

**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 DECEMBER 2009**

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LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2009**

This is the final monthly report of program year (PY) 2009. The purpose of this report is to consolidate activity for the CARE and LIEE programs and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

In Ordering Paragraph 90 of Decision (D.) 08-11-031, the California Public Utility Commission (CPUC) 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 of the complaints and directed utilities to report this information in their monthly and annual reports beginning December 31, 2008.

This report presents preliminary year-to-date LIEE and CARE results and expenditures through December 2009 for Southern California Gas Company (SoCalGas). Final 2009 program results and expenditures will be reported by SoCalGas in its annual CARE and LIEE reports to submitted no later than May 3, 2010.

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	(Preliminary) Actual to Date	%
Budget	\$62,571,908	\$42,817,607	80%
Homes Treated	110,864	75,418	68%
Therms Saved	2,564,567	1,426,199	55%

During the month of December, 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 throughout the past 12 months, SoCalGas and its LIEE contractors increased the number of homes treated, processed and paid through the LIEE program by 43% as compared with the same 12-month period of 2008.

In December, SoCalGas processed and paid contractor invoices for 7,742 treated homes (a 42% increase from December 2008). SoCalGas also paid for the installation of weatherization measures in 7,215 homes (a 49% increase from December 2008). LIEE contractors serviced 840 appliances, which included 751 furnace repairs/replacements and 89 water heater replacements. SoCalGas generated 32,422 leads in December, resulting in 6,340 enrollments, 9,367 leads pending enrollment, and over 9,000 awaiting qualification.

In addition to treating, processing and paying for the treatment of homes, SoCalGas continues to make outreach to potential LIEE-eligible customers a top priority. During the month of December, SoCalGas continued to reach more customers with information about LIEE program

services through its ongoing marketing, outreach and enrollment efforts, further expanded upon in section 1.3 of this report. SoCalGas is confident about continuing to increase the various channels being used to market prospective eligible customers for the energy efficiency and weatherization measures the LIEE program offers. Also, as detailed in sections 1.2, 1.4 and 1.5 of this report, SoCalGas worked to develop new and grow existing partnerships with external entities. In fact, SoCalGas has signed the Memorandum of Understanding (MOU) with Los Angeles Trade Technical College (LATTC) for the Commission's Workforce, Education and Training (WE&T) Pilot that was finalized last month.

SoCalGas' LIEE program enjoyed a successful year treating more homes than previously expensed. Additionally, SoCalGas incurred costs associated with this success. The budget categories where SoCalGas' LIEE area overspent were Weatherization and Inspections. In the Weatherization category SoCalGas was authorized \$19,242,434 and for Inspections was authorized \$1,444,354. SoCalGas spent a total of \$25,974,048 and \$1,633,231, respectively. SoCalGas attributes this overage of \$6,920,491 (combined overages from both Weatherization and Inspection budget categories) to the success of the LIEE program during PY 2009.

SoCalGas views its ongoing leverage efforts as a long-term strategy to increase enrollment and reach more customers with the LIEE program. SoCalGas has and will continue to coordinate with its contractors and external partners to improve LIEE program delivery, ultimately working in unison to serve a greater number of customers with meaningful, no-cost energy efficiency and weatherization measures. LIEE staff continues to strive for excellence in every regard of customer service and will continue to improve upon its standing efforts.

In summary, SoCalGas, its LIEE Contractor Network and external partners continued working together to enhance program activities. SoCalGas will continue to work with its LIEE contractors to ensure that LIEE program measures are delivered to all eligible customers. SoCalGas will also continue to leverage activities with new and existing external partners in energy efficiency, workforce training and other areas. 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.

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 December, SoCalGas combined efforts to provide its LIEE contractor network with an additional 23 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas works with its contractors to develop a feasible timeframe for the completion of these WNA efforts. This helps both SoCalGas and the LIEE contractor’s document 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 continues to demonstrate how its working together with its contractors to provide more customers with LIEE measures.

All of the canvassing lists generated in December were initiated in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 5,959 customer addresses, of which 3,640(48%) are potentially eligible based on LIEE income eligibility criteria. Additionally, based on SoCalGas data, 2,510 of the 5,959 (33%) addresses are in targeted self-certification PRIZM codes¹. One of the efforts (Los Angeles) was in partnership with Grid Alternatives, a SoCalGas LIEE contractor. Grid

¹ 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.

Alternatives mission is to bring the power of solar electricity and energy efficiency to low-income homeowners, and to provide community members training and hands-on experience with renewable energy technologies. SoCalGas’s LIEE contractor then assesses the home for all eligible LIEE measures and installs those applicable measures.

Number of WNA Events per City	Contractor
Commerce – 2	Veterans in Community Service
Rancho Cucamonga – 1, Chino Hills – 1, Ontario – 1, Upland – 1, Joshua Tree – 1, Yucca Valley – 1, Colton – 2, Highland – 1, Loma Linda – 1, Yucaipa – 3, San Bernardino – 5, Victorville – 2	Synergy
Los Angeles – 1	The East Los Angeles Community Union (TELACU)

As of December 2009, SoCalGas and its LIEE contractors treated 3,343 homes through WNA activities. SoCalGas is involving more LIEE contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor 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 the number of households served by the LIEE program.

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.

LIEE Bill Inserts:

No bill inserts were sent to customers in December. However, during the 2009 program year, SoCalGas conducted two separate bill insert campaigns to approximately 1.3 million customers each time promoting no-cost home improvements to residential CARE customers. Year-end results show that over 2,800 customers throughout SoCalGas territory enrolled in LIEE program in response to bill inserts.

LIEE Direct Mailings:

There were no direct mailings conducted in the month of December. However, in October, a direct mail campaign to 237,000 customers residing in low-income zip codes generated over 6,000 customer leads. 3,489 of these customers enrolled in LIEE program services. Throughout 2009, there were a total of seven unique direct mail campaigns targeting 312,263 residential customers residing in low-income areas. The letters were also in Spanish and in some instances where the direct mail targeted customers on CARE and Medical Baseline, the font size was increased for better visibility. Year-end results show over 8,260 customers enrolled in LIEE as a result of these direct mail campaigns.

LIEE Outbound Dialing Campaigns:

No Automated Voice Messaging (AVM) campaigns were conducted by SoCalGas LIEE outreach in December. However, results from a campaign in November showed that 340 customers enrolled in the LIEE program. Program year 2009 was the first year that LIEE was promoted using this method. In 2009, over 333,000 residential CARE English and Spanish customers were encouraged to enroll in SoCalGas' no cost home energy efficiency program. As a result of six automated voice messaging campaigns conducted in 2009, 1,361 customers enrolled in LIEE program.

LIEE Web Activities:

In December, there were 4,000 CARE customers encouraged to apply for LIEE's no cost home improvements by email. To date over 120,000 customer emails have been sent to customers on the CARE program. Total year-end results show that over 120,000 residential customers enrolled in SoCalGas' online billing program were targeted by email campaigns. The total number of customers that have enrolled in LIEE services as a result of these campaigns is 3,972. These monthly email campaigns feature the LIEE program and include links to drive customers to the online request form.

In December, 1,033 customers completed an online English LIEE request form and 39 customers completed an online Spanish LIEE request form. Total year-to-date English customers completing an online request form is over 10,000 and over 200 Spanish LIEE request forms have been completed. SoCalGas will continue to deploy these online low cost email campaigns which are effective and are inclusive to a greater number of customers.

Since the development of a short video in July featuring no-cost home improvement services available through its LIEE program, the number of customers viewing the video on SoCalGas' website has increased each month. The video is available in English and Spanish and encourages customers to either complete an online English or Spanish LIEE request form or call the toll free number for additional information. The videos can be viewed by clicking the "Watch Video" option in the "Energy-Saving Home Improvements" section on the site; www.socalgas.com and within the site in both English and Spanish Customer Assistance pages at: www.socalgas.com/assistance/ and www.socalgas.sp/asistencia/. Since July, over 6,000 English and over 1,000 Spanish customers who have viewed the video.

1.3.2. Customer Assistance Events and Public Affairs/Public Relations Activities for both CARE and LIEE programs.

12/07/09 ***March Air Reserve Base Military Publication***

SoCalGas' Public Affairs was contacted by March Air Reserve Base to provide information on its Customer Assistance and Energy Efficiency programs as part of a comprehensive listing of services that support military personnel. March Air Reserve Base will be publishing a handbook that will be distributed to all base personnel (over 12,000 men and women) which will include information on all SoCalGas' programs and services.

12/9/09 ***Boyle Heights Business Resource Seminar***

Public Affairs staff participated in the City of Los Angeles Business Resource Seminar held in Boyle Heights. SoCalGas presented information regarding residential and business Energy Efficiency programs and services, as well as information about SoCalGas' Customer Assistance Programs.

12/12/09 *Assemblyman Mike Davis, 48th District-Utilities Town Hall Meeting*

A Public Affairs Representative participated as a panelist for Assembly member Mike Davis' Utilities Town Hall meeting. Topics discussed were SoCalGas' winter outlook, conservation tips, energy efficiency and customer assistance programs.

12-15-09 *Univision 'A Su Lado' CARE/DAP Holiday Telethon*

SoCalGas Public Relations coordinated a three-hour live telethon with SoCalGas and SoCal Edison on KMEX-TV (Univision, Los Angeles) "A Su Lado" segments to assist low-income customers during the holiday season. Each utility provided representatives to answer viewer phone calls. Over 450 CARE/DAP leads were generated as a result of the telethon.

12/15/09 *SoCalGas Winter Preparation Interviews*

SoCalGas Public Relations conducted a live interview on KXLA-TV, a new Latino station in Bellflower, providing furnace safety tips and information on customer assistance programs. KXLA-TV Tele Impacto reaches viewers from the Antelope Valley to Orange County.

12/28/09 *SoCalGas Tips on Holiday Economic Assistance*

A representative from SoCalGas Public Relations conducted a live interview on KWHY-TV (Los Angeles) to discuss the customer-assistance programs that are available for families that are struggling to pay their utility bills during the holiday season. The interview aired during the 10 p.m. newscast.

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 continued its efforts to enter into discussions with various 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. For 2009, SoCalGas exchanged a preliminary agreement with LADWP and signed agreements with

Burbank Water & Power (BWP), and Imperial Irrigation District (IID). Final details are being addressed as SoCalGas and BWP prepare to share information necessary to begin canvassing Burbank neighborhoods.

Also, SoCalGas and IID, under their signed agreement, exchanged lists of each others customers and will begin canvassing in SoCalGas/IID joint service territories in February 2010.

Additionally, SoCalGas has begun utilizing IID's customer list to enroll eligible customers in SoCalGas' CARE 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.

CPUC's Workforce, Education and Training (WE&T) Pilot has begun between Los Angeles Trade Technical College (LATTC), SoCalGas and LATTC's industry partners Community Enhancement Services (CES) and TELACU.

LATTC continues to conduct ride-a-longs with its industry partners and has completed their weatherization curriculum development. LATTC has recruited student participants for their WE&T pilot classes to be held on the LATTC campus in January 2010

SoCalGas continued 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 the 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. The December and Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results

	Jul	Aug	Sept	Oct	Nov	Dec	2009 Total
Attended Testing*	45	27	44	28	21	43	313
Passed Test	32	25	35	23	19	37	253
Not Pass Rate	28.9%	7.4%	20.5%	17.9%	9.5%	14%	19.2%
* Began in April 2009							

SoCalGas Outreacher Training

	Jul	Aug	Sept	Oct	Nov	Dec	2009 Total
Attended Class	29	32	25	35	31	N/A	310
Passed Class	29	32	25	35	27	N/A	302
Outreacher Registration	24	12	12	16	19	N/A	216
Drop Off Rate	17.2%	62.5%	52.0%	54.3%	29.6%	N/A	28.5%
N/A – Outreacher training classes were not offered							

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.

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. The year-to-date total for SoCalGas is 216 registered outreachers and 279 trained outreachers in 2009 at the Energy Resource Center (ERC) located in Downey, California.

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

SoCalGas Field Operations Training

	Jul	Aug	Sept	Oct	Nov	Dec
Initial Totals	4	8	6	7	3	2
Refresher Totals	4	7	4	0	2	2
NGAT	--	--	1	2	0	2
Totals	8	15	10	9	5	6

The year-to-date total for SoCalGas field operations training classes is 103 with attendance of 729 students.

2. CARE Executive Summary

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	(Preliminary) Actual Expenses to Date	% of Budget Spent
Outreach	\$3,647,684	\$3,335,764	91%
Proc., Certification and Verification	\$1,173,027	\$1,192,617	102%
Information Tech./Programming (1)	\$489,451	\$567,825	116%
Pilots (2)	N/A		
Measurement and Evaluation	\$16,237	\$22,954	141%
Regulatory Compliance	\$222,130	\$221,785	100%
General Administration	\$506,635	\$518,709	92%
CPUC Energy Division Staff	\$171,500	\$44,613	26%
Cooling Centers (3)	N/A		
Total Expenses	\$6,286,664	\$5,904,266	94%
Subsidies and Benefits (4)	\$132,846,122	\$93,366,187	72%
Total Program Costs and Discounts	\$139,132,786	\$103,194,873	74%

In December, SoCalGas' year-to-date Measure and Evaluation costs were 41 percent over the authorized budget. The authorized budget for the M&E category for program year (PY) 2009 was a total of \$16,237. The \$6,717 overage was strictly due to 2006-2008 CARE Eligibility Estimates, which SoCalGas was not billed for until this PY and the receipt of Low Income Needs Assessment Study billing costs in 2009, which were not included in SoCalGas' 2009-2011 Application. The stated amount reflects SoCalGas' 25% share of the cost of the project. There weren't any other costs charged to M&E category for PY 2009. Per, Decision (D.) 08-11-031, Ordering Paragraph 10, the utilities were directed to add an additional means-

tested program to the list of programs that confer categorical eligibility. However, the costs associated with reprogramming SoCalGas' computer-generated CARE forms and system enrollment process to expand the list of programs under which customers categorically enroll in CARE, were not anticipated when SoCalGas filed its 2009-2011 Application. As a result, SoCalGas' Information Technology/Programming costs are currently 116 percent over the authorized budget.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,560,543	1,772,015	88.1%

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 December, SoCalGas continued its successful CARE outreach and leveraging strategies.

CARE Telephone Enrollments

No AVM campaigns were conducted by SoCalGas CARE outreach in December. During PY 2009, over 32,000 customers from every area of SoCalGas' service territory recertified their CARE eligibility through this efficient, automated option. In addition, 26,000 customers used the AVM process for their CARE self-certification enrollment. By utilizing electronic outreach and processing technologies, SoCalGas' successful AVM campaigns provide considerable cost savings, are environmentally friendly and most importantly, offer customers an easy method of enrolling or recertifying in the CARE program.

CARE Web Activity & Enrollments

During December, SoCalGas received 5,361 CARE applications through its internet-based outreach activities. These activities resulted in 2,385 new CARE enrollments and 1,310 recertifications. Year-to-date, SoCalGas' CARE internet-based enrollments have reached 27,812, exceeding PY 2008's total number of internet-based enrollments by over 11,000. Web outreach activities include email promotions to over 30,000 customers and continual promotion of the CARE website through various collateral materials and multiple public service announcements (PSAs).

CARE Third-Party Enrollments

In December, SoCalGas' CARE third-party door-to-door outreach program enrolled an additional 4,442 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 territory to promote the CARE program to customers recently impacted by unemployment. In 2009, nearly 52,000 new customers enrolled in CARE through SoCalGas' highly successful third-party enrollment process.

CARE Direct Mail Activity and Enrollments

In November, SoCalGas' CARE program launched a 380,000 piece direct mail campaign specifically designed to target customers who are newly eligible for the program due to job loss, furlough, or wage reduction. So far this campaign has already produced nearly 18,000 new CARE enrollments with more expected in 2010. To date, almost 49,000 customers have enrolled in CARE as a result of targeted direct mail campaigns, and per recent customer feedback indicates this remains a favored customer program option.

CARE Bill Inserts

In November, SoCalGas' conducted a special 300,000 piece bill insert campaign specifically re-designed to better target Expanded CARE-eligible commercial customers (i.e. non-profit group living facilities) who when eligible, can significantly benefit from the CARE discount. During PY 2009, SoCalGas conducted three separate bill insert enrollment campaigns, tailoring the program message to target recently unemployed, potentially eligible, low-income customers.

These three bill inserts were sent to 3.7 million non-CARE participating residential customers located throughout SoCalGas' vast service area. Year-end results from the SoCalGas CARE bill insert campaigns produced 28,000 new CARE enrollments. SoCalGas' CARE bill insert applications are bi-lingual (English/Spanish) and contain important information about other assistance programs to further help low-income and special needs customers.

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

Leveraging with other assistance programs continues to be a cost-effective method for increasing CARE participation. Post enrollment verification (PEV) activities decrease when customers on LIHEAP are involved since they are automatically eligible for CARE based on categorical eligibility and exempt from random PEV selection.

In December, 9,499 Southern California Edison customers were enrolled through inter-utility data exchange, and 80 LIHEAP customers were automatically enrolled in CARE through leveraging efforts. Additionally, 488 LIHEAP customers, already on the CARE rate, automatically met all PEV requirements for the month of December.

2.2.3. Web-links and Media

As part of SoCalGas' commitment to help customers save energy and money, SoCalGas launched a winter advertising campaign in December promoting energy-saving tips, including information on customer assistance and other money-saving programs.

Some of the campaign elements included:

- Radio traffic reports
- Fifteen second TV local news sponsorships on KABC, KCBS and Univision
- A sixty second TV local Morning Show sponsorship on KFTR El Movimiento
- Community Print newspaper in General, African American and Hispanic markets
- Asian market advertising

All General and Hispanic market advertising referred customers to SoCalGas' web page, www.socalgas.com/winter, or www.socalgas.com/sp/invierno.

2.3. CARE Integration

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

- Customer Contact Center – 3,433
- LIEE program – 1,332

2.4 CARE Capitation Agencies/Contractors

SoCalGas sent out three new Capitation Contracts to inquiring agencies: Inland Valley Hope Partners, Challengers Boys & Girls Club, and New Beginning Outreach, pending insurance information and signatures. Through efforts from 42 capitation agencies and community-based organizations, 97 hard-to-reach customers were enrolled in CARE.

2.5 CARE Recertification Complaints

<u>Date</u>	<u>Nature of Complaint</u>
12/30/2009	Customer claims CARE Recertification form did not come with a return envelope. Customer was called and recertified over the telephone.

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

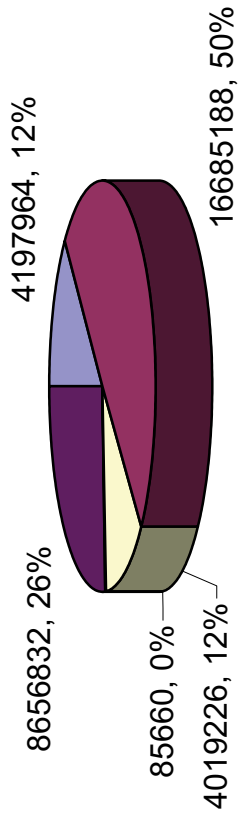
CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses												
2	Southern California Gas Company												
3	December 2009												
4		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIEE 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	\$ -	\$ 1,859,459	\$ 1,859,459	\$ -	\$ 6,434,187	\$ 6,434,187	0%	35%	35%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -	\$ 5,560,739	\$ 5,560,739	\$ -	\$ 25,974,048	\$ 25,974,048	0%	135%	135%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -	\$ 1,528,275	\$ 1,528,275	\$ -	\$ 9,276,422	\$ 9,276,422	0%	69%	69%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -	\$ 224,265	\$ 224,265	\$ -	\$ 1,132,950	\$ 1,132,950	0%	68%	68%
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	\$ -	\$ 9,172,737	\$ 9,172,737	\$ -	\$ 42,817,607	\$ 42,817,607	0%	80%	80%
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 50,175	\$ 50,175	\$ -	\$ 300,074	\$ 300,074	0%	98%	98%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -	\$ 294,190	\$ 294,190	\$ -	\$ 1,633,231	\$ 1,633,231	0%	113%	113%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ 60,059	\$ 60,059	\$ -	\$ 866,801	\$ 866,801	0%	93%	93%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -	\$ 16,482	\$ 16,482	\$ -	\$ 16,482	\$ 16,482	0%	19%	19%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 14,218	\$ 14,218	\$ -	\$ 299,475	\$ 299,475	0%	87%	87%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 237,648	\$ 237,648	\$ -	\$ 3,515,772	\$ 3,515,772	0%	62%	62%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 1,278	\$ 1,278	\$ -	\$ 19,120	\$ 19,120	0%	22%	22%
24													
25	TOTAL PROGRAM COSTS	\$ -	\$ 62,571,908	\$ 62,571,908	\$ -	\$ 9,846,787	\$ 9,846,787	\$ -	\$ 49,468,562	\$ 49,468,562	0%	79%	79%
26	Funded Outside of LIEE Program Budget												
27	Indirect Costs ²	\$ -	\$ -	\$ -	\$ -	\$ 287,922	\$ 287,922	\$ -	\$ 2,514,177	\$ 2,514,177			
28													
29	NGAT Costs	\$ -	\$ -	\$ -	\$ -	\$ 429,893	\$ 429,893	\$ -	\$ 1,915,396	\$ 1,915,396			
30	¹ Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds. 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 LIEE/DAP Total Program Costs.												
31													
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 December 2009

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



- Heating Systems
- Infiltration & Space Conditioning
- Water Heating Measures
- New Measures
- Customer Enrollment

	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company December 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	1,426,199
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	14,352,096
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	75,418
11	Average 1st Year Bill Savings / Treated Home	\$ 19.61
12	Average Lifecycle Bill Savings / Treated Home	\$ 158.22
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 December 2009						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	714	10,494	11,208	249	117	366
5	Imperial	16,908	364	17,272	250	70	320
6	Kern	32,939	9,149	42,088	873	111	984
7	Kings	14,743	13	14,756	937	155	1,092
8	Los Angeles	5,185	1,136,066	1,141,250	36,017	5,582	41,599
9	Orange	0	220,018	220,018	3,731	508	4,239
10	Riverside	43,202	189,088	232,290	10,494	1,054	11,548
11	San Bernardino	9,103	157,414	166,517	7,309	966	8,275
12	San Luis Obispo	27,550	214	27,764	609	81	690
13	Santa Barbara	14,247	25,326	39,573	772	186	958
14	Tulare	42,143	12,993	55,135	4,060	1,021	5,081
15	Ventura	6,892	49,713	56,605	234	32	266
16							
17	Total	213,625	1,810,852	2,024,477	65,535	9,883	75,418
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 December 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	30,833	0	0	0	0	0	0	1,744	30,833	0	0
7	Mar-09	0	0	0	0	5,335	89,808	0	0	0	0	0	0	5,335	89,808	0	0
8	Apr-09	0	0	0	0	11,738	215,610	0	0	0	0	0	0	11,738	215,610	0	0
9	May-09	0	0	0	0	22,422	420,416	0	0	0	0	0	0	22,422	420,416	0	0
10	Jun-09	0	0	0	0	33,840	613,747	0	0	0	0	0	0	33,840	613,747	0	0
11	Jul-09	0	0	0	0	38,381	706,524	0	0	0	0	0	0	38,381	706,524	0	0
12	Aug-09	0	0	0	0	43,703	810,064	0	0	0	0	0	0	43,703	810,064	0	0
13	Sep-09	0	0	0	0	53,330	987,555	0	0	0	0	0	0	53,330	987,555	0	0
14	Oct-09	0	0	0	0	61,894	1,154,939	0	0	0	0	0	0	61,894	1,154,939	0	0
15	Nov-09	0	0	0	0	67,693	1,268,436	0	0	0	0	0	0	67,693	1,268,436	0	0
16	Dec-09	0	0	0	0	75,418	1,426,199	0	0	0	0	0	0	75,418	1,426,199	0	0
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	LIEE Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	December 2009												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	FAU Pilot	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8													
9													
10	Total Pilots	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	Studies:												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation ¹	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	Total Studies	\$ -	\$ 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
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Dec-09					
A					
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
7	Neighborhood in zip code 92801 - Community Action Partnership Orange County	1811	1084	89	8
8	Neighborhood in zip code 90744 - Reliable Energy/Avalon-Carver	6994	3008	259	550
9	Neighborhood in zip code 90631 - The East Los Angeles Community Union	1234	878	52	118
10	Neighborhood in zip code 90631-47 - The East Los Angeles Community Union	465	215	14	56
11	Neighborhood in zip code 90631-48 - The East Los Angeles Community Union	253	107	71	17
12	Neighborhood in zip code 91010-25 - The East Los Angeles Community Union	478	190	17	3
13	Neighborhood in zip code 90631-61 - The East Los Angeles Community Union	198	86	31	11
14	Neighborhood in zip code 90631-68 - The East Los Angeles Community Union	252	117	41	22
15	Neighborhood in zip code 91016-31 - Reliable Energy/LA Works	398	142	25	4
16	Neighborhood in zip code 91016-41 - Reliable Energy/LA Works	368	185	84	8
17	Neighborhood in zip code 90022-12 - The East Los Angeles Community Union	467	305	215	37
18	Neighborhood in zip code 90631-64 - The East Los Angeles Community Union	272	99	TBD*	10
19	Neighborhood in zip code 92507-33 - The East Los Angeles Community Union	153	111	57	5
20	Neighborhood in zip code 92507-41 - The East Los Angeles Community Union	229	154	69	7
21	Neighborhood in zip code 92507-42 - The East Los Angeles Community Union	142	97	24	6
22	Neighborhood in zip code 92507-49 - The East Los Angeles Community Union	182	138	38	5
23	Neighborhood in zip code 92507-50 - The East Los Angeles Community Union	224	164	64	14
24	Neighborhood in zip code 92507-51 - The East Los Angeles Community Union	282	153	115	13
25	Neighborhood in zip code 92507-52 - The East Los Angeles Community Union	314	169	104	28
26	Neighborhood in zip code 92507-56 - The East Los Angeles Community Union	325	191	89	19
27	Neighborhood in zip code 93033-15 - Community Action of Ventura County	334	132	19	3
28	Neighborhood in zip code 93033-16 - Community Action of Ventura County	231	118	5	0
29	Neighborhood in zip code 93033-31 - Community Action of Ventura County	292	148	25	3
30	Neighborhood in zip code 93033-32 - Community Action of Ventura County	314	161	9	0
31	Neighborhood in zip code 93033-43 - Community Action of Ventura County	206	73	9	1
32	Neighborhood in zip code 93033-44 - Community Action of Ventura County	340	190	7	0
33	Neighborhood in zip code 90715-11 - Veterans in Community Service	278	49	5	4
34	Neighborhood in zip code 90715-12 - Veterans in Community Service	378	109	33	8
35	Neighborhood in zip code 90715-13 - Veterans in Community Service	627	275	141	26
36	Neighborhood in zip code 92543-20 - Synergy Companies	127	64	4	0
37	Neighborhood in zip code 92543-37 - Synergy Companies	322	175	91	8
38	Neighborhood in zip code 92544-19 - Synergy Companies	409	162	58	54
39	Neighborhood in zip code 92544-40 - Synergy Companies	227	85	40	9
40	Neighborhood in zip code 92545-34 - Synergy Companies	262	131	27	11
41	Neighborhood in zip code 90262-15 - Maravilla Founder	203	128	96	5
42	Neighborhood in zip code 90262-16 - Maravilla Founder	321	172	128	32
43	Neighborhood in zip code 93219-93 - Reliable Energy	148	103	14	15
44	Neighborhood in zip code 93219-96 - Reliable Energy	125	94	12	0
45	Neighborhood in zip code 93219-97 - Reliable Energy	290	214	118	23
46	Neighborhood in zip code 93215-10 - Reliable Energy	364	251	20	4
47	Neighborhood in zip code 93215-11 - Reliable Energy	512	329	105	8
48	Neighborhood in zip code 91405-31 - Assert	564	345	59	3
49	Neighborhood in zip code 91405-40 - Assert	323	162	28	12
50	Neighborhood in zip code 92408-29 - Community Action Partnership - San Bernardino	271	149	33	6

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Dec-09					
A		B	C	D	E
Neighborhood (County, Zipcode, Zip+7 etc.) Targeted		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
51	Neighborhood in zip code 92408-30 - Community Action Partnership - San Bernardino	308	148	36	2
52	Neighborhood in zip code 93280-17 - Reliable Energy	175	108	30	1
53	Neighborhood in zip code 93280-18 - Reliable Energy	138	83	68	5
54	Neighborhood in zip code 93280-19 - Reliable Energy	233	170	79	3
55	Neighborhood in zip code 93280-20 - Reliable Energy	236	171	2	13
56	Neighborhood in zip code 93280-22 - Reliable Energy	242	138	41	7
57	Neighborhood in zip code 93280-23 - Reliable Energy	239	177	61	6
58	Neighborhood in zip code 93280-25 - Reliable Energy	496	279	125	17
59	Neighborhood in zip code 93280-26 - Reliable Energy	298	216	98	6
60	Neighborhood in zip code 93280-27 - Reliable Energy	318	223	98	58
61	Neighborhood in zip code 92570-19 - Synergy	317	178	58	14
62	Neighborhood in zip code 92591-20 - Synergy	227	26	58	41
63	Neighborhood in zip code 92807-22 - Synergy	360	117	34	33
64	Neighborhood in zip code 92821-49 - Synergy	88	33	23	5
65	Neighborhood in zip code 93257-12 - Synergy	364	159	26	4
66	Neighborhood in zip code 93257-15 - Synergy	396	166	28	8
67	Neighborhood in zip code 93257-16 - Synergy	271	122	22	2
68	Neighborhood in zip code 93257-17 - Synergy	285	171	51	5
69	Neighborhood in zip code 93257-19 - Synergy	254	159	20	5
70	Neighborhood in zip code 93257-20 - Synergy	309	136	21	6
71	Neighborhood in zip code 93257-22 - Synergy	201	123	15	1
72	Neighborhood in zip code 93257-23 - Synergy	134	113	26	11
73	Neighborhood in zip code 93257-24 - Synergy	244	193	65	16
74	Neighborhood in zip code 93257-27 - Synergy	332	199	30	4
75	Neighborhood in zip code 93257-28 - Synergy	214	128	30	7
76	Neighborhood in zip code 93257-29 - Synergy	250	156	19	5
77	Neighborhood in zip code 93257-30 - Synergy	322	208	47	19
78	Neighborhood in zip code 93257-31 - Synergy	274	158	26	3
79	Neighborhood in zip code 93257-32 - Synergy	295	166	24	8
80	Neighborhood in zip code 93257-33 - Synergy	212	121	34	2
81	Neighborhood in zip code 93257-34 - Synergy	157	108	11	3
82	Neighborhood in zip code 93257-35 - Synergy	148	106	18	1
83	Neighborhood in zip code 93257-38 - Synergy	155	104	2	2
84	Neighborhood in zip code 93257-39 - Synergy	160	105	21	6
85	Neighborhood in zip code 93257-40 - Synergy	289	167	31	5
86	Neighborhood in zip code 93257-41 - Synergy	217	94	21	2
87	Neighborhood in zip code 93257-42 - Synergy	424	294	66	35
88	Neighborhood in zip code 93257-43 - Synergy	303	120	27	6
89	Neighborhood in zip code 93257-44 - Synergy	373	200	58	18
90	Neighborhood in zip code 93257-45 - Synergy	330	228	60	6
91	Neighborhood in zip code 93257-46 - Synergy	260	210	50	32
92	Neighborhood in zip code 93257-47 - Synergy	148	121	13	4
93	Neighborhood in zip code 93257-48 - Synergy	242	200	32	28
94	Neighborhood in zip code 93257-49 - Synergy	161	110	13	4

A		B	C	D	E
LIEE Table 7 Whole Neighborhood Approach Southern California Gas Company Dec-09					
A		B	C	D	E
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
95	Neighborhood in zip code 93257-50 - Synergy	326	227	53	11
96	Neighborhood in zip code 93257-51 - Synergy	188	135	38	10
97	Neighborhood in zip code 93257-52 - Synergy	272	185	56	4
98	Neighborhood in zip code 93257-54 - Synergy	353	273	106	8
99	Neighborhood in zip code 93257-55 - Synergy	328	216	62	11
100	Neighborhood in zip code 93257-56 - Synergy	280	188	45	8
101	Neighborhood in zip code 93257-57 - Synergy	291	188	53	6
102	Neighborhood in zip code 93257-58 - Synergy	208	106	31	7
103	Neighborhood in zip code 93257-59 - Synergy	187	109	24	2
104	Neighborhood in zip code 93257-60 - Synergy	122	71	15	4
105	Neighborhood in zip code 93257-61 - Synergy	64	32	9	1
106	Neighborhood in zip code 93257-63 - Synergy	178	101	44	2
107	Neighborhood in zip code 93257-71 - Synergy	315	157	7	6
108	Neighborhood in zip code 93257-78 - Synergy	500	302	34	2
109	Neighborhood in zip code 93292-15 - Synergy	271	64	7	3
110	Neighborhood in zip code 93292-92 - Synergy	229	85	36	0
111	Neighborhood in zip code 93292-97 - Synergy	312	158	95	2
112	Neighborhood in zip code 93274-18 - Synergy	311	180	51	4
113	Neighborhood in zip code 93274-25 - Synergy	194	78	17	3
114	Neighborhood in zip code 93274-26 - Synergy	347	151	51	5
115	Neighborhood in zip code 93274-27 - Synergy	309	185	63	7
116	Neighborhood in zip code 93274-28 - Synergy	285	118	29	4
117	Neighborhood in zip code 93274-29 - Synergy	278	113	12	4
118	Neighborhood in zip code 93274-34 - Synergy	129	78	12	1
119	Neighborhood in zip code 93274-35 - Synergy	216	142	38	11
120	Neighborhood in zip code 93274-36 - Synergy	210	139	56	4
121	Neighborhood in zip code 93274-37 - Synergy	232	158	38	5
122	Neighborhood in zip code 93274-38 - Synergy	244	205	50	18
123	Neighborhood in zip code 93274-39 - Synergy	229	192	63	13
124	Neighborhood in zip code 93274-41 - Synergy	110	76	2	0
125	Neighborhood in zip code 93274-42 - Synergy	111	75	7	0
126	Neighborhood in zip code 93274-43 - Synergy	282	137	27	2
127	Neighborhood in zip code 93274-44 - Synergy	229	106	17	4
128	Neighborhood in zip code 93274-45 - Synergy	204	123	31	0
129	Neighborhood in zip code 93274-48 - Synergy	322	122	24	19
130	Neighborhood in zip code 93274-49 - Synergy	300	177	59	14
131	Neighborhood in zip code 93274-50 - Synergy	185	114	38	0
132	Neighborhood in zip code 93274-51 - Synergy	284	178	76	3
133	Neighborhood in zip code 93274-52 - Synergy	260	196	59	3
134	Neighborhood in zip code 93274-53 - Synergy	118	91	28	1
135	Neighborhood in zip code 93274-55 - Synergy	159	116	76	1
136	Neighborhood in zip code 93274-56 - Synergy	235	171	63	3
137	Neighborhood in zip code 93274-57 - Synergy	312	227	111	1
138	Neighborhood in zip code 93274-58 - Synergy	329	198	50	5
139	Neighborhood in zip code 93274-59 - Synergy	343	172	39	5

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Dec-09					
A		B	C	D	E
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
140	Neighborhood in zip code 93274-62 - Synergy	386	154	18	4
141	Neighborhood in zip code 93274-63 - Synergy	234	129	94	5
142	Neighborhood in zip code 93274-64 - Synergy	17	14	0	0
143	Neighborhood in zip code 93274-66 - Synergy	244	113	25	1
144	Neighborhood in zip code 93274-67 - Synergy	348	167	12	1
145	Neighborhood in zip code 93274-69 - Synergy	246	114	27	3
146	Neighborhood in zip code 93274-70 - Synergy	233	142	28	2
147	Neighborhood in zip code 93274-71 - Synergy	117	72	15	0
148	Neighborhood in zip code 93274-72 - Synergy	252	92	8	3
149	Neighborhood in zip code 93274-76 - Synergy	467	284	34	10
150	Neighborhood in zip code 93274-77 - Synergy	84	41	2	0
151	Neighborhood in zip code 93274-79 - Synergy	132	58	4	2
152	Neighborhood in zip code 93274-84 - Synergy	281	133	47	1
153	Neighborhood in zip code 93274-87 - Synergy	314	173	36	3
154	Neighborhood in zip code 93274-92 - Synergy	200	105	7	0
155	Neighborhood in zip code 93277-15 - Synergy	300	151	11	3
156	Neighborhood in zip code 93277-16 - Synergy	190	111	25	13
157	Neighborhood in zip code 93277-17 - Synergy	392	195	144	2
158	Neighborhood in zip code 93277-18 - Synergy	332	145	24	3
159	Neighborhood in zip code 93277-19 - Synergy	234	95	34	2
160	Neighborhood in zip code 93277-26 - Synergy	230	144	50	2
161	Neighborhood in zip code 93277-27 - Synergy	224	163	45	2
162	Neighborhood in zip code 93277-28 - Synergy	184	139	50	2
163	Neighborhood in zip code 93277-34 - Synergy	460	160	13	5
164	Neighborhood in zip code 93277-44 - Synergy	227	119	73	4
165	Neighborhood in zip code 93277-45 - Synergy	231	116	24	2
166	Neighborhood in zip code 93277-46 - Synergy	221	57	8	2
167	Neighborhood in zip code 93277-47 - Synergy	297	76	16	1
168	Neighborhood in zip code 93277-48 - Synergy	263	138	48	3
169	Neighborhood in zip code 93277-49 - Synergy	141	73	23	1
170	Neighborhood in zip code 93277-72 - Synergy	415	149	37	3
171	Neighborhood in zip code 93291-17 - Synergy	139	42	34	2
172	Neighborhood in zip code 93291-18 - Synergy	287	172	113	7
173	Neighborhood in zip code 93291-19 - Synergy	160	93	49	6
174	Neighborhood in zip code 93291-20 - Synergy	354	192	143	10
175	Neighborhood in zip code 93291-21 - Synergy	175	110	57	3
176	Neighborhood in zip code 93291-24 - Synergy	206	136	59	5
177	Neighborhood in zip code 93291-25 - Synergy	419	268	153	23
178	Neighborhood in zip code 93291-26 - Synergy	372	206	79	8
179	Neighborhood in zip code 93291-27 - Synergy	269	191	138	13
180	Neighborhood in zip code 93291-28 - Synergy	165	110	45	13
181	Neighborhood in zip code 93291-29 - Synergy	148	105	33	11
182	Neighborhood in zip code 93291-30 - Synergy	262	184	75	5
183	Neighborhood in zip code 93291-31 - Synergy	369	124	13	4
184	Neighborhood in zip code 93291-32 - Synergy	235	135	65	10

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Dec-09					
A		B	C	D	E
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
185	Neighborhood in zip code 93291-33 - Synergy	185	107	54	6
186	Neighborhood in zip code 93291-34 - Synergy	146	86	32	1
187	Neighborhood in zip code 93291-35 - Synergy	113	81	34	4
188	Neighborhood in zip code 93291-36 - Synergy	240	167	71	3
189	Neighborhood in zip code 93291-37 - Synergy	228	155	71	3
190	Neighborhood in zip code 93291-46 - Synergy	188	114	54	5
191	Neighborhood in zip code 93291-47 - Synergy	88	46	21	2
192	Neighborhood in zip code 93291-48 - Synergy	192	111	29	4
193	Neighborhood in zip code 93291-49 - Synergy	184	134	21	1
194	Neighborhood in zip code 93291-50 - Synergy	133	98	61	1
195	Neighborhood in zip code 93291-52 - Synergy	343	70	13	1
196	Neighborhood in zip code 93291-71 - Synergy	121	37	18	0
197	Neighborhood in zip code 93291-80 - Synergy	100	0	0	2
198	Neighborhood in zip code 93291-88 - Synergy	312	130	37	3
199	Neighborhood in zip code 93291-89 - Synergy	272	105	9	17
200	Neighborhood in zip code 93291-97 - Synergy	346	61	0	3
201	Neighborhood in zip code 92879-23 - The East Los Angeles Community Union	452	207	130	28
202	Neighborhood in zip code 92879-25 - The East Los Angeles Community Union	287	122	66	15
203	Neighborhood in zip code 92879-26 - The East Los Angeles Community Union	389	127	68	28
204	Neighborhood in zip code 92879-30 - The East Los Angeles Community Union	236	99	8	6
205	Neighborhood in zip code 93280-24 - REMCO	288	161	90	8
206	Neighborhood in zip code 93280-28 - REMCO	172	81	70	4
207	Neighborhood in zip code 93280-31 - REMCO	102	57	8	7
208	Neighborhood in zip code 93280-33 - REMCO	115	54	35	4
209	Neighborhood in zip code 92240-35 - Synergy	220	136	15	2
210	Neighborhood in zip code 92241-67 - Synergy	87	44	15	0
211	Neighborhood in zip code 92563-56 - Synergy	561	251	91	6
212	Neighborhood in zip code 92563-57 - Synergy	390	175	67	1
213	Neighborhood in zip code 92563-66 - Synergy	179	80	33	1
214	Neighborhood in zip code 92563-97 - Synergy	81	36	0	0
215	Neighborhood in zip code 92595-93 - Synergy	247	72	22	6
216	Neighborhood in zip code 92595-96 - Synergy	304	78	26	1
217	Neighborhood in zip code 92595-97 - Synergy	246	59	20	0
218	Neighborhood in zip code 93292-21 - Synergy	272	111	26	4
219	Neighborhood in zip code 93292-22 - Synergy	273	111	31	12
220	Neighborhood in zip code 93292-23 - Synergy	394	143	20	5
221	Neighborhood in zip code 93292-29 - Synergy	359	190	80	4
222	Neighborhood in zip code 92225-12 - American Insulation	303	81	5	0
223	Neighborhood in zip code 92225-13 - American Insulation	243	64	1	0
224	Neighborhood in zip code 92225-14 - American Insulation	278	161	44	0
225	Neighborhood in zip code 92225-15 - American Insulation	316	183	124	0
226	Neighborhood in zip code 92225-16 - American Insulation	135	75	3	1
227	Neighborhood in zip code 92225-17 - American Insulation	202	113	3	0
228	Neighborhood in zip code 92225-18 - American Insulation	390	185	61	0
229	Neighborhood in zip code 92225-19 - American Insulation	102	57	5	0

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Dec-09					
A					
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
230	Neighborhood in zip code 92225-20 - American Insulation	34	16	0	0
231	Neighborhood in zip code 92225-21 - American Insulation	208	97	2	0
232	Neighborhood in zip code 92225-22 - American Insulation	81	50	6	0
233	Neighborhood in zip code 92225-23 - American Insulation	203	116	6	0
234	Neighborhood in zip code 92225-24 - American Insulation	158	95	0	0
235	Neighborhood in zip code 92225-25 - American Insulation	234	141	3	0
236	Neighborhood in zip code 92225-26 - American Insulation	77	47	4	0
237	Neighborhood in zip code 92225-27 - American Insulation	56	34	1	0
238	Neighborhood in zip code 92225-28 - American Insulation	420	256	88	1
239	Neighborhood in zip code 92225-87 - American Insulation	8	6	0	0
240	Neighborhood in zip code 92225-88 - American Insulation	117	89	5	0
241	Neighborhood in zip code 92225-97 - American Insulation	146	87	2	0
242	Neighborhood in zip code 92230-21 - American Insulation	24	15	0	0
243	Neighborhood in zip code 92230-31 - American Insulation	10	6	1	0
244	Neighborhood in zip code 92230-32 - American Insulation	33	20	1	0
245	Neighborhood in zip code 92230-38 - American Insulation	43	26	5	0
246	Neighborhood in zip code 92230-40 - American Insulation	21	13	2	1
247	Neighborhood in zip code 92230-41 - American Insulation	33	20	7	1
248	Neighborhood in zip code 92230-44 - American Insulation	40	27	7	0
249	Neighborhood in zip code 92230-51 - American Insulation	22	15	1	0
250	Neighborhood in zip code 92230-52 - American Insulation	52	35	10	0
251	Neighborhood in zip code 93505-17 - Assert	80	35	1	3
252	Neighborhood in zip code 93505-18 - Assert	139	60	10	9
253	Neighborhood in zip code 93505-26 - Assert	133	50	6	2
254	Neighborhood in zip code 93309-37 - Garcia & Sons	478	281	8	0
255	Neighborhood in zip code 93309-38 - Garcia & Sons	306	176	19	0
256	Neighborhood in zip code 93309-39 - Garcia & Sons	438	255	24	0
257	Neighborhood in zip code 93309-40 - Garcia & Sons	197	115	20	0
258	Neighborhood in zip code 93309-46 - Garcia & Sons	359	123	0	0
259	Neighborhood in zip code 93235-10 - Highland Energy Services	38	23	8	11
260	Neighborhood in zip code 93235-11 - Highland Energy Services	17	13	3	0
261	Neighborhood in zip code 93235-12 - Highland Energy Services	200	144	73	5
262	Neighborhood in zip code 93235-13 - Highland Energy Services	147	112	87	5
263	Neighborhood in zip code 93235-14 - Highland Energy Services	153	95	40	1
264	Neighborhood in zip code 93235-15 - Highland Energy Services	320	194	164	4
265	Neighborhood in zip code 93235-16 - Highland Energy Services	17	11	1	0
266	Neighborhood in zip code 93235-17 - Highland Energy Services	249	152	60	1
267	Neighborhood in zip code 93256-94 - Highland Energy Services	93	63	14	7
268	Neighborhood in zip code 93256-95 - Highland Energy Services	88	58	17	2
269	Neighborhood in zip code 93256-96 - Highland Energy Services	250	169	35	9
270	Neighborhood in zip code 93256-97 - Highland Energy Services	296	198	34	18
271	Neighborhood in zip code 93616-96 - Highland Energy Services	10	7	0	0
272	Neighborhood in zip code 93616-97 - Highland Energy Services	147	90	9	58
273	Neighborhood in zip code 93647-20 - Highland Energy Services	337	201	116	2
274	Neighborhood in zip code 93647-21 - Highland Energy Services	307	176	124	0

LIEE Table 7 Whole Neighborhood Approach Southern California Gas Company Dec-09				
A	B	C	D	E
A	B	C	D	E
	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted			
275	Neighborhood in zip code 93647-22 - Highland Energy Services	210	145	1
276	Neighborhood in zip code 93647-23 - Highland Energy Services	62	36	0
277	Neighborhood in zip code 93647-25 - Highland Energy Services	77	55	2
278	Neighborhood in zip code 93647-94 - Highland Energy Services	123	22	2
279	Neighborhood in zip code 93647-96 - Highland Energy Services	79	30	1
280	Neighborhood in zip code 93647-97 - Highland Energy Services	79	14	2
281	Neighborhood in zip code 90222-40 - TELACU	174	67	20
282	Neighborhood in zip code 90222-41 - TELACU	71	46	9
283	Neighborhood in zip code 90603-18 - TELACU	434	102	23
284	Neighborhood in zip code 90603-19 - TELACU	412	101	26
285	Neighborhood in zip code 90604-10 - TELACU	398	106	25
286	Neighborhood in zip code 90605-19 - TELACU	92	21	4
287	Neighborhood in zip code 90605-20 - TELACU	225	63	15
288	Neighborhood in zip code 90605-21 - TELACU	187	55	4
289	Neighborhood in zip code 90605-22 - TELACU	348	79	11
290	Neighborhood in zip code 90605-24 - TELACU	317	105	24
291	Neighborhood in zip code 90605-25 - TELACU	359	86	27
292	Neighborhood in zip code 90605-26 - TELACU	384	86	25
293	Neighborhood in zip code 92509-29 - TELACU	152	58	16
294	Neighborhood in zip code 92832-18 - TELACU	80	20	0
295	Neighborhood in zip code 92832-22 - TELACU	241	160	20
296	Neighborhood in zip code 92832-23 - TELACU	335	164	35
297	Neighborhood in zip code 92832-27 - TELACU	308	87	8
298	Neighborhood in zip code 92832-29 - TELACU	432	170	15
299	Neighborhood in zip code 92832-31 - TELACU	346	71	7
300	Neighborhood in zip code 92832-32 - TELACU	332	129	52
301	Neighborhood in zip code 92833-39 - TELACU	329	91	2
302	Neighborhood in zip code 92833-45 - TELACU	252	99	5
303	Neighborhood in zip code 92833-46 - TELACU	384	119	9
304	Neighborhood in zip code 92833-47 - TELACU	297	128	3
305	Neighborhood in zip code 92879-11 - TELACU	889	157	28
306	Neighborhood in zip code 92879-18 - TELACU	425	228	121
307	Neighborhood in zip code 92879-19 - TELACU	315	129	136
308	Neighborhood in zip code 92879-20 - TELACU	180	88	49
309	Neighborhood in zip code 92879-53 - TELACU	382	93	82
310	Neighborhood in zip code 92879-85 - TELACU	573	108	9
311	Neighborhood in zip code 93631-10 - Highland Energy Services	362	151	41
312	Neighborhood in zip code 93631-13 - Highland Energy Services	182	74	22
313	Neighborhood in zip code 93631-15 - Highland Energy Services	144	72	9
314	Neighborhood in zip code 93631-16 - Highland Energy Services	191	84	7
315	Neighborhood in zip code 93631-17 - Highland Energy Services	170	72	31
316	Neighborhood in zip code 93631-18 - Highland Energy Services	34	17	1
317	Neighborhood in zip code 93631-19 - Highland Energy Services	65	33	1
318	Neighborhood in zip code 93631-20 - Highland Energy Services	244	123	7
319	Neighborhood in zip code 93631-21 - Highland Energy Services	110	54	15

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Dec-09					
A		B	C	D	E
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
320	Neighborhood in zip code 93631-22 - Highland Energy Services	105	53	3	0
321	Neighborhood in zip code 93631-23 - Highland Energy Services	222	95	17	0
322	Neighborhood in zip code 93631-24 - Highland Energy Services	268	116	11	0
323	Neighborhood in zip code 93706-87 - Highland Energy Services	5	2	0	0
324	Neighborhood in zip code 93706-91 - Highland Energy Services	37	18	1	0
325	Neighborhood in zip code 93706-92 - Highland Energy Services	101	47	3	0
326	Neighborhood in zip code 93706-96 - Highland Energy Services	17	8	0	0
327	Neighborhood in zip code 93725-91 - Highland Energy Services	28	12	2	0
328	Neighborhood in zip code 93725-94 - Highland Energy Services	20	9	0	0
329	Neighborhood in zip code 93725-95 - Highland Energy Services	24	11	1	0
330	Neighborhood in zip code 93725-96 - Highland Energy Services	137	61	4	0
331	Neighborhood in zip code 90222-11 - TELACU	279	164	62	14
332	Neighborhood in zip code 90222-12 - TELACU	407	297	146	0
333	Neighborhood in zip code 90222-13 - TELACU	231	166	39	1
334	Neighborhood in zip code 90222-14 - TELACU	54	35	6	1
335	Neighborhood in zip code 90222-15 - TELACU	309	219	45	0
336	Neighborhood in zip code 90222-21 - TELACU	293	217	51	1
337	Neighborhood in zip code 90222-22 - TELACU	365	256	51	0
338	Neighborhood in zip code 90222-23 - TELACU	67	44	1	0
339	Neighborhood in zip code 90222-24 - TELACU	338	197	69	0
340	Neighborhood in zip code 90222-25 - TELACU	304	190	58	1
341	Neighborhood in zip code 90222-26 - TELACU	204	120	52	2
342	Neighborhood in zip code 90222-27 - TELACU	180	122	27	1
343	Neighborhood in zip code 90222-28 - TELACU	75	52	32	0
344	Neighborhood in zip code 90222-29 - TELACU	214	137	41	2
345	Neighborhood in zip code 90222-30 - TELACU	253	157	46	2
346	Neighborhood in zip code 90222-33 - TELACU	148	74	25	0
347	Neighborhood in zip code 90222-34 - TELACU	265	133	56	1
348	Neighborhood in zip code 90222-35 - TELACU	467	257	107	1
349	Neighborhood in zip code 90222-39 - TELACU	353	220	66	1
350	Neighborhood in zip code 90621-24 - TELACU	353	149	46	0
351	Neighborhood in zip code 90621-25 - TELACU	312	109	10	0
352	Neighborhood in zip code 90621-29 - TELACU	134	65	30	0
353	Neighborhood in zip code 90621-30 - TELACU	317	155	47	0
354	Neighborhood in zip code 90621-31 - TELACU	485	229	120	0
355	Neighborhood in zip code 90621-34 - TELACU	246	109	23	0
356	Neighborhood in zip code 90621-35 - TELACU	368	167	34	0
357	Neighborhood in zip code 90621-41 - TELACU	84	31	4	0
358	Neighborhood in zip code 90621-84 - TELACU	86	30	3	0
359	Neighborhood in zip code 92586-20 - TELACU	86	38	5	0
360	Neighborhood in zip code 92586-21 - TELACU	149	68	12	0
361	Neighborhood in zip code 92586-25 - TELACU	293	181	41	0
362	Neighborhood in zip code 92586-27 - TELACU	398	227	38	0
363	Neighborhood in zip code 92586-29 - TELACU	349	154	40	0
364	Neighborhood in zip code 92586-30 - TELACU	151	65	23	0

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Dec-09					
A		B	C	D	E
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
365	Neighborhood in zip code 92586-37 - TELACU	300	132	35	0
366	Neighborhood in zip code 90040-11 - Veterans in Community Service	208	113	99	0
367	Neighborhood in zip code 90040-23 - Veterans in Community Service	179	85	69	0
368	Neighborhood in zip code 90002-21 - TELACU	356	236	85	0
369	Neighborhood in zip code 91701-60 - Synergy	642	207	111	0
370	Neighborhood in zip code 91709-26 - Synergy	588	119	51	0
371	Neighborhood in zip code 91761-57 - Synergy	512	179	110	0
372	Neighborhood in zip code 91786-40 - Synergy	296	132	39	0
373	Neighborhood in zip code 92252-23 - Synergy	98	71	12	0
374	Neighborhood in zip code 92284-36 - Synergy	192	93	67	0
375	Neighborhood in zip code 92324-38 - Synergy	227	102	20	0
376	Neighborhood in zip code 92324-41 - Synergy	481	279	35	0
377	Neighborhood in zip code 92346-43 - Synergy	390	101	54	0
378	Neighborhood in zip code 92354-26 - Synergy	244	158	23	0
379	Neighborhood in zip code 92399-23 - Synergy	226	121	39	0
380	Neighborhood in zip code 92399-26 - Synergy	326	191	64	0
381	Neighborhood in zip code 92399-45 - Synergy	516	251	70	0
382	Neighborhood in zip code 92410-10 - Synergy	576	261	170	0
383	Neighborhood in zip code 92410-13 - Synergy	251	158	85	0
384	Neighborhood in zip code 92410-15 - Synergy	94	54	42	0
385	Neighborhood in zip code 92410-20 - Synergy	526	293	202	0
386	Neighborhood in zip code 92410-40 - Synergy	344	220	72	0
387	Neighborhood in zip code 93292-30 - Synergy	123	64	16	0
388	Neighborhood in zip code 93292-38 - Synergy	235	152	136	0
389					
390	*90631-64 is a Master-metered mobile home park for which SCG does not have individual meter data or individual account number data.				
391					

	A	B	C	D	E	F	G	H	I	J	K	L	M
CARE Table 1 - CARE Program Expenses Southern California Gas Company December 2009													
CARE Program:	Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date			
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
5	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
6	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
7	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
8	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
9	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
10	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
11	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
12	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
13	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
14	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
15	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
16	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
17	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
18	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
19	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
20	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
21	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
22	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
23	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
24	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
25	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
26	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
27	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
28	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
29	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
30	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
31	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
32	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
33	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
34	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
35	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
36	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
37	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
38	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
39	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
40	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
41	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$

¹ Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media

² Measurement and Evaluation consists of Needs Assessment costs

³ DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.

