

**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 AUGUST 2009**

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September 21, 2009

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This is the fifth monthly report utilizing a new reporting template developed by the Energy Division (ED) in coordination with the investor-owned utilities.<sup>1</sup> The purpose of the new template was to minimize the reporting requirements by combining the LIEE and CARE report into one consolidated report while still providing the ED with all the necessary information to assist in analyzing the low-income programs.

In accordance with Ordering Paragraph 90 of Decision (D.) 08-11-031, the Commission directed utilities to begin reporting on the number of customer complaints they receive (either formal, informal, or wherever received) about their CARE recertification efforts and the nature

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<sup>1</sup> Investor-owned utilities are Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company and Southern California Gas Company.

of the Complaints. The utilities are to report this information in their monthly and annual reports beginning December 31, 2008.

This report presents actual year-to-date LIEE and CARE results and expenditures through August 2009.

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	\$62,571,908	\$25,635,635	41%
Homes Treated	110,864	43,703	39%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,564,567	814,683	32%

During the month of August, SoCalGas and its LIEE contractor network continued to demonstrate their enhanced capacity to manage and meet the heightened workflow that the 2009-11 program cycle demands. As exhibited in the first eight months of 2009 LIEE program activity, SoCalGas and its LIEE contractors increased the number of homes treated, processed and paid through the LIEE program in August 2009 by 52% as compared with the same eight-month period of 2008.

In addition to treating, processing and paying for the treatment of homes, SoCalGas continued to develop its program activities in the month of August. SoCalGas ongoing marketing, outreach and enrollment efforts are further expanded upon in section 1.3 of this report. In addition, as detailed in sections 1.2, 1.4 and 1.5 of this report, SoCalGas increased activities for Whole Neighborhood Approach (WNA) events, energy efficiency leveraging efforts and workforce education and training partnerships. SoCalGas views these ongoing leveraging efforts as a long-term strategy to increase enrollment and reach more customers with the LIEE program. SoCalGas, the LIEE contractor network and various external partners are committed to improving LIEE program delivery to serve a greater number of customers with no-cost energy efficiency and weatherization measures.

In August, SoCalGas, through its LIEE contractor network, treated processed and paid 5,322 homes. SoCalGas also paid for the installation of weatherization measures in 4,492 homes. LIEE contractors serviced 460 appliances, which included 418 furnace repairs/replacements and 42 water heater replacements. SoCalGas generated over 33,447 leads, resulting in 4,263 enrollments, 8,797 leads pending enrollment, and over 7,435 awaiting qualification. Consistent with this effort SoCalGas outlined a project that would improve upon the number of disabled customers being served by LIEE program. Research was conducted in order to identify organizations that currently work with the disabled population and who reside within the boundaries of SoCalGas' service territory. SoCalGas intends to use this information to work towards developing and growing partnerships with these organizations to improve delivery of LIEE services to the disabled population.

SoCalGas has also identified, as directed<sup>2</sup>, 9,824 CARE and Medical-Baseline customers that have not yet received LIEE program services. This is a likely candidate group for LIEE services because of their current involvement in the CARE, Medical-Baseline and other related services.

SoCalGas is partnering with the USC Family of Schools Program (USC-FSP), which works to bring various resources to families and schools in the South and East Los Angeles areas. The USC-FSP staff estimates that 80 percent of participating families are receiving benefits from the National School Lunch program, Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps), Healthy Families, or other programs that would automatically qualify them for LIEE services. SoCalGas will attend parent and community group meetings to present the LIEE program and distribute material. This would be the first step in planning additional efforts to identify eligible customers through a WNA.

In summary, SoCalGas, its LIEE contractor network and external partners worked together to enhance program activities in August 2009. SoCalGas looks forward to continuing to work with its LIEE contractors to ensure that they have the information and tools needed to successfully deliver LIEE program measures, meet program goals, and serve low-income customers.

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<sup>2</sup> Decision 08-11-031. p. 24

SoCalGas is optimistic about its ability to continue to increase LIEE program participation, meet 2009-11 program goals and serve a greater number of customers with energy efficiency and weatherization measures. SoCalGas is participating in quarterly meetings with the other IOUs, the CPUC and CSD to discuss LIHEAP leveraging. SoCalGas has documented the impact of increased funding to the LIHEAP and ARRA programs and other energy efficiency funding sources on LIEE goal attainment. All SoCalGas LIHEAP agencies who are also LIEE contractors are either at the same production levels of 2008 or decreased production significantly in July and August. SoCalGas has added additional contractors in all LIEE service categories in order to supplement its current third party and CBO resources and will also release an RFQ or RFP for 2010. Moreover, SoCalGas continues to work with the other IOUs to review shared service opportunities as well as other means to meet 2009 goals. SoCalGas is committed to understanding and addressing these challenges, and will continue to work with its LIEE contractors to overcome the challenges in meeting 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).

In August, SoCalGas combined efforts to provide its LIEE contractor network with an additional 33 canvassing lists with the Whole Neighborhood Approach (WNA) strategies. Previously, canvassing lists were provided as a separate outreach tool. Canvassing lists now support the WNA strategy of focusing on smaller neighborhoods, or Zip+7 areas, as well as being subject to monitoring. In addition, SoCalGas works with its contractors to develop a feasible timeframe for the completion of these efforts. This assists both SoCalGas and the LIEE contractors in documenting program progress towards enrolling eligible customers and those customers who are unwilling to participate. The smaller geographic focus of Zip+7 areas, coupled with SoCalGas’ new tracking methods that take into account the amount of time contractors spend working in an area, allows SoCalGas to better monitor the success of LIEE activities from a whole neighborhood perspective over certain periods of time. Through providing LIEE contractors with enhanced feedback and data, monitoring the success of these efforts, and creating an ongoing dialogue with contractors, SoCalGas is demonstrating how its working together with its contractors to serve more customers with LIEE measures.

SoCalGas partnered with its LIEE contractor network to complete 33 WNA efforts in August. All of these WNA efforts were initiated in new areas, not previously exposed to WNA efforts. Collectively, these 33 efforts identified an additional 9,627 customer addresses to, 5,143 (53%) of which are potentially eligible based on the 200 percent Federal Poverty Guideline (FPG) factor. Additionally, based on SoCalGas data, 4,720 of the 9,627 (49%) addresses are in self-certification PRIZM codes<sup>3</sup>.

Of the 33 new WNA efforts, eight took place in the city of Riverside by The East Los Angeles Community Union (TELACU); six in the city of Oxnard by Community Action of Ventura County; three in the city of Lakewood by Veterans in Community Service (VICS); five in the city of Hemet by Synergy Companies; two in the city of San Bernardino by Community Action Partnership of San Bernardino County; two in the city of Lynwood by The Maravilla Foundation; three in the city of Earlimart and two in city of Delano by Reliable Energy Management Company (REMCO); and two in the city of Van Nuys by ASSERT.

Also, during the month of August, SoCalGas and its LIEE contractor network worked to identify new neighborhoods and plan new WNA efforts and events for September and beyond. These efforts will target the cities of Whittier, Anaheim, Brea, Corona, Visalia, Tulare, Porterville, Wasco and California City. The Wasco WNA effort will be a partnership with State Assemblyman Danny Gilmore and Wasco city officials to promote the LIEE program in their city. The official event will take place on Saturday, October 24, with neighborhood canvassing starting in September.

Finally, future WNA efforts will also focus on underserved and rural areas. SoCalGas will continue to partner with other IOUs and external partners in delivering the program to these areas and will work to bring in new contractors to meet the needs of these areas. One of these new partnerships is with the Habitat for Humanity of Greater Los Angeles. SoCalGas and the

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<sup>3</sup> Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.



Habitat for Humanity organization are investigating ways to bring both programs' benefits to the people of Los Angeles.

As an update to past WNA efforts, Wilmington (90744) had an additional 32 customers that received services in August, increasing the number of homes served in the area by 44 percent from June and the penetration rate from 11% to 18% percent. An additional update of past efforts in the city of La Habra (90631, 90631-47, 90631-48) show a combined increase of 22 additional customers that received services in August and an increase in neighborhood penetration from 15% to 17%. SoCalGas and its LIEE contractor network have found that returning to smaller areas within a larger neighborhood previously exposed to the LIEE program has been a successful move forward in increasing program participation. SoCalGas' LIEE contractor network have found, as is the case with the ongoing WNA efforts in Wilmington, that many of the barriers to program participation are diminished with time as neighbors learn of friends and family whose homes have been treated with LIEE measures.

SoCalGas is also continuing to work to develop its internal capacities to better track program implementation and monitor program progress, working with LIEE contractors to provide up-to-date, data-driven feedback. For example, SoCalGas will begin to provide contractors with data on disks that have an embedded drop-down menu of options to choose from in recording results from each household, such as "not at home, not interested, etc." Not only will this information allow contractors to select WNA as the source for program leads, it will also enable SoCalGas to better track the success of outreach efforts and monitor interest in the program. Preliminary outcome for a WNA effort in Wilmington shows a "not at home" rate of 47 percent and a "not interested" rate of 20 percent. For another earlier effort in La Habra, the "not at home" rate was 83 percent and the "not interested" rate was 4 percent. SoCalGas initiated this more formal process for accumulating additional information from its LIEE Contractor Network in September and will continue to monitor and report the statistical results as more data is gathered and analyzed.

As of August 2009, SoCalGas and its LIEE contractors have treated 871 homes through WNA activities. This amounts to a nearly 69 percent increase from June to August 2009 in the number of homes treated as a result of WNA efforts. SoCalGas is involving more LIEE contractors as well as external partners in the planning of future WNA events. SoCalGas will continue to monitor for future reporting the resulting enrollments and measure installations completed

through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase in the number of households served by the LIEE program.

SoCalGas continues to be pleased with contractors' eagerness to assist and promote the program, and their willingness to improve communication and complete more focused program efforts. WNA related activities and discussions have led to numerous program improvements, including: increased monitoring to refine program processes; enhanced data capture of program results due to contractors' amplified reporting requirements on factors such as customers not home and not interested; improved collaboration among the IOUs, and with municipalities and other community organizations; and, an overall augmented awareness of the LIEE program. In addition, SoCalGas views many lessons learned garnered from the ongoing WNA planning process, which include: a focus on canvassing, enrollment and assessment as separate from installation; increased operational flexibility in planning efforts with contractors and working collaboratively to change operations to improve program efficiencies; defining neighborhoods on a smaller scale, which has led to increased effectiveness and accountability by contractors; the importance of considering the element of time spent working in a neighborhood on reaching program goals; improved tools for hard-to-reach customers and areas; and, new leveraging opportunities and partnerships with external entities

### **1.3 LIEE Customer Outreach and Enrollment Update**

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

SoCalGas continued to ramp up its outreach and enrollment efforts in August, utilizing a mix of strategies to reach and enroll customers in the LIEE program. Further explained in this section, these strategies included mass media advertising, direct mailings, outbound dialing campaigns, bill inserts, and web activities. Through developing and implementing LIEE program outreach and enrollment tactics, SoCalGas and its contractors are working to enhance program delivery and serve a greater number of customers through the LIEE program. In addition, SoCalGas' leveraging efforts, further discussed in section 1.4 of this report, have a long-term potential to work synergistically with outreach and enrollment strategies, ultimately helping deliver LIEE program measures in a more comprehensive and inclusive manner to a greater number of customers.

### **LIEE Mass Media:**

During the month of August, SoCalGas continued a six week advertising campaign that began July 27th throughout its service area promoting the LIEE program's no-cost energy-saving home improvements. The ads were designed to encourage customers to visit SoCalGas' LIEE web page, or to call the LIEE toll free number for more information. The campaign includes advertising via bus shelters and interior bus cards. Print ads in community publications will also be used to reach the Ethnic Markets and seniors.

General Market (includes African American and Senior markets)

- Bus shelters in Los Angeles, Orange, Riverside, San Bernardino, Ventura, and Oxnard counties
- Interior bus cards in Riverside, San Bernardino, and Bakersfield counties
- Print ads in 14 community publications

Hispanic Market

- Bus shelters in Los Angeles, Orange, Riverside, San Bernardino, Ventura, and Oxnard counties:
- Interior bus cards in Riverside, San Bernardino, and Bakersfield counties

### **LIEE Direct Mailings:**

During the month of August, SoCalGas conducted two personalized direct mail campaigns. The first campaign targeted 33,000 customers identified in the PRIZM code segment as "Challenged" households. These customers reside in low-income areas in Los Angeles, downtown. One zip code in Kern County 93255 and another in San Bernardino county 92401 were also included in the mailing to target low income areas. The second campaign targeted 22,000 senior citizens on fixed income and enrolled in CARE. These households included customers in Riverside, Orange and Los Angeles counties.

As a result of the July mailing to existing 4,264 CARE customers who used more than 750 therms annually, there were 39 customers who enrolled in the LIEE program. In addition to being high energy users and on CARE, these customers had made at least two payment arrangements within a twelve month period.

**LIEE Outbound Dialing Campaigns:**

Two telephone campaigns were launched in August to a total of 8,185 CARE customers. As part of this effort, the first campaign launched from August 22 through August 26 and targeted 4,438 customers in low income zip code 91762. Of the total customers targeted from this campaign, 341 customers were interested in LIEE services and elected to have a contractor call them to schedule an appointment.

The second campaign ran from August 28 through September 5 and target 3,747 CARE customers from zip code 91710. Results from this campaign show that 337 customers are interested in LIEE services and elected to have a contractor call them and schedule an appointment.

**LIEE Web Activities:**

SoCalGas launched an email campaign in July to 94,000 CARE customers enrolled in My Account – (an easy, fast secure online billing and payment services). The email campaign featured LIEE program services and included links to drive customers to the online LIEE request (lead) form. As a result of the email campaign 9,526 customers used the link to be forwarded to the LIEE services web site, 183 customers enrolled in LIEE services.

In August, 983 customers completed an English LIEE online request form. Forty six customers completed Spanish LIEE online request forms during the month.

## **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 has 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.

In August, SoCalGas met again with Los Angeles Department of Water & Power (LADWP) to further develop an agreement between the two utilities whereby customers residing in both utilities' overlapping service territory would benefit from SoCalGas' low-income energy efficiency program services and from LADWP's service offerings to low-income customers during the same visit. Furthermore, SoCalGas and LADWP are working to include their general energy efficiency departments in the agreement to ensure that every customer receives benefit from any number of utility energy savings programs.

SoCalGas and Imperial Irrigation District (IID) signed an agreement whereby customers in their overlapping service territories receiving measures under SoCalGas' LIEE program will at the same time receive low-income program services offered by IID. 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.

## **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 completed its Summer Workforce Partnership with Los Angeles Trade Technical College (LATTC). A leader in green workforce education and training, LATTC is one of nine colleges in the Los Angeles Community College District. LATTC's Summer Youth Green Job Training Program 2009 program is housed within the colleges well-established Division of Workforce and Economic Development and is funded by the City of Los Angeles.

SoCalGas and LATTC developed a weatherization and energy efficiency curriculum for LATTC students which included both LIEE and LIHEAP standards. SoCalGas taught a 3-day segment of the 2-week course that included key principals of energy efficiency, weatherization and customer service skills. LATTC hosted City of Los Angeles Mayor Antonio Villaraigosa in July and Governor Arnold Schwarzenegger in August for a tour of the training facility and student demonstrations on weatherization and energy efficiency activities, solar and green construction. SoCalGas and LATTC will continue to work on long-term workforce goals that include the skill and labor needs of the LIEE Contractor Network.

SoCalGas will begin reporting on its internal training programs which contribute to the goals of workforce development. The LIEE contract network pulls the majority of its labor resources from the local areas it services, including the low-income communities within SoCalGas' service territory. In addition, the LIEE training programs supported by SoCalGas are critical in maintaining a high quality of service for LIEE customers as well as for program implementation.

SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A) and 2) LIEE Operations. E&A training is available for new Outreachers and SoCalGas has doubled its monthly offerings for Outreach training. SoCalGas began mandatory skill-level testing in April for a prospective Outreach to qualify for class placement. Testing sessions were developed to accommodate a larger number of participants and help identify proficient students who will successfully complete the Outreach Training.

<b>SoCalGas Skill-Level Test Results</b>						
	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>Average</b>
Attended Testing	53	29	23	45	27	35.4
Passed Test	33	26	23	32	25	27.8
Not Pass Rate	37.7%	10.3%	0.0%	28.9%	7.4%	16.9%

After successful completion of the Skill-Level Test the potential Outreacher attends a mandatory 5-day class which reviews the requirements for enrollment, assessment and in-home education. The year-to-date total is approaching 200 students.

<b>SoCalGas Outreacher Training</b>									
	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>Average</b>
Attended Class	18	32	35	23	23	27	29	32	
Passed Class	18	31	35	21	22	27	29	32	
Outreacher Registration	18	28	22	18	22	25	24	12	
Drop Off Rate	0.0%	9.7%	37.1%	14.3%	0.0%	7.4%	17.2%	62.5%	

This is in addition to policy, security and overall customer service standards. A final exam must be passed for an Outreacher to receive a SoCalGas badge. SoCalGas has trained 169 outreachers in 2009 at the Energy Resource Center located in Downey.

Field Operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas has also made available refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program year. The table below shows the number of classes that have been offered in 2009 with the class size range from 5 – 35 technicians.

<b>SoCalGas Field Operations Training</b>								
	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>
Initial Totals	3	3	6	3	4	4	4	8
Refresher Totals	1	3	11	6	2	6	4	7
Totals	4	6	17	9	6	10	8	15

The year-to-date total is approaching 600 students with the highest demand in weatherization and NGAT.

SoCalGas developed a five-day NGAT training course to better prepare weatherization crews for the technical requirements of the NGAT protocol. NGAT training is conducted at Community Action Partners (CAP) of San Bernardino County’s weatherization training facility. SoCalGas

has trained 69 technicians at various contractor facilities as well as CAP of San Bernardino County.

SoCalGas wrote letters of support for LATTC, Taller San Jose and the Infrastructure Academy for their submittal to the California Public Utility Commission’s (CPUC) RFP for the WE&T Pilot. LATTC’s prospective industry partners are Community Enhancement Services (CES) and TELACU while Taller San Jose has chosen Community Action Partnership of Orange County (CAPOC) as their partner. The winning bidders will be announced on September 18, 2009 and represent the training needs for all four IOUs and their respective LIEE contractors. SoCalGas also met with faculty from the Los Angeles City College to provide guidance on their weatherization curriculum development.

## 2. CARE Executive Summary

### 2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$3,647,684	\$2,235,251	61%
Proc., Certification and Verification	\$1,173,027	\$784,260	67%
Information Tech./Programming (1)	\$489,451	\$366,615	75%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$16,237	\$22,954	141%
Regulatory Compliance	\$222,130	\$158,043	71%
General Administration	\$506,635	\$333,798	59%
CPUC Energy Division Staff	\$171,500	\$33,757	20%
Cooling Centers (3)	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$6,286,664</b>	<b>\$3,934,678</b>	<b>63%</b>
Subsidies and Benefits (4)	\$132,846,122	\$57,134,166	44%
<b>Total Program Costs and Discounts</b>	<b>\$139,132,786</b>	<b>\$63,745,980</b>	<b>46%</b>

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

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
<b>1,520,244</b>	<b>1,770,947</b>	<b>85.8%</b>



## **2.2. Outreach**

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

During the month of August, SoCalGas continued its successful CARE outreach and leveraging strategies.

#### **CARE Telephone Enrollments**

In August, SoCalGas continued its customer friendly recertification based Automated Voice Messaging (AVM) campaign efforts and re-enrolled an additional 5,420 customers into the CARE program. Customers throughout SoCalGas' service area are targeted monthly for CARE program recertification, and in 2009 over 30,135 customers have successfully completed this new recertification option. AVM re-certification utilizes electronic outreach and processing technologies, providing considerable cost savings while being environmentally friendly.

#### **CARE Web Activity & Enrollments**

During August, SoCalGas received 4,350 CARE applications through its internet-based outreach activities resulting in 2,177 new CARE enrollments and 702 recertifications. The year-to-date total of SoCalGas' CARE web enrollments is 19,022, which has exceeded the number of web-based enrollments achieved in 2008. Web outreach activities included a customer assistance web link in the monthly electronic newsletter (currently distributed to over 380,000 customers on SoCalGas' electronic mailing list) and continual promotion of the CARE website through various collateral materials and multiple public service announcements (PSAs).

#### **CARE Third-Party Enrollments**

In August, SoCalGas' CARE third-party door-to-door outreach program enrolled 4,082 new hard to reach customers, who for a variety of reasons have typically been non-responsive to other outreach methods. Third party contractors continued to shift resources throughout SoCalGas' vast service area to promote the CARE program to customers recently impacted by unemployment. In 2009, over 31,658 new customers have enrolled in CARE through SoCalGas' highly successful third-party enrollment process.

### **CARE Direct Mail Activity and Enrollments**

SoCalGas' CARE program launched two direct mail campaigns in June 2009. The first campaign targeted 3,500 customers who had received their first delinquent bill notice. The second campaign targeted 355,000 customers living in Los Angeles and Imperial Counties believed to have a high probability of meeting CARE program eligibility requirements. Customers were given the option of responding through the CARE website or by returning the hardcopy application included in the mailings. As of August 31, 2009, these campaigns have produced 17,448 new CARE enrollments.

To date, almost 30,000 customers have enrolled in CARE as a result of targeted direct mail campaigns. SoCalGas' next campaign is scheduled for mid September and is designed to reach out to potentially eligible, recently unemployed customers residing throughout the service area.

### **CARE Bill Inserts**

SoCalGas launched its second system wide CARE bill insert enrollment campaign last month, and tailored the program message to target recently unemployed, potentially eligible, low income customers. Preliminary results from the July campaign have produced 7,000 new CARE enrollments. New enrollments derived from CARE bill inserts now exceed 21,000 year-to-date.

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

During the month of August, SoCalGas' CARE staff engaged in the following leveraging activities:

On August 26<sup>th</sup>, SoCalGas partnered with Riverside County Supervisor Tavaglione to conduct a presentation to 200 seniors promoting enrollment in SoCalGas' CARE program. Additionally, during the month of August, Riverside City Council members held similar presentations throughout the county at various Senior Centers to help eligible seniors enroll in CARE.

### 2.2.3. CARE Integration

For the month of August, SoCalGas received leads from its Customer Contact Center (CCC) and the LIEE program resulting in the following CARE enrollments:

- Customer Contact Center – 8,215
- LIEE program – 871

### 2.2.4 CARE Capitation Agencies/Contractors

Last month, CARE Capitation information was sent to Grace Resource Center and Sista Girl Network, two inquiring agencies serving the Antelope Valley. Both agencies are interested in becoming SoCalGas CARE Capitation Agencies and are in the process of obtaining Certificates of Insurance (COI).

### 2.2.5 CARE Recertification Complaints

<u>Date</u>	<u>Nature of Complaint</u>
8/8-8/12/09	<p>English-speaking customer stated he received automated call from CARE program. He was advised to press “1” for English and “2” for Spanish. Customer received automated message in Spanish but could not understand it. Customer called CARE group to report incident.</p> <p>Resolution: Customer was recertified by CARE staff.</p> <p>Two customers contacted SoCalGas and stated the AVM system told them they “did not qualify” for CARE recertification.</p> <p>Resolution: CARE telephone Representatives determined both customers met all requirements necessary to remain on the CARE rate. Customers were recertified by CARE staff.</p> <p>Four customers contacted SoCalGas and stated they did not like the AVM system.</p> <p>Resolution: Customers were recertified by CARE staff and their phone numbers were added to SoCalGas’ Do Not Call (DNC) list.</p>

## **2.3. SoCalGas Outreach and Leveraging**

### **2.3.1 Events and Public Affairs Activities**

During the month of August, SoCalGas participated in the following events promoting its LIEE, CARE and Medical Baseline programs.

#### **8/4/09 - Woodrow Wilson Elementary School “Back to School Day”**

SoCalGas Public Affairs staff participated in the School’s back to school day celebration. Over 600 children and their families, all of whom reside in a disadvantaged minority community, attended the first day back to school festivities. Attendees received information on SoCalGas’ CARE, LIEE and Energy Efficiency programs.

#### **8/4/09 - Lake Arrowhead Government Relations Meeting**

SoCalGas Public Affairs met with community and local businesses to get their support in promoting energy efficiency efforts and helping struggling families learn about, and enroll in SoCalGas’ assistance programs. In attendance were representatives from the mountain communities including, but not limited to: the Lake Arrowhead and Running Springs Chamber of Commerce, Representatives from the Governor and Assemblyman Adam’s offices, fire relief organizations, CALFire, SCAQMD, Mountain Hearts and Lives, and Arrowhead Mountain News.

#### **8/10/09 - Riverside County Workforce and Economic Development “Jobseeker Resource Fair”**

SoCalGas offered information and application for its LIEE and CARE programs. There were over 400 unemployed management and supervisory level attendees participating in this informational event. SoCalGas offered information and applications for its LIEE and CARE programs.

#### **8/10/09 – “211 Volunteer Services Call Center”**

SoCalGas provided CARE and LIEE information to the Call Center which connects over 5,000 callers a month to 800+ non-profit and government service agencies. The center also offers walk-in assistance. Therefore, SoCalGas provided CARE and LIEE enrollment materials to be distributed to client walk-ins and other service agencies.

#### **8/20/09 – “The Westminster Green Expo”**

This event attracted more than 200 people from both Westminster and nearby cities. Information on CARE, LIEE and Energy Efficiency was distributed. Local government elected officials attended the event.

### **2.3.2. Web-links and Media**

SoCalGas' Public Affairs staff continues to make great strides in establishing leveraging partnerships with a multitude of external organizations to help notify the public of the availability of SoCalGas assistance programs and services. To date, Public Affairs has been successful in facilitating the inclusion of SoCalGas web links on over 103 government agencies, cities and other organizations' respective web sites.

New additions include:

A SoCalGas link on Assemblyman Danny D. Gilmore's web site:

<http://arc.asm.ca.gov/member/30/>

A SoCalGas link on Senator Roy Ashburn's web site:

<http://cssrc.us/web/18/resources.aspx>

### **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

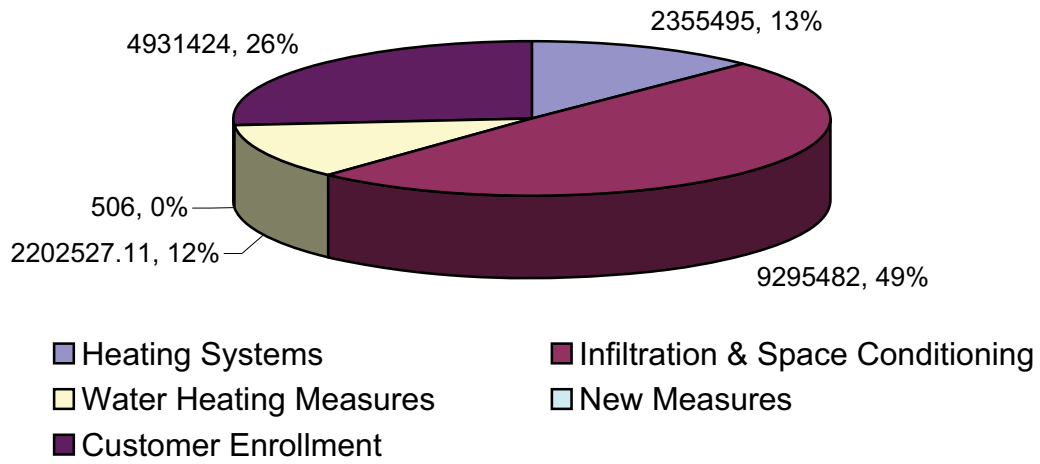
CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIIE Table 1 - LIIE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2009</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>LIIE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 18,519,164	\$ 18,519,164	\$ -	\$ 436,510	\$ 436,510	\$ -	\$ 2,965,931	\$ 2,965,931	0%	16%	16%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -	\$ 1,670,087	\$ 1,670,087	\$ -	\$ 12,994,676	\$ 12,994,676	0%	68%	68%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -	\$ 581,606	\$ 581,606	\$ -	\$ 4,990,895	\$ 4,990,895	0%	37%	37%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -	\$ 70,215	\$ 70,215	\$ -	\$ 592,350	\$ 592,350	0%	36%	36%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 868,507	\$ 868,507	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 53,722,196</b>	<b>\$ 53,722,196</b>	<b>\$ -</b>	<b>\$ 2,758,417</b>	<b>\$ 2,758,417</b>	<b>\$ -</b>	<b>\$ 21,543,851</b>	<b>\$ 21,543,851</b>	<b>0%</b>	<b>40%</b>	<b>40%</b>
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 23,185	\$ 23,185	\$ -	\$ 166,089	\$ 166,089	0%	54%	54%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -	\$ 98,565	\$ 98,565	\$ -	\$ 930,096	\$ 930,096	0%	64%	64%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ 193,859	\$ 193,859	\$ -	\$ 583,477	\$ 583,477	0%	62%	62%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 27,849	\$ 27,849	\$ -	\$ 219,296	\$ 219,296	0%	64%	64%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 235,955	\$ 235,955	\$ -	\$ 2,178,359	\$ 2,178,359	0%	39%	39%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 2,491	\$ 2,491	\$ -	\$ 14,467	\$ 14,467	0%	17%	17%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ -</b>	<b>\$ 62,571,908</b>	<b>\$ 62,571,908</b>	<b>\$ -</b>	<b>\$ 3,340,321</b>	<b>\$ 3,340,321</b>	<b>\$ -</b>	<b>\$ 25,635,635</b>	<b>\$ 25,635,635</b>	<b>0%</b>	<b>41%</b>	<b>41%</b>
26													
27	Indirect Costs <sup>2</sup>	\$ -	\$ -	\$ -	\$ -	\$ 187,795	\$ 187,795	\$ -	\$ 1,494,348	\$ 1,494,348			
28													
29	NGAT Costs		\$ -	\$ 106,385	\$ -	\$ 106,385	\$ 106,385	\$ -	\$ 984,183	\$ 984,183			
30	<sup>1</sup> Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	<sup>2</sup> 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.												



**PIE CHART 1- Expenses by Measures Category For August 2009**

**LIEE Table 2  
Southern California Gas Company  
YTD LIEE Expenses  
August 2009**





	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company August 2009</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	814,683
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	6,182,238
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	43,703
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 19.33</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 156.35</b>
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	<b>LIEE Table 4 - LIEE Homes Treated Southern California Gas Company August 2009</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	714	10,494	11,208	7	248	255
5	Imperial	16,908	364	17,272	244	1	245
6	Kern	32,939	9,149	42,088	427	27	454
7	Kings	14,743	13	14,756	564	0	564
8	Los Angeles	5,185	1,136,066	1,141,250	96	24,835	24,931
9	Orange	0	220,018	220,018	0	2,305	2,305
10	Riverside	43,202	189,088	232,290	791	5,811	6,602
11	San Bernardino	9,103	157,414	166,517	83	4,276	4,359
12	San Luis Obispo	27,550	214	27,764	273	0	273
13	Santa Barbara	14,247	25,326	39,573	183	236	419
14	Tulare	42,143	12,993	55,135	1,982	1,102	3,084
15	Ventura	6,892	49,713	56,605	22	190	212
16							
17	<b>Total</b>	<b>213,625</b>	<b>1,810,852</b>	<b>2,024,477</b>	<b>4,672</b>	<b>39,031</b>	<b>43,703</b>
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	<b>LIEE Table 5 - LIEE Customer Summary</b> <b>Southern California Gas Company</b> <b>August 2009</b>																
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	30,855	0	0	0	0	0	0	1,744	30,855	0	0
7	Mar-09	0	0	0	0	5,335	89,889	0	0	0	0	0	0	5,335	89,889	0	0
8	Apr-09	0	0	0	0	11,738	215,891	0	0	0	0	0	0	11,738	215,891	0	0
9	May-09	0	0	0	0	22,422	421,796	0	0	0	0	0	0	22,422	421,796	0	0
10	Jun-09	0	0	0	0	33,840	616,473	0	0	0	0	0	0	33,840	616,473	0	0
11	Jul-09	0	0	0	0	38,381	709,948	0	0	0	0	0	0	38,381	709,948	0	0
12	Aug-09	0	0	0	0	43,703	814,683	0	0	0	0	0	0	43,703	814,683	0	0
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
1	<b>LIEE Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2009</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2009</b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7	FAU Pilot	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8													
9													
10	<b>Total Pilots</b>	<b>\$ -</b>	<b>\$ 924,203</b>	<b>\$ 924,203</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
11													
12	<b>Studies:</b>												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation <sup>1</sup>	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	<b>Total Studies</b>	<b>\$ -</b>	<b>\$ 302,500</b>	<b>\$ 302,500</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
19	<sup>1</sup> Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												

	A	B	C	D	E
	LIEE Table 7 Whole Neighborhood Approach Southern California Gas Company Aug-09				
	A	B	C	D	F
	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood "A" in zip code 92801 - Community Action Partnership Orange County	1811	1084	89	8
7	Neighborhood "B" in zip code 90744 - Reliable Energy/Avalon-Carver	6994	3008	259	498
8	Neighborhood "C" in zip code 90631 - The East Los Angeles Community Union	1234	878	52	118
9	Neighborhood in zip code 90631-47 - The East Los Angeles Community Union	465	215	14	53
10	Neighborhood in zip code 90631-48 - The East Los Angeles Community Union	253	107	71	15
11	Neighborhood in zip code 91010-25 - The East Los Angeles Community Union	478	190	17	3
12	Neighborhood in zip code 90631-61 - The East Los Angeles Community Union	198	86	31	8
13	Neighborhood in zip code 90631-68 - The East Los Angeles Community Union	252	117	41	8
14	Neighborhood in zip code 91016-31 - Reliable Energy/LA Works	398	142	25	1
15	Neighborhood in zip code 91016-41 - Reliable Energy/LA Works	368	185	84	7
16	Neighborhood in zip code 90022-12 - The East Los Angeles Community Union	467	305	215	13
17	Neighborhood in zip code 90631-64 - The East Los Angeles Community Union	272	99	TBD*	10
18	Neighborhood in zip code 92507-33 - The East Los Angeles Community Union	153	111	57	5
19	Neighborhood in zip code 92507-41 - The East Los Angeles Community Union	229	154	69	1
20	Neighborhood in zip code 92507-42 - The East Los Angeles Community Union	142	97	24	1
21	Neighborhood in zip code 92507-49 - The East Los Angeles Community Union	182	138	38	3
22	Neighborhood in zip code 92507-50 - The East Los Angeles Community Union	224	164	64	10
23	Neighborhood in zip code 92507-51 - The East Los Angeles Community Union	282	153	115	10
24	Neighborhood in zip code 92507-52 - The East Los Angeles Community Union	314	169	104	7
25	Neighborhood in zip code 92507-56 - The East Los Angeles Community Union	325	191	89	14
26	Neighborhood in zip code 93033-15 - Community Action of Ventura County	334	132	19	0
27	Neighborhood in zip code 93033-16 - Community Action of Ventura County	231	118	5	0
28	Neighborhood in zip code 93033-31 - Community Action of Ventura County	292	148	25	0
29	Neighborhood in zip code 93033-32 - Community Action of Ventura County	314	161	9	0
30	Neighborhood in zip code 93033-43 - Community Action of Ventura County	206	73	9	1
31	Neighborhood in zip code 93033-44 - Community Action of Ventura County	340	190	7	0
32	Neighborhood in zip code 90715-11 - Veterans in Community Service	278	49	5	0
33	Neighborhood in zip code 90715-12 - Veterans in Community Service	378	109	33	0
34	Neighborhood in zip code 90715-13 - Veterans in Community Service	627	275	141	1
35	Neighborhood in zip code 92543-20 - Synergy Companies	127	64	4	0
36	Neighborhood in zip code 92543-37 - Synergy Companies	322	175	91	0
37	Neighborhood in zip code 92544-19 - Synergy Companies	409	162	58	36
38	Neighborhood in zip code 92544-40 - Synergy Companies	227	85	40	6
39	Neighborhood in zip code 92545-34 - Synergy Companies	262	131	27	7
40	Neighborhood in zip code 90262-15 - Maravilla Foundation	203	128	96	5
41	Neighborhood in zip code 90262-16 - Maravilla Foundation	321	172	128	8
42	Neighborhood in zip code 93219-93 - Reliable Energy	148	103	14	1
43	Neighborhood in zip code 93219-96 - Reliable Energy	125	94	12	0
44	Neighborhood in zip code 93219-97 - Reliable Energy	290	214	118	1
45	Neighborhood in zip code 93215-10 - Reliable Energy	364	251	20	0
46	Neighborhood in zip code 93215-11 - Reliable Energy	512	329	105	1
47	Neighborhood in zip code 91405-31 - Assert	564	345	59	3
48	Neighborhood in zip code 91405-40 - Assert	323	162	28	8
49	Neighborhood in zip code 92408-29 - Community Action Partnership - San Bernardino	271	149	33	0
50	Neighborhood in zip code 92408-30 - Community Action Partnership - San Bernardino	308	148	36	0
51					
52					
53					
54					
55					
56					
57	*90631-64 is a Master-metered mobile home park for which SCG does not have individual meter data or individual account number data.				



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																	
2	<b>Southern California Gas Company</b>																	
3	<b>August 2009</b>																	
4	Gross Enrollment																	
5	Automatic Enrollment																	
6	2009	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification <sup>6</sup>	Total Adjusted (J+K)	Attrition (Drop Offs) <sup>7</sup>	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)
7	January	9,439	1	117	0	0	9,557	71	22,811	32,439	21,538	53,977	26,455	27,522	5,984	1,441,382	1,770,825	81.4%
8	February	5,364	1,946	55	0	0	7,365	94	13,230	20,689	35,800	56,489	11,261	45,228	9,428	1,450,810	1,770,825	81.9%
9	March	11,005	1,291	91	0	0	12,387	103	25,326	37,816	53,283	91,099	30,101	60,998	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	4,631	1,178	249	0	0	6,058	233	17,397	23,688	43,835	67,523	11,776	55,747	11,912	1,493,227	1,774,067	84.2%
12	June	12,319	2,225	88	0	0	14,632	158	28,088	42,878	66,675	109,553	42,063	67,500	825	1,494,052	1,774,067	84.2%
13	July	6,891	995	179	0	0	8,065	138	35,177	43,380	50,096	93,476	27,116	66,360	16,264	1,510,316	1,770,947	85.3%
14	August	10,072	869	119	0	0	11,060	136	26,134	37,330	57,190	94,520	27,402	67,118	9,928	1,520,244	1,770,947	85.8%
15	September																	
16	October																	
17	November																	
18	December																	
19	<b>Total for 2009</b>	<b>71,821</b>	<b>9,771</b>	<b>1,066</b>	<b>0</b>	<b>0</b>	<b>82,658</b>	<b>1,018</b>	<b>198,155</b>	<b>281,831</b>	<b>379,913</b>	<b>661,744</b>	<b>196,985</b>	<b>464,759</b>	<b>84,846</b>			
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	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>August 2009</b>								
4	<b>2009</b>	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	<b>January</b>	1,441,382	5,208	0.36%	2,558	157	2,715	52%	0.19%
6	<b>February</b>	1,450,810	4,742	0.33%	2,459	147	2,606	55%	0.18%
7	<b>March</b>	1,458,525	4,006	0.27%	2,034	132	2,166	54%	0.15%
8	<b>April</b>	1,481,315	3,851	0.26%	1,821	170	1,991	52%	0.13%
9	<b>May</b>	1,493,227	3,944	0.26%	1,492	155	1,647	42%	0.11%
10	<b>June</b>	1,494,052	4,651	0.31%	4	151	155	3%	0.01%
11	<b>July</b>	1,510,316	4,760	0.32%	4	100	104	2%	0.01%
12	<b>August</b>	1,520,244	3,560	0.23%	2	46	48	1%	0.00%
13	<b>September</b>								
14	<b>October</b>								
15	<b>November</b>								
16	<b>December</b>								
17	<b>Total for 2009</b>	<b>1,458,525</b>	<b>34,722</b>	<b>2.38%</b>	<b>10,374</b>	<b>1,058</b>	<b>11,432</b>	<b>33%</b>	<b>0.78%</b>
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
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	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>August 2009</b>						
4		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/ Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
5	<b>YTD Total</b>	12,113,721	823,389	661,744	2,282	159,363	
6	<b>Percentage</b>		100.00%	80.37%	0.28%	19.35%	0.00%
7	<sup>1</sup> Includes sub-metered customers.						
8	<sup>2</sup> 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	<sup>3</sup> 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	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	<sup>6</sup> 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	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>August 2009</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
Urban		Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
6	Fresno	10,066	703	10,769	9,772	597	10,369	97%	85%	96%
7	Imperial	263	15,584	15,847	233	13,121	13,354	89%	84%	84%
8	Kern	8,450	31,795	40,246	8,889	24,838	33,727	105%	78%	84%
9	Kings	13	14,480	14,493	13	12,647	12,660	98%	87%	87%
10	Los Angeles	964,587	5,144	969,731	864,883	5,756	870,639	90%	112%	90%
11	Orange	180,713	0	180,713	137,353	0	137,353	76%	0%	76%
12	Riverside	177,351	42,184	219,535	149,125	23,104	172,229	84%	55%	78%
13	San Bernardino	145,617	7,709	153,326	131,744	5,211	136,955	90%	68%	89%
14	San Luis Obispo	204	25,377	25,581	48	15,147	15,195	24%	60%	59%
15	Santa Barbara	21,156	13,612	34,768	13,687	12,881	26,568	65%	95%	76%
16	Tulare	12,677	41,020	53,697	15,769	35,045	50,814	124%	85%	95%
17	Ventura	45,700	6,541	52,242	34,837	5,544	40,381	76%	85%	77%
18										
19	<b>Total</b>	<b>1,566,797</b>	<b>204,151</b>	<b>1,770,947</b>	<b>1,366,353</b>	<b>153,891</b>	<b>1,520,244</b>	<b>87%</b>	<b>75%</b>	<b>86%</b>
20										
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	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>August 2009</b>							
4	<b>2009</b>	Total CARE Population	Participants Requested to Recertify <sup>1</sup>	% of Population Total	Participants Recertified <sup>2, 3</sup>	Participants Dropped <sup>3</sup>	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	<b>January</b>	1,441,382	49,988	3.47%	36,096	13,492	72%	0.94%
6	<b>February</b>	1,450,810	20,913	1.44%	14,073	6,993	67%	0.48%
7	<b>March</b>	1,458,525	31,842	2.18%	23,243	9,381	73%	0.64%
8	<b>April</b>	1,481,315	37,575	2.54%	27,549	8,413	73%	0.57%
9	<b>May</b>	1,493,227	31,728	2.12%	21,520	536	68%	0.04%
10	<b>June</b>	1,494,052	26,143	1.75%	12,893	386	49%	0.03%
11	<b>July</b>	1,510,316	19,806	1.31%	9,554	280	48%	0.02%
12	<b>August</b>	1,520,244	26,756	1.76%	1,219	61	5%	0.00%
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2009</b>	<b>1,458,525</b>	<b>244,751</b>	<b>16.78%</b>	<b>146,147</b>	<b>39,542</b>	<b>60%</b>	<b>2.71%</b>
18	<sup>1</sup> Participants requested to recertify.							
19	<sup>2</sup> Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	<sup>3</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
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	<b>CARE Table 7 - Capitation Contractors</b>							
2	<b>Southern California Gas Company</b>							
3	<b>August 2009</b>							
4		Contractor Type (Check one or more if applicable)				Year-to-Date Enrollments		
5	Contractor Name <sup>1</sup>	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	62	62
7	ELA Communications Energy ED Program		X			0	9	9
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
9	Proteus, Inc.		X			1	87	88
10	Community Pantry of Hemet		X			0	7	7
11	Community Action Partnership of San Bernardino		X		X	1	167	168
12	LA Works		X			0	1	1
13	Children’s Hospital of Orange County		X			0	10	10
14	The Companion Line		X			0	362	362
15	Across Amer Foundation		X			0	5	5
16	LA County 211		X			0	18	18
17	Sr. Citizens Emergency Fund I.V., Inc.		X			0	2	2
18	Coachella Valley Housing Coalition		X			0	2	2
19	HABBM		X			0	0	0
20	Second Harvest Food Bank of Orange County		X			0	0	0
21	Southeast Community Development Corp.		X			0	37	37
22	Latino Resource Organization		X			0	0	0
23	Independent Living Center of Southern California		X			0	0	0
24	El Concilio del Condado de Ventura		X			0	1	1
25	Blessed Sacrament Church		X			0	0	0
26	Starbright Management Services		X			0	0	0
27	Hermandad Mexicana		X			0	0	0
28	CSET		X			1	30	31
29	Crest Forest Family and Community Service		X			0	0	0
30	CUI – Campesinos Unidos, Inc.		X	X	X	1	5	6
31	Veterans in Community Service		X	X	X	0	0	0
32	MEND		X			0	0	0
33	Armenian Relief Society		X			0	7	7
34	Catholic Charities of LA – Brownson House		X			0	4	4
35	BroadSpectrum		X			0	0	0
36	OCCC, Inc. (Orange County Community Center)		X			0	3	3
37	Green Light Shipping	X				0	0	0
38	APAC Service Center		X			0	195	195
40	Visalia Emergency Aid Council		X			0	0	0
41	<b>Total Enrollments</b>					<b>4</b>	<b>1,014</b>	<b>1,018</b>
42	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>August 2009</b>							
4	<b>2009</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change<sup>1</sup></b>
5	<b>January</b>	n/a	1,441,382	n/a	1,441,382	1,770,825	81.4%	0.4%
6	<b>February</b>	n/a	1,450,810	n/a	1,450,810	1,770,825	81.9%	0.7%
7	<b>March</b>	n/a	1,458,525	n/a	1,458,525	1,770,825	82.4%	0.5%
8	<b>April</b>	n/a	1,481,315	n/a	1,481,315	1,774,067	83.5%	1.6%
9	<b>May</b>	n/a	1,493,227	n/a	1,493,227	1,774,067	84.2%	0.8%
10	<b>June</b>	n/a	1,494,052	n/a	1,494,052	1,774,067	84.2%	0.1%
11	<b>July</b>	n/a	1,510,316	n/a	1,510,316	1,770,947	85.3%	1.1%
12	<b>August</b>	n/a	1,520,244	n/a	1,520,244	1,770,947	85.8%	0.7%
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2009</b>							

<sup>1</sup>Explain 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 (U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR AUGUST 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 September, 2009 at San Diego, California.

          /s/ Jenny Norin            
Jenny Norin