

**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 MARCH 2010**

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April 21, 2010



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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	\$76,872,816	\$11,439,234	15%
Homes Treated	143,540	18,427	13%
Therms Saved	3,345,967	349,948	10%

During the month of March, SoCalGas and its LIEE contractor network continued to work diligently on managing the heightened workflow that the 2009-11 program cycle demands. As exhibited in the first 3 months of 2010, SoCalGas and its LIEE contractors increased the number of homes treated, processed and paid in March 2010 by 342% as compared with the same 3-month period of 2009.

In March, SoCalGas processed and paid contractor invoices for 15,873 treated homes. SoCalGas also paid for the installation of weatherization measures in 11,820 homes (a 263% increase from March 2009). LIEE contractors serviced 1,451 appliances, which included 1,311 furnace repairs/replacements and 140 water heater replacements. SoCalGas generated 38,541 leads in February, resulting in 6,735 enrollments, 14,752 leads pending enrollment, and 6,839 leads awaiting qualification.

On March 9, 2010, SoCalGas participated in the first of four planned “telethon” events at Univision. This is in coordination with Southern California Edison (SCE) and the SoCalGas CARE group. Potential customers are able to call-in to a live representative who will complete a CARE application and initiate a lead for LIEE enrollment. Details are provided in Section 1.3.2 about this televised bilingual outreach effort. In addition, on March 24, 2010, Los Angeles

Trade Technical College (LATTC) hosted representatives from Energy Division, Pacific Gas and Electric (PG &E), and SoCalGas and provided a tour of the campus and update on the Workforce, Education and Training pilot. See section 1.5.1 for details.

SoCalGas looks forward to the many challenges of the upcoming year and intends to work aggressively to meet the program goals for 2010. SoCalGas will also continue to increase leveraging activities with new and existing external partners in the areas of energy efficiency, workforce training and others. SoCalGas also plans to meet 2010 goals, including focusing on LIEE operational efforts on hard to reach communities, expanding the current contractor network by issuing a Request for Qualification/Request for Proposal to new contractors, and expanding data mining and customer information collection. These proactive approaches should help to increase overall LIEE enrollment totals as well as increase the number of service providers participating in the LIEE contractor network. SoCalGas also plans to target customers from PY2009 where enrollment efforts were attempted with no response from the 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).

In March, SoCalGas combined efforts to provide its LIEE contractor network with an additional 132 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their WNA efforts. This approach, in conjunction with SoCalGas oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort; total number of completed homes, customers not willing to participate, successful canvassing and/or marketing efforts, and any other information that can help increase eligible customer enrollments. This detailed accounting serves to assist both the contractors and SoCalGas with future WNA activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with tracking methods take into account the amount of time contractors spend working in an area and allow SoCalGas

to better monitor the success of LIEE activities from a whole neighborhood perspective over certain periods of time. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System<sup>1</sup>, both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing as well as capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

As a result of providing LIEE contractors with enhanced feedback and data, monitoring the success of all efforts, and maintaining an ongoing dialogue with contractors, SoCalGas continues to demonstrate how this comprehensive team approach helps its contractors offer more customers LIEE measures. The canvassing lists generated in March 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 38,783 customer addresses, of which 16,617 (43%) are potentially eligible based on LIEE income eligibility criteria. Additionally, based on SoCalGas data, 12,778 of the 38,783 (33%) addresses are in targeted self-certification PRIZM codes<sup>2</sup>.

<b>Number of WNA Events per City</b>	<b>Contractor</b>
Orange Cove – 1	Proteus Inc.
Pomona – 3	Richard Heath Associates (RHA)
Highland – 1; Visalia – 16	Synergy Companies
Downey – 2; South Gate – 4; Inglewood – 5; Santa Ana – 8; Paramount – 17; Riverside – 75	The East Los Angeles Community Union

Through March, SoCalGas and its LIