

**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 JULY 2009**

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This is the fourth 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.



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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	\$22,295,314	36%
Homes Treated	110,864	38,381	35%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,564,567	843,454	33%

During the month of July, 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 six 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 July 2009 as compared with the same seven-month period of 2008.

In addition to treating, processing and paying for the treatment of homes, SoCalGas improved a diverse and noteworthy array of program activities in the month of July. In an effort to better serve a greater number of households with LIEE program measures, SoCalGas worked to strengthen its communication and data feedback channels with LIEE contractors, to improve systems-related activities, and streamline program processes. SoCalGas also 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. In addition, as detailed in sections 1.2, 1.4 and 1.5 of this report, SoCalGas also worked to develop new and grow existing partnerships with external entities in areas such as workforce education and training, community development, and energy and water efficiency. SoCalGas views these

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.

In July, SoCalGas, through its LIEE Contractor Network, treated 4,541 homes and processed. SoCalGas also paid for the installation of weatherization measures in 4,604 homes. Additionally, SoCalGas and its LIEE contractors serviced 343 appliances, which included 326 furnace repairs/replacements and 17 water heater replacements. In addition, SoCalGas generated over 43,800 leads, resulting in 4,322 enrollments, 8,004 leads pending enrollment, and over 15,000 awaiting qualification.

As of July 31, 2009, 38,381 homes have been treated year-to-date through SoCalGas' LIEE program, which includes 33,957 weatherized units, 2,837 furnace repairs and replacements and 178 water heater replacements. The total number of homes treated year-to-date represents a 65 percent increase in the number of homes treated by the program as compared with the same seven-month period of 2008. SoCalGas' LIEE Contractor Network is working hard to achieve program expectations and will continue to expand its capacity to enroll and serve customers through the LIEE program.

SoCalGas continued to implement processes to streamline the documentation of program activities, and to collaborate with contractors to ensure that contractors' efforts were sufficiently supported. Such activities in July included meeting with contractors to address troubleshooting errors and increasing the number of in person meetings with contractors' to discuss program progress. SoCalGas is also taking a proactive approach in working with its contractors to successfully utilize program systems, and has asked each contractor to identify key office staff members in charge of processing program documentation, which SoCalGas will use to create an email list to regularly and directly contact regarding systems utilization. The consistent attention given by SoCalGas and its LIEE Contractor Network to communication efforts with contractors

and to the streamlining of program documentation and systems processes is an integral, long-term strategy for meeting the increased 2009-11 program cycle goals.

SoCalGas also received an update in July about its contributions through the LIEE program to diverse business enterprise activities in California. As of May 31, 2009, SoCalGas LIEE had awarded 72 percent of its contractor work to diverse business enterprises, totaling over \$16 million. In addition, 14 of SoCalGas' 37 LIEE contractors are California Public Utilities Commission (CPUC) certified as diverse business enterprises, an additional four are eligible for certification, and the remaining contractors have in place commitments to award subcontracts for program work to diverse business enterprises in the ranges of 10 to 100 percent.

In summary, SoCalGas, its LIEE Contractor Network and external partners worked together to enhance program activities in July 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. 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. Yet, as noted in last month's report, challenges to program participation remain. One such challenge that was evidenced in July's program activities is the effect of the LIHEAP program and other energy efficiency funding sources on LIEE goal attainment. SoCalGas continues its effort to leverage LIHEAP and other energy efficiency programs into its program implementation. SoCalGas will also add more contractors to its network for all service categories in order to supplement its current 3<sup>rd</sup> party and CBO resources. In doing so, SoCalGas will communicate with the 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 resolve such issues and ensure that LIEE program measures are maximally delivered to all eligible customers.

## 1.2 Whole Neighborhood Approach Evaluation

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

SoCalGas worked to refine its methodologies used to implement its Whole Neighborhood Approach (WNA) activities during the month of July. In addition to carrying forward the geographic and customer segmentation strategies mentioned in the June report, SoCalGas is enhancing the tracking of WNA results by recording additional information for customers ‘not at home’ and ‘customers not interested.’ This information will be valuable in determining both the true picture of LIEE eligible customers as well as the time component required to reach the eligible customer base with the LIEE message.

SoCalGas has combined efforts to provide LIEE contractors with canvassing lists with the whole neighborhood approach strategies. Previously, canvassing lists were provided as a separate outreach tool. Canvass lists will now support the WNA strategy of focusing on smaller neighborhoods, or Zip+7 areas, as well as be subject to monitoring. This will assist 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 have spent 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 working together with its contractors to serve more customers with LIEE measures. In addition, this will allow the LIEE contractors to continue providing SoCalGas with a realistic input on the available data.

SoCalGas partnered with its LIEE contractors to complete six WNA efforts in July. Two of these WNA efforts were a continuation of past activities by The East Los Angeles Community Union (TELACU) that took place in May and June and the other four occurred in new areas. In targeting smaller neighborhoods residing within larger areas previously exposed to the LIEE



program, SoCalGas and its LIEE Contractor Network employed in these efforts Zip+7 and PRIZM code geographic and customer segmentation strategies as well as community based social marketing tactics emphasized in Energy Division's White Paper (White Paper). Collectively, these six efforts identified an additional 2,161 addresses of target customers, 1,024 (47%) of which are potentially eligible based on the 200 percent Federal Poverty Guideline (FPG) factor. Additionally, based on SoCalGas data, 872 of the 2,161 (40.4%) addresses are in self-certification PRIZM codes<sup>2</sup>.

In other WNA efforts, neighborhood canvassing of the City of La Habra Zip+7 areas of 90631-61 and 90631-68 began on July 31. In the City of Duarte, TELACU began its WNA activities focused on the Zip+7 area of 91010-25 and canvassing began on July 25. In the City of Monrovia, WNA canvassing by Reliable Energy Management Company (REMCO) and LA Works started on July 28, in the Zip+7 areas of 91016-31 and 91016-41. The WNA efforts in Monrovia are being leveraged with Los Angeles County Workforce Development Partnership, and U.S. Department of Housing and Urban Development Community Development Block Grant (CDBG) funds. SoCalGas is very enthusiastic about the opportunity presented by this partnership to work together with key federal and local government programs.

The City of Los Angeles 90022-12 WNA effort by TELACU was also a partnership activity, and was coordinated with Volunteers of East Los Angeles (VELA) in conjunction with an LIEE contractor in the local area. SoCalGas and its contractor were and remain excited to be working with a local volunteer agency and look forward to a continued relationship with this and other volunteer groups. However, in relation to this particular endeavor, outreach workers became aware early in the canvassing effort that a significant number of the homes in the area had recently received LIHEAP services. As the LIHEAP and LIEE databases are not yet linked,

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<sup>2</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.

SoCalGas looks forward to when the two programs will be able to share databases in order to more effectively enable outreach efforts.

During the month of July, SoCalGas worked with contractors to identify new neighborhoods and plan events for August WNA activities. These efforts will target the City of Los Angeles neighborhood of Van Nuys, as well as the cities of Lynwood, Earlimart, Delano, Riverside and San Bernardino. As an update to past WNA efforts, Anaheim (92801) shows one additional customer receiving program services. Wilmington (90744) shows an addition 121 customers that received services in July, increasing the number of homes served in the area by 35 percent from June and the penetration rate from 11 to 17 percent. SoCalGas and its LIEE contractors 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. Indeed SoCalGas' contractors 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 also worked to develop internal capacities to better track program implementation and monitor program progress, working with 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 will continue to monitor and report the statistical results as more data is gathered and analyzed.

In addition, SoCalGas has further refined its geographic and customers segmentation strategies with an eye towards WNA. Beginning in August, all WNA canvassing lists will utilize the Zip+7 geographic segmentation strategy, targeting smaller geographic areas and tracking the

success of these efforts over time. As mentioned in the June 2009 Monthly Report, the White Paper comment process highlighted the importance of considering the role that time-spent in a neighborhood bears on a contractor's effectiveness in delivering the program. As such, SoCalGas will also work with contractors to develop a feasible timeframe for the completion of these efforts. 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.

As of July 2009, SoCalGas and its LIEE contractors have treated 654 homes through WNA activities. This amounts to a nearly 27 percent increase from June 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.

Finally, SoCalGas valued the opportunity presented by the July CPUC WNA workshop to work with the CPUC, LIEE contractors and other IOUs on WNA LIEE program enhancements. SoCalGas is 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 July, 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, 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:**

July 27<sup>th</sup>, SoCalGas began a six week advertising campaign 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 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 July, SoCalGas conducted a personalized direct mail campaign to 4,264 CARE customers who used more than 750 therms annually which is substantially higher than average annual therm usage for SoCalGas residential customers. These customers were also targeted because they had made at least two payment arrangements within a twelve month period.

In an effort to reach out to the disabled community and to comply with Commission directives to enhance outreach methods targeting disabled customers, SoCalGas contacted nine Independent Learning Centers and the Offices of Disabled Students of six universities and colleges during July. As a result of the contacts, one thousand letters and LIEE lead sheets will be sent to the various organizations to be offered to interested clients and students. SoCalGas will continue to furnish materials as supply levels deplete.

As a result of the May mailing to existing CARE and disabled customers, there were 108 out of 3,761 customers who enrolled in the LIEE program. These customers, according to SoCalGas' Customer Service records, are identified as disabled.

#### **LIEE Bill Inserts:**

The number of customers' visiting the SoCalGas web site and completing on-line LIEE request forms has been steadily increasing during the past three months. SoCalGas believes the increase in web activity may be tied to the various program awareness campaigns launched this year

including April and June 2009 bill insert campaigns, bus shelter ads and electronic newsletters/emails.

### **LIEE Web Activities:**

Starting July 2009, SoCalGas' web site contains a link to a short video featuring no-cost home improvement services available through its LIEE program. The video is available in English and Spanish and can be viewed by clicking the "Watch Video" option in the "Energy-Saving Home Improvements" section of the site; [www.socalgas.com](http://www.socalgas.com).

On July 1<sup>st</sup>, an article promoting LIEE services was deployed to all SoCalGas employees through the company's intranet website. The article provided employees with information regarding no-cost home improvements available through the LIEE program and how customers can qualify. The purpose of this email is to urge employees to refer anyone who may qualify and benefit from LIEE services. The plan is that our employees can act as ambassadors of our customer assistance programs.

During the month of July, SoCalGas launched an email campaign to 200,000 customers enrolled in My Account – an easy, fast, secure online billing and payment service. Approximately 94,000 of those emails were sent to CARE customers. The remaining emails were sent to customers deemed potentially eligible for CARE. The campaign email featured the LIEE program's services and included links to drive customers to the online LIEE request (lead) form. Almost 39 percent of customers targeted (36,507) opened the email and over 10 percent (9,526) of those customers clicked on the LIEE link. These "open and click through" rates are much higher than overall utility average open and click through rates. See link below for sample email:

<http://links.mkt2172.com/servlet/MailView?ms=MjA2NjcxMgS2&r=NjQ0NTk3MTM1NQs2&j=MTU0ODI1MTk1S0&mt=1&rt=3>

In July, 1,812 customers completed an English LIEE online request form. This number represents an almost 200 percent increase from last month's total of 638 English requests. Five 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.

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.

In addition to the leveraging efforts discussed above, SoCalGas continues discussions with the Los Angeles Department of Water and Power, Glendale Water and Power, Pasadena Water and

Power, the Housing Authority of the City of Los Angeles and others with the purpose of identifying opportunities to leverage energy efficiency and water conservation efforts.

## **1.5 Workforce Education & Training**

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

SoCalGas continued its workforce development 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. Of the 115 students participating in the summer jobs program, SoCalGas and LATTC are partnering to train and place 25 low-income youth in jobs with SoCalGas' LIEE contractors. Students are learning technical and customer services skills applicable to jobs in the growing fields of weatherization and energy efficiency, as well as general office support skills applicable to a wide-variety of career fields.

In July, students participated in a two-week training course in preparation for work with LIEE contractors. During the weeks of July 6 and July 13, 45 LATTC students participated in the summer green jobs training course with SoCalGas staff titled "Introduction to Weatherization and Energy Efficiency." Students learned key principals of energy efficiency and gained basic weatherization and customer service skills.

City of Los Angeles Mayor Antonio Villaraigosa visited the students at LATTC as they participated in the course and spoke with them about the importance of green jobs to the economy and the environment. SoCalGas and LATTC will continue to work together to develop a weatherization and energy efficiency curriculum for LATTC students. In developing this curriculum, the two entities are working to ensure that weatherization and energy efficiency



measures required by the IOUs LIEE programs and LIHEAP are adequately covered in courses available to students.

Upon completion of the course, students were interviewed in a panel interview format by LATTC and SoCalGas staff for placement with contractors. Students submitted resumes to the interviewers during their interviews, gaining experience in resume preparation and presentation. SoCalGas also hosted a meeting for LIEE contractors participating in the program to meet with LATTC staff and SoCalGas staff and discuss roles, responsibilities and logistics for the summer jobs partnership. SoCalGas looks forward to increased partnership activity in August with LATTC and its participating LIEE contractors, and hopes to develop a long-term relationship with LATTC to promote and realize ongoing green jobs workforce education and training.

SoCalGas participated in the NexTrendsInLA Green Jobs Fair and Conference in downtown Los Angeles. The event was sponsored by the Speaker of the California Assembly Karen Bass, the City of Los Angeles, the City of Santa Monica, Southern California Forum for Energy Efficiency, Environmental and Human Services Providers, the Pacific Asian Consortium in Employment (PACE), and numerous city colleges in the greater Los Angeles area. SoCalGas LIEE Program Manager served as a panelist at the July 23 event, and spoke about a variety of workforce education and training topics including LIEE energy efficiency activities, serving as a LIEE provider, and training and educating workers in green jobs. Other panelists included the staff from the California Department of Community Services and Development, the City of Los Angeles, the Los Angeles Chamber of Commerce, the California Conservation Corps, the Los Angeles Unified School District, LATTC, and various SoCalGas LIEE contractors, among other participants.

SoCalGas has greatly ramped up its workforce education and training activities in the past months, with July being a particularly active month in this regard. SoCalGas is very enthusiastic about its continual, growing efforts in green jobs education and training and looks forward to developing similar partnerships and partaking in future events and conferences in the area of green workforce training and education.

## 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	\$1,730,384	47%
Proc., Certification and Verification	\$1,173,027	\$577,141	49%
Information Tech./Programming (1)	\$489,451	\$260,491	53%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$16,237	\$0	0%
Regulatory Compliance	\$222,130	\$123,819	56%
General Administration	\$506,635	\$258,920	46%
CPUC Energy Division Staff	\$171,500	\$27,946	16%
Cooling Centers (3)	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$6,286,664</b>	<b>\$2,978,701</b>	<b>47%</b>
Subsidies and Benefits (4)	<b>\$132,846,122</b>	<b>\$46,541,355</b>	<b>36%</b>
<b>Total Program Costs and Discounts</b>	<b>\$139,132,786</b>	<b>\$51,368,071</b>	<b>37%</b>

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

<b>CARE Penetration</b>		
Participants Enrolled	Eligible Participants	Penetration rate
<b>1,510,316</b>	<b>1,770,947</b>	<b>85.3%</b>

### 2.2. Outreach

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

#### **CARE Telephone Enrollments**

In July, SoCalGas continued its customer friendly re-certification based Automated Voice Messaging (AVM) campaign efforts and re-enrolled an additional 4,552 customers into the CARE program. Customers throughout SoCalGas' service area are targeted monthly for CARE program recertification, and in 2009 over 24,717 customers have already 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 July, SoCalGas received 7,242 CARE applications through its internet based outreach activities resulting in 3,355 new CARE enrollments and 643 re-certifications. The year-to-date total of SoCalGas' CARE web enrollments is 16,736, which already exceeds program year 2008 year end results. Web outreach activities included a customer assistance program web link in the monthly electronic newsletter (distribution over 380,000) and continual promotion of the CARE website through various collateral materials and multiple public service announcements (PSAs).

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

In July, SoCalGas' CARE third-party door-to-door outreach program enrolled 4,593 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 additional resources to the Imperial County areas to promote the CARE program to customers recently impacted by unemployment. In 2009, over 27,000 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 new direct mail campaigns during the month of June. One campaign targeted 3,500 customers who had received their first delinquent bill notice in May 2009. 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 advised they could respond through the CARE website or by returning the hardcopy application including in the mailings. Preliminary results for these campaigns have already exceeded 14,000 new CARE enrollments. As of July 31, 2009, 26,000 customers have enrolled in CARE as a result of targeted direct mail campaigns. These results are on track to achieve an exceptional return rate of almost 10 percent. Future 2009 direct mail

campaigns are being tailored to target and promote the CARE program to recently unemployed customers who may now meet eligibility requirements.

### **CARE Bill Inserts**

SoCalGas launched its second system wide CARE bill insert enrollment campaign in July, and tailored the program message to target recently unemployed, potentially eligible, low income customers. Results from the July campaign will be reported in the August or September reports. New enrollments derived from CARE bill inserts now exceed 14,000 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 July, SoCalGas' CARE staff engaged in the following leveraging activities:

SoCalGas' Customer Assistance and Commercial and Industrial Food Service staff co-hosted a seminar at SoCalGas' Energy Resource Center (ERC). Representatives from twenty-two CBOs specializing in food service and shelter for the needy received information on the CARE, LIEE and MBL programs along with food equipment rebate opportunities. As a result of this innovative seminar, multiple non-residential CBO CARE inquiries have been received by program representatives.

### **2.2.3. CARE Integration**

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

- Customer Contact Center – 8,800
- LIEE program – 981

Along with leads forwarded by other departments, SoCalGas' CARE staff also received several customer compliments. Some were forwarded to CARE by the CCC, others were hand written notes attached to CARE applications, or written directly on the applications.

#### **2.2.4 CARE Capitation Agencies/Contractors**

Three new capitation agencies were added in July - New Beginning Outreach in Lancaster, LA Works in Irwindale and Coachella Valley Housing Coalition in Indio.

Information about the program was sent to Grace Resource Center and Sista Girl Network, two inquiring agencies in the Antelope Valley.

#### **2.2.5 CARE Recertification Complaints**

Date

Nature of Complaint

7/24/09

English speaking customer was unhappy he received a Spanish language recertification application. Customer is 70 years old, has served in the military, meets the program's income guidelines, and believes he is entitled to the discount and should not have to recertify.

Resolution

SoCalGas CARE staff contacted and recertified him over the telephone.

Three customers asked to be placed on SoCalGas' Do Not Call (DNC) list.

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

In July, SoCalGas had the opportunity to promote SoCalGas Assistance programs with The Los Angeles County Department of Public Social Services (DPSS). SoCalGas met with DPSS to begin cross promoting the two organization's respective assistance programs. As a result of the meeting, SoCalGas and DPSS agreed to display each other's customer assistance brochures in five offices located in areas deemed to be underserved. The SoCalGas branch payment offices

listed below represent five underserved areas in SoCalGas' territory. These offices will now include DPSS materials with their other customer literature. DPSS chose five of their underserved offices and most were located in the same cities as the SoCalGas payment offices.

<b>Zip Code</b>	<b>Name</b>	<b>City</b>
90221	Compton Branch Office	Compton
90255	Huntington Park Branch Office	Huntington Park
91732	El Monte Branch Office	El Monte
90002	Watts Branch Office	Los Angeles
90011	Central Avenue Branch Office	Los Angeles

### **2.3.1. Events and Public Affairs Promotions**

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

#### **July 8, 2009 - City of Artesia - "Going Green" Presentation**

SoCalGas Public Affairs teamed with Marketing staff to promote Energy Efficiency and Assistance programs to local residents at a City of Artesia sponsored community workshop.

#### **July 9, 2009 - City of Norco – Customer Assistance briefing**

SoCalGas Public Affairs briefed the City of Norco's Senior Housing and Low Income Assistance Administrator on the Company's customer assistance programs. LIEE and CARE applications and brochures were provided to the City Clerk for distribution to future clients applying for assistance at the Senior Housing/Low Income Assistance Administrator's facility.

#### **July 9, 2009 - 2009 Gas Company Political Dialogue Session**

SoCalGas Public Affairs and Senior Executives conducted a dialogue session with Los Angeles City Council member Greig Smith. Among the many topics discussed was the opportunity for SoCalGas to include LIEE, CARE and Medical Baseline information on Councilmember Smith's e-newsletter.

July 11, 2009 - **La Opinion and XHAS-TV (Telemundo) Story on Customer Assistance Programs**

SoCalGas Public Relations responded to a media inquiry from *La Opinion* and XHAS-TV (Telemundo San Diego) about what customers can do to save money in a tough economy. Energy-conservation tips and details on customer assistance programs were provided. Stories ran July 11 and 13.

July 11, 2009 – **Radio broadcast on Antelope Valley's Newstalk 1380 KOSS**

SoCalGas' Public Affairs conducted a twelve-minute radio interview promoting LIEE, CARE Medical Baseline and other company programs at the High Desert Broadcasting facility in Palmdale. The interview was part of Newstalk 1380's one hour Community Affairs Show that airs every Saturday at noon.

July 21, 2009 – **Money-Saving Opportunities for Non-Profit Organizations**

SoCalGas hosted a seminar for non-profit living and food service facilities to learn how their organizations may be able to sign up for CARE, save money, become more energy efficient, and improve or upgrade their facilities. Attendees represented several non-profits that provide services such as shelter, rehabilitation, job training, transitional housing and meal services (e.g. "soup kitchens") to residents in Orange, Los Angeles, San Bernardino and Riverside counties.

July 22, 2009 - **Joint SoCalGas/SoCal Edison Workshop at City of Whittier Senior Center**

SoCalGas and Southern California Edison co-sponsored a workshop at the City of Whittier Senior Center. Twelve seniors attended and asked a variety of questions regarding the utilities assistance programs and how to enroll. Although attendance was small, the benefits of offering one-on-one, personalized service to each attendee proved invaluable to all parties. The seniors were very appreciative and the utilities learned more about the types of questions seniors have about their energy usage, utility assistance programs, and ways they can conserve energy and save money.

### **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 almost 100 government agencies, cities and other organizations' respective web sites.

#### **SoCalGas Customer Electronic Communications**

For the month of July, over 800,000 emails and electronic newsletters were sent to SoCalGas customers. Included in that total, 97,266 "LIEE and CARE specific" emails were sent to potentially eligible customers. See links below for sample emails:

#### Gas Company News:

<http://links.mkt2172.com/servlet/MailView?ms=MjA5NDMyMwS2&r=MTA4MTA2MjEyNDcS1&j=MTU1MTQ4NTgyS0&mt=1&rt=0>

#### My Account:

<http://links.mkt2172.com/servlet/MailView?ms=MjA2Nzc1MwS2&r=NjQ0NTk3MTM0MwS2&j=MTU0ODM1MjI0S0&mt=1&rt=3>

### **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

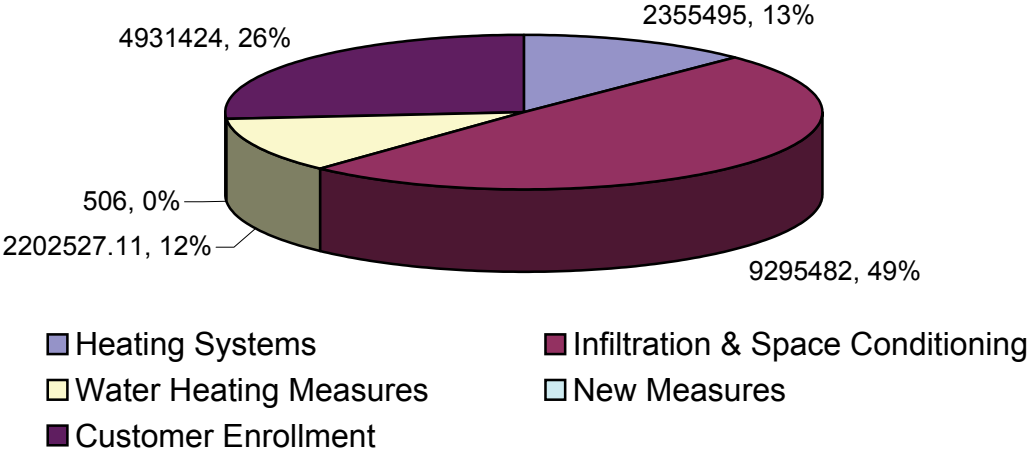
CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 1 - LIEE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 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>LIEE 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	\$ -	\$ 308,906	\$ 308,906	\$ -	\$ 2,529,421	\$ 2,529,421	0%	14%	14%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -	\$ 1,584,934	\$ 1,584,934	\$ -	\$ 11,324,589	\$ 11,324,589	0%	59%	59%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -	\$ 518,050	\$ 518,050	\$ -	\$ 4,409,289	\$ 4,409,289	0%	33%	33%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -	\$ 57,615	\$ 57,615	\$ -	\$ 522,135	\$ 522,135	0%	31%	31%
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>\$ 2,469,505</b>	<b>\$ 2,469,505</b>	<b>\$ -</b>	<b>\$ 18,785,434</b>	<b>\$ 18,785,434</b>	<b>0%</b>	<b>35%</b>	<b>35%</b>
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 28,185	\$ 28,185	\$ -	\$ 142,904	\$ 142,904	0%	46%	46%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -	\$ 113,829	\$ 113,829	\$ -	\$ 831,531	\$ 831,531	0%	58%	58%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ 41,292	\$ 41,292	\$ -	\$ 389,618	\$ 389,618	0%	42%	42%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 27,514	\$ 27,514	\$ -	\$ 191,447	\$ 191,447	0%	56%	56%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 278,771	\$ 278,771	\$ -	\$ 1,942,404	\$ 1,942,404	0%	34%	34%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ -	\$ -	\$ -	\$ 11,977	\$ 11,977	0%	14%	14%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ -</b>	<b>\$ 62,571,908</b>	<b>\$ 62,571,908</b>	<b>\$ -</b>	<b>\$ 2,959,096</b>	<b>\$ 2,959,096</b>	<b>\$ -</b>	<b>\$ 22,295,314</b>	<b>\$ 22,295,314</b>	<b>0%</b>	<b>36%</b>	<b>36%</b>
26	<b>Funded Outside of LIEE Program Budget</b>												
27	Indirect Costs <sup>2</sup>				\$ -	\$ 206,096	\$ 206,096	\$ -	\$ 1,306,553	\$ 1,306,553			
28													
29	NGAT Costs					\$ 112,207	\$ 112,207		\$ 877,798	\$ 877,798			
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 LIEE/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 July 2009

LIEE Table 2  
Southern California Gas Company  
YTD LIEE Expenses  
July 2009



	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company July 2009</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	843,454
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	38,381
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 22.79</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 175.10</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 July 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	235	242
5	Imperial	16,908	364	17,272	220	0	220
6	Kern	32,939	9,149	42,088	344	18	362
7	Kings	14,743	13	14,756	529	0	529
8	Los Angeles	5,185	1,136,066	1,141,250	81	21,880	21,961
9	Orange	0	220,018	220,018	0	1,900	1,900
10	Riverside	43,202	189,088	232,290	672	5,106	5,778
11	San Bernardino	9,103	157,414	166,517	75	3,646	3,721
12	San Luis Obispo	27,550	214	27,764	255	0	255
13	Santa Barbara	14,247	25,326	39,573	162	209	371
14	Tulare	42,143	12,993	55,135	1,851	1,010	2,861
15	Ventura	6,892	49,713	56,605	17	164	181
16							
17	<b>Total</b>	<b>213,625</b>	<b>1,810,852</b>	<b>2,024,477</b>	<b>4,213</b>	<b>34,168</b>	<b>38,381</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 Southern California Gas Company July 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	36,249	0	0	0	0	0	0	1,744	36,249	0	0
7	Mar-09	0	0	0	0	5,335	106,901	0	0	0	0	0	0	5,335	106,901	0	0
8	Apr-09	0	0	0	0	11,738	253,508	0	0	0	0	0	0	11,738	253,508	0	0
9	May-09	0	0	0	0	22,422	495,888	0	0	0	0	0	0	22,422	495,888	0	0
10	Jun-09	0	0	0	0	33,840	726,656	0	0	0	0	0	0	33,840	726,656	0	0
11	Jul-09	0	0	0	0	38,381	843,454	0	0	0	0	0	0	38,381	843,454	0	0
12	Aug-09																
13	Sep-09																
14	Oct-09																
15	Nov-09																
16	Dec-09																
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 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	F
1	<b>LIEE Table 7</b>					
2	<b>Whole Neighborhood Approach</b>					
3	<b>Southern California Gas Company</b>					
4	<b>Jul-09</b>					
5	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date	
7	Neighborhood "A" in zip code 92801 - CAPOC	1811	1084	89	8	
8	Neighborhood "B" in zip code 90744 - REMCO	6994	3008	259	466	
9	Neighborhood "C" in zip code 90631 - TELACU	1234	878	52	115	
10	Neighborhood in zip code 90631-47 - TELACU	465	215	14	51	
11	Neighborhood in zip code 90631-48 - TELACU	253	107	71	14	
12	Neighborhood in zip code 91010-25 - TELACU	478	190	17	0	
13	Neighborhood in zip code 90631-61 - TELACU	198	86	31	5	
14	Neighborhood in zip code 90631-68 - TELACU	252	117	41	6	
15	Neighborhood in zip code 91016-31 - REMCO	398	142	25	1	
16	Neighborhood in zip code 91016-41 - REMCO	368	185	84	6	
17	Neighborhood in zip code 90022-12 - TELACU	467	305	215	8	
18	Neighborhood in zip code 90631-64 - TELACU	272	99	TBD*	10	
19						
20						
21						
22						
23						
24						
25						
26	*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>July 2009</b>																	
4		Gross Enrollment										Attrition (Drop Offs) <sup>7</sup>	Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
5		Automatic Enrollment					Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification <sup>6</sup>	Total Adjusted (J+K)		Net (L-M)	Net Adjusted (N-K)				
6	<b>2009</b>	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)						
7	<b>January</b>	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	<b>February</b>	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	<b>March</b>	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	<b>April</b>	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	<b>May</b>	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	<b>June</b>	12,319	2,225	88	0	0	14,632	158	28,088	42,878	66,675	109,553	42,053	67,500	825	1,494,052	1,774,067	84.2%
13	<b>July</b>	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	<b>August</b>																	
15	<b>September</b>																	
16	<b>October</b>																	
17	<b>November</b>																	
18	<b>December</b>																	
19	<b>Total for 2009</b>	<b>61,749</b>	<b>8,902</b>	<b>947</b>	<b>0</b>	<b>0</b>	<b>71,598</b>	<b>882</b>	<b>172,021</b>	<b>244,501</b>	<b>322,723</b>	<b>567,224</b>	<b>169,583</b>	<b>397,641</b>	<b>74,918</b>			
20	<sup>1</sup> Enrollments via data sharing between the IOUs.																	
21	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																	
22	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																	
23	<sup>4</sup> 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	<sup>5</sup> Not including Recertification.																	
25	<sup>6</sup> Recertifications completed regardless of month requested.																	
26	<sup>7</sup> 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>July 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%	2,556	157	2,713	52%	0.19%
6	<b>February</b>	1,450,810	4,742	0.33%	2,459	146	2,605	55%	0.18%
7	<b>March</b>	1,458,525	4,006	0.30%	2,033	132	2,165	54%	0.15%
8	<b>April</b>	1,481,315	3,851	0.26%	1,347	168	1,515	39%	0.10%
9	<b>May</b>	1,493,227	3,944	0.26%	6	126	132	3%	0.01%
10	<b>June</b>	1,494,052	4,651	0.31%	4	94	98	2%	0.01%
11	<b>July</b>	1,510,316	4,760	0.32%	2	13	15	0%	0.00%
12	<b>August</b>								
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>31,162</b>	<b>2.14%</b>	<b>8,407</b>	<b>836</b>	<b>9,243</b>	<b>30%</b>	<b>0.63%</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> <b>Southern California Gas Company</b> <b>July 2009</b>						
2							
3							
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>	12,049,695	728,869	567,224	23,708	137,937	
6	<b>Percentage</b>		100.00%	77.82%	3.25%	18.92%	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>July 2009</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,066	703	10,769	9,840	591	10,431	98%	84%	97%
7	Imperial	263	15,584	15,847	237	13,002	13,239	90%	83%	84%
8	Kern	8,450	31,795	40,246	8,966	24,936	33,902	106%	78%	84%
9	Kings	13	14,480	14,493	13	12,701	12,714	98%	88%	88%
10	Los Angeles	964,587	5,144	969,731	856,395	5,717	862,112	89%	111%	89%
11	Orange	180,713	0	180,713	137,087	0	137,087	76%	0%	76%
12	Riverside	177,351	42,184	219,535	148,153	22,875	171,028	84%	54%	78%
13	San Bernardino	145,617	7,709	153,326	131,446	5,183	136,629	90%	67%	89%
14	San Luis Obispo	204	25,377	25,581	49	15,326	15,375	24%	60%	60%
15	Santa Barbara	21,156	13,612	34,768	13,772	12,902	26,674	65%	95%	77%
16	Tulare	12,677	41,020	53,697	15,651	35,132	50,783	123%	86%	95%
17	Ventura	45,700	6,541	52,242	34,783	5,559	40,342	76%	85%	77%
18										
19	<b>Total</b>	<b>1,566,797</b>	<b>204,151</b>	<b>1,770,947</b>	<b>1,356,392</b>	<b>153,924</b>	<b>1,510,316</b>	<b>87%</b>	<b>75%</b>	<b>85%</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 Southern California Gas Company July 2009</b>							
2								
3								
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%	868	47	4%	0.00%
12	<b>August</b>							
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>217,995</b>	<b>14.95%</b>	<b>136,242</b>	<b>39,248</b>	<b>62%</b>	<b>2.69%</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>July 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	56	56
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	6	6
11	Community Action Partnership of San Bernardino		X		X	1	147	148
12	Children’s Hospital of Orange County		X			0	10	10
13	The Companion Line		X			0	303	303
14	Across Amer Foundation		X			0	5	5
15	LA County 211		X			0	13	13
16	Sr. Citizens Emergency Fund I.V., Inc.		X			0	2	2
17	Coachella Valley Housing Coalition		X			0	2	2
18	HABBM		X			0	0	0
19	Second Harvest Food Bank of Orange County		X			0	0	0
20	Southeast Community Development Corp.		X			0	37	37
21	Latino Resource Organization		X			0	0	0
22	Independent Living Center of Southern California		X			0	0	0
23	El Concilio del Condado de Ventura		X			0	1	1
24	Blessed Sacrament Church		X			0	0	0
25	Starbright Management Services		X			0	0	0
26	Hernandad Mexicana		X			0	0	0
27	Crest Forest Family and Community Service		X			0	0	0
28	CUI – Campesinos Unidos, Inc.		X	X	X	1	5	6
29	Veterans in Community Service		X	X	X	0	0	0
30	MEND		X			0	0	0
31	Armenian Relief Society		X			0	7	7
32	Catholic Charities of LA – Brownson House		X			0	4	4
33	BroadSpectrum		X			0	0	0
34	OCCC, Inc. (Orange County Community Center)		X			0	3	3
35	Green Light Shipping	X				0	0	0
36	APAC Service Center		X			0	182	182
37	Visalia Emergency Aid Council		X			0	0	0
38	<b>Total Enrollments</b>					<b>3</b>	<b>879</b>	<b>882</b>
40	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
41	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>July 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>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2009</b>							
18	<sup>1</sup> Explain any monthly variance of 5% or more in the number of participants.							
19	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 JULY 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 August, 2009 at San Diego, California.

          /s/ Jenny Norin            
Jenny Norin