⁴ The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																	
2	Southern California Gas Company																	
3	December 2009																	
4	Gross Enrollment																	
5	Automatic Enrollment																	
6	2009	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	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	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	91,089	30,101	60,988	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	7,267	837	134	0	0	8,238	151	19,406	27,795	42,142	69,937	16,865	53,072	10,930	1,531,174	1,770,947	86.5%
16	October	10,147	1,094	61	0	0	11,302	138	16,586	28,026	50,517	78,543	24,818	53,725	3,208	1,534,382	1,772,015	86.6%
17	November	9,397	1,432	778	0	0	11,607	66	19,325	30,998	49,393	80,391	23,071	57,320	7,927	1,542,309	1,772,015	87.0%
18	December	12,672	1,332	80	0	0	14,084	97	32,182	46,363	39,497	85,860	28,129	57,731	18,234	1,560,543	1,772,015	88.1%
19	Total for 2009	111,304	14,466	2,119	0	0	127,889	1,470	285,654	415,013	561,462	976,475	289,868	686,607	125,145			
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	December 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	5,208	0.36%	2,558	159	2,717	52%	0.19%
6	February	1,450,810	4,742	0.33%	2,460	148	2,608	55%	0.18%
7	March	1,458,525	4,006	0.27%	2,034	136	2,170	54%	0.15%
8	April	1,481,315	3,851	0.26%	1,822	172	1,994	52%	0.13%
9	May	1,493,227	3,944	0.26%	1,877	158	2,035	52%	0.14%
10	June	1,494,052	4,651	0.31%	2,115	166	2,281	49%	0.15%
11	July	1,510,316	4,760	0.32%	2,243	162	2,405	51%	0.16%
12	August	1,520,244	3,560	0.23%	1,822	123	1,945	55%	0.13%
13	September	1,531,174	3,672	0.24%	1,370	137	1,507	41%	0.10%
14	October	1,534,382	3,892	0.25%	3	99	102	3%	0.01%
15	November	1,542,309	3,598	0.23%	2	14	2	0%	0.00%
16	December	1,560,543	4,117	0.26%	2	6	8	0%	0.00%
17	Total for 2009	1,458,525	50,001	3.43%	18,308	1,480	19,774	40%	1.36%
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	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	December 2009						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	15,015,556	1,241,869	976,475	40,237	225,157	
6	Percentage		100.00%	78.63%	3.24%	18.13%	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	December 2009									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
Urban		Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
5		10,088	705	10,793	10,183	657	10,840	101%	93%	100%
6	Fresno	263	15,595	15,858	246	13,978	14,224	94%	90%	90%
7	Imperial	8,463	31,844	40,307	9,104	25,514	34,618	108%	80%	86%
8	Kern	13	14,505	14,518	11	13,083	13,094	83%	90%	90%
9	Kings	964,092	5,142	969,234	883,668	6,029	889,697	92%	117%	92%
10	Los Angeles	180,872	0	180,872	140,759	0	140,759	78%	0%	78%
11	Orange	177,847	42,302	220,149	155,308	23,661	178,969	87%	56%	81%
12	Riverside	145,799	7,719	153,518	136,529	5,206	141,735	94%	67%	92%
13	San Bernardino	205	25,504	25,709	48	16,319	16,367	23%	64%	64%
14	San Luis Obispo	21,223	13,655	34,878	14,144	13,168	27,312	67%	96%	78%
15	Santa Barbara	12,716	41,147	53,862	16,194	35,259	51,453	127%	86%	96%
16	Tulare	45,766	6,551	52,317	35,883	5,592	41,475	78%	85%	79%
17	Ventura									
18										
19	Total	1,567,348	204,668	1,772,015	1,402,077	158,466	1,560,543	89%	77%	88.1%
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	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	December 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	49,988	3.47%	36,534	13,501	73%	0.94%
6	February	1,450,810	20,913	1.44%	14,505	7,004	69%	0.48%
7	March	1,458,525	31,842	2.18%	24,835	9,413	78%	0.65%
8	April	1,481,315	37,575	2.54%	30,406	11,885	81%	0.80%
9	May	1,493,227	31,728	2.12%	24,229	9,869	76%	0.66%
10	June	1,494,052	26,143	1.75%	20,936	8,373	80%	0.56%
11	July	1,510,316	19,806	1.31%	15,362	6,803	78%	0.45%
12	August	1,520,244	26,756	1.76%	20,397	9,659	76%	0.64%
13	September	1,531,174	30,067	1.96%	22,174	7,197	74%	0.47%
14	October	1,534,382	34,622	2.26%	21,020	516	61%	0.03%
15	November	1,542,309	44,120	2.86%	5,360	124	12%	0.01%
16	December	1,560,543	39,632	2.54%	1,273	45	3%	0.00%
17	Total for 2009	1,458,525	393,192	26.96%	237,031	84,389	60%	5.79%
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 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.							

**CARE Table 7 - Capitation Contractors
Southern California Gas Company
December 2009**

Contractor Name ¹	Contractor Type				Year-to-Date		
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
Community Action Partnership of Orange County		X	X	X	0	76	76
ELA Communications Energy ED Program		X			0	9	9
PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
Proteus, Inc.		X			1	109	110
Community Pantry of Hemet		X			0	11	11
Community Action Partnership of San Bernardino		X		X	1	296	297
LA Works		X			0	12	12
Children’s Hospital of Orange County		X			0	10	10
The Companion Line		X			0	501	501
Across Amer Foundation		X			0	5	5
All Peoples Christian Center		X			0	1	1
LA County 211		X			0	30	30
Sr. Citizens Emergency Fund I.V., Inc.		X			0	2	2
Coachella Valley Housing Coalition		X			0	14	14
HABBM		X			0	0	0
Second Harvest Food Bank of Orange County		X			0	0	0
Southeast Community Development Corp.		X			0	37	37
Latino Resource Organization		X			0	0	0
Independent Living Center of Southern California		X			0	0	0
El Concilio del Condado de Ventura		X			0	1	1
Blessed Sacrament Church		X			0	0	0
Starbright Management Services		X			0	0	0
Hermandad Mexicana		X			0	0	0
CSET		X			3	68	71
Crest Forest Family and Community Service		X			0	0	0
CUI – Campesinos Unidos, Inc.		X	X	X	1	6	7
Veterans in Community Service		X	X	X	0	0	0
MEND		X			0	0	0
Armenian Relief Society		X			0	7	7
Catholic Charities of LA – Brownson House		X			0	4	4
BroadSpectrum		X			0	0	0
OCCC, Inc. (Orange County Community Center)		X			0	3	3
Green Light Shipping	X				0	1	1
APAC Service Center		X			0	261	261
Visalia Emergency Aid Council		X			0	0	0
Total Enrollments					6	1,464	1,470

¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

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	December 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	n/a	1,493,227	n/a	1,493,227	1,774,067	84.2%	0.8%
10	June	n/a	1,494,052	n/a	1,494,052	1,774,067	84.2%	0.1%
11	July	n/a	1,510,316	n/a	1,510,316	1,770,947	85.3%	1.1%
12	August	n/a	1,520,244	n/a	1,520,244	1,770,947	85.8%	0.7%
13	September	n/a	1,531,174	n/a	1,531,174	1,770,947	86.5%	0.7%
14	October	n/a	1,534,382	n/a	1,534,382	1,772,015	86.6%	0.2%
15	November	n/a	1,542,309	n/a	1,542,309	1,772,015	87.0%	0.5%
16	December	n/a	1,560,543	n/a	1,560,543	1,772,015	88.1%	1.2%
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 (U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 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 January, 2010 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin