Workshops	Participant						
62								
63								
64	Total Savings/Expenditures					217,701	\$ 4,820,445	100%
65								
66	Homes Weatherized	Home	10,843					
67								
68	Homes Treated							
69	- Single Family Homes Treated	Home	7,298					
70	- Multi-family Homes Treated	Home	3,563					
71	- Mobile Homes Treated	Home	877					
72	- Total Number of Homes Treated	Home	11,738					
73	# Eligible Homes to be Treated for PY²	Home	110,864					
74	% OF Homes Treated	%	11%					
75								
76	- Total Master-Metered Homes Treated	Home	1,315					
77	¹ Energy savings is based on the 2005 Load Impact Evaluation.							
78	² Based on Attachment H of D0811031							

	A	B	C	D	E	F	G	H															
79	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																						
80	PIE CHART 1- Expenses by Measures Category																						
81																							
82	<p>Southern California Gas Company LIEE Expenses April 2009</p> <table border="1"> <caption>LIEE Expenses by Measures Category - April 2009</caption> <thead> <tr> <th>Measures Category</th> <th>Amount</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Heating Systems</td> <td>\$462,957</td> <td>10%</td> </tr> <tr> <td>Cooling Measures</td> <td>\$2,774,883</td> <td>57%</td> </tr> <tr> <td>Infiltration & Space Conditioning</td> <td>\$952,214</td> <td>20%</td> </tr> <tr> <td>Customer Enrollment</td> <td>\$630,391</td> <td>13%</td> </tr> </tbody> </table>								Measures Category	Amount	Percentage	Heating Systems	\$462,957	10%	Cooling Measures	\$2,774,883	57%	Infiltration & Space Conditioning	\$952,214	20%	Customer Enrollment	\$630,391	13%
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93																							
94																							
95																							
96																							

	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company April 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	217,701
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	2,075,837
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	11,738
11	Average 1st Year Bill Savings / Treated Home	\$ 19.23
12	Average Lifecycle Bill Savings / Treated Home	\$ 148.81
13	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	LIEE Table 4 - LIEE Homes Treated Southern California Gas Company April 2009						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	714	10,494	11,208	5	117	122
5	Imperial	16,908	364	17,272	100	0	100
6	Kern	32,939	9,149	42,088	111	10	121
7	Kings	14,743	13	14,756	157	0	157
8	Los Angeles	5,185	1,136,066	1,141,250	19	6,650	6,669
9	Orange	0	220,018	220,018	0	688	688
10	Riverside	43,202	189,088	232,290	133	1,222	1,355
11	San Bernardino	9,103	157,414	166,517	15	1,072	1,087
12	San Luis Obispo	27,550	214	27,764	90	0	90
13	Santa Barbara	14,247	25,326	39,573	102	109	211
14	Tulare	42,143	12,993	55,135	761	323	1,084
15	Ventura	6,892	49,713	56,605	5	49	54
16							
17	Total	213,625	1,810,852	2,024,477	1,498	10,240	11,738
18	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	LIEE Table 5 - LIEE Customer Summary Southern California Gas Company April 2009																
2		Gas & Electric			Gas Only			Electric Only			Total						
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-09	0	0	0	0	1,744	30,892	0	0	0	0	0	0	1,744	30,892	0	0
7	Mar-09	0	0	0	0	5,335	59,616	0	0	0	0	0	0	5,335	59,616	0	0
8	Apr-09	0	0	0	0	11,738	127,193	0	0	0	0	0	0	11,738	127,193	0	0
9	May-09																
10	Jun-09																
11	Jul-09																
12	Aug-09																
13	Sep-09																
14	Oct-09																
15	Nov-09																
16	Dec-09																
17	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 2L.																
18	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
LIEE Table 6 - Expenditures for Pilots and Studies Southern California Gas Company April 2009													
	Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent			
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
6	Pilots:												
7	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8													
9													
10	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	Studies:												
13	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	\$ -	\$ 302,500	\$ 302,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	¹ Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted ¹	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Target to Treat This Year
6	Neighborhood in zip code 92801 - CAPOC	2,700	1,084	133	
7	Neighborhood in zip code 90744 - REMCO/Avalon-Carver	5,278	3,008	196	
8	Neighborhood in zip code 90631 - TELACU	3,041	878	128	
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24	¹ Column B, C, D and E are in reference to the defined sub-zip code (Neighborhood) in Column A				
25					
26					
27					

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																		
2	Southern California Gas Company																		
3	April 2009																		
4	Gross Enrollment																		
5	Automatic Enrollment																		
6	2009	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SBS80	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification ⁶	Total Adjusted (J+K)	Attrition (Drop Offs) ⁷	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
7	January	9,439	9,439				9,439	71	22,811	32,321	7,179	39,500	26,337	13,163	5,984	1,441,382	1,770,825	81.4%	
8	February	5,364	5,364				5,364	94	14,894	20,352	14,632	34,984	10,924	24,060	9,428	1,450,810	1,770,825	81.9%	
9	March	11,005	11,005				11,005	103	26,265	37,373	20,581	57,954	29,658	28,296	7,715	1,458,525	1,770,825	82.4%	
10	April	12,100	1,266	168	0	0	13,534	85	29,992	43,611	51,496	95,107	20,821	74,286	22,790	1,481,315	1,774,067	83.5%	
11	May																		
12	June																		
13	July																		
14	August																		
15	September																		
16	October																		
17	November																		
18	December																		
19	Total for 2009	37,908	1,266	168	0	0	39,342	353	93,962	133,657	93,888	227,545	87,740	139,805	45,917				
20	Enrollments via data sharing between the IOUs.																		
21	Enrollments via data sharing between departments and/or programs within the utility.																		
22	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																		
24	Not including Recertification.																		
25	Recertifications completed regardless of month requested.																		
26	The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																		
27	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 3 - Standard Random Verification Results								
2	Southern California Gas Company								
3	April 2009								
4	2009	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	January	1,441,382	5,216	0.36%	2,325	274	2,599	50%	0.18%
6	February	1,450,810	4,774	0.33%	2,194	191	2,385	50%	0.16%
7	March	1,458,525	4,306	0.30%	2,533	185	2,718	63%	0.19%
8	April	1,481,315	3,854	0.26%	2,371	182	2,553	66%	0.17%
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	Total for 2009	1,458,525	18,150	1.24%	9,423	832	10,255	57%	0.70%
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. As a result, the number of customers dropped in any given month includes requests for verification that were issued several months prior.								
19	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 Applications¹						
2	Southern California Gas Company						
3	April 2009						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	Total	5,000,000	405,121	296,672	18,385	90,064	0
6	Percentage		100.00%	73.23%	4.54%	22.23%	0.00%
7	¹ Includes sub-metered customers.						
8	² 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.						
9	³ Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁶ SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	April 2009									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
Urban ¹		Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total	
6	Fresno	10,082	704	10,787	9,687	591	10,278	96%	84%	95%
7	Imperial	261	15,477	15,738	230	12,723	12,953	88%	82%	82%
8	Kern	8,466	31,855	40,321	8,823	25,036	33,859	104%	79%	84%
9	Kings	13	14,491	14,504	14	12,470	12,484	106%	86%	86%
10	Los Angeles	967,685	5,161	972,846	842,692	5,589	848,281	87%	108%	87%
11	Orange	180,774	0	180,774	133,731	0	133,731	74%	0%	74%
12	Riverside	177,198	42,148	219,346	142,919	22,086	165,005	81%	52%	75%
13	San Bernardino	145,405	7,698	153,103	128,231	5,189	133,420	88%	67%	87%
14	San Luis Obispo	205	25,492	25,697	45	15,334	15,379	22%	60%	60%
15	Santa Barbara	21,227	13,658	34,885	13,672	12,677	26,349	64%	93%	76%
16	Tulare	12,708	41,121	53,828	15,384	34,837	50,221	121%	85%	93%
17	Ventura	45,697	6,541	52,238	33,959	5,396	39,355	74%	82%	75%
18										
19	Total	1,569,721	204,346	1,774,067	1,329,387	151,928	1,481,315	85%	74%	83%
20	¹ Define Urban vs Rural									
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	April 2009							
4	2009	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ^{2, 3}	Participants Dropped ³	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	1,441,382	50,003	3.47%	7,453	5,938	15%	0.41%
6	February	1,450,810	20,978	1.45%	16,780	6,463	80%	0.45%
7	March	1,458,525	31,894	2.19%	20,610	3,818	65%	0.26%
8	April	1,481,315	37,668	2.54%	22,372	2,832	59%	0.19%
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2009	1,458,525	140,543	9.64%	67,215	19,051	48%	1.31%
18	¹ Participants requested to recertify.							
19	² Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	³ Participants recertified and dropped during the month not respective to the month requested. SoCalGas will report the recertification results tied to the month initiated when a new system report is developed.							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors							
2	Southern California Gas Company							
3	April 2009							
4		Contractor Type (Check one or more if applicable)				Year-to-Date Enrollments		
5	Contractor Name ¹	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	35	35
7	ELA Communications Energy ED Program		X			0	16	16
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
9	Proteus, Inc.		X			0	31	31
10	Community Pantry of Hemet		X			0	2	2
11	Community Action Partnership of San Bernardino		X		X	0	73	73
12	Children’s Hospital of Orange County		X			0	1	1
13	Sr. Citizens Emergency Fund I.V., Inc.		X			0	2	2
14	HABBM		X			0	4	4
15	Second Harvest Food Bank of Orange County		X			0	0	0
16	Southeast Community Development Corp.		X			0	35	35
17	Latino Resource Organization		X			0	0	0
18	Independent Living Center of Southern California		X			0	0	0
19	El Concilio del Condado de Ventura		X			0	0	0
20	Blessed Sacrament Church		X			0	0	0
21	Starbright Management Services		X			0	0	0
22	Hernandad Mexicana		X			0	0	0
23	Crest Forest Family and Community Service		X			0	0	0
24	CUI – Campesinos Unidos, Inc.		X	X	X	0	3	3
25	Veterans in Community Service		X	X	X	0	1	1
26	MEND		X			0	0	0
27	Armenian Relief Society		X			0	7	7
28	Catholic Charities of LA – Brownson House		X			0	4	4
29	BroadSpectrum		X			0	0	0
30	OCCC, Inc. (Orange County Community Center)		X			0	2	2
31	Green Light Shipping	X				0	1	1
32	APAC Service Center		X			0	109	109
33	Visalia Emergency Aid Council		X			0	0	0
34	The Companion Line		X			0	36	36
35	Total Enrollments					0	362	362
36	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
37	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End							
2	Southern California Gas Company							
3	April 2009							
4	2009	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	n/a	1,441,382	n/a	1,441,382	1,770,825	81.4%	0.4%
6	February	n/a	1,450,810	n/a	1,450,810	1,770,825	81.9%	0.7%
7	March	n/a	1,458,525	n/a	1,458,525	1,770,825	82.4%	0.5%
8	April	n/a	1,481,315	n/a	1,481,315	1,774,067	83.5%	1.6%
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2009							

¹Explain any monthly variance of 5% or more in the number of participants.

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

CERTIFICATE OF SERVICE

I hereby certify that a copy of **MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY ON LOW INCOME ASSISTANCE PROGRAMS FOR APRIL 2009** has been electronically mailed to each party of record of the service list in A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to the assigned Administrative Law Judges and Commissioner.

Executed this 21st day of May, 2009 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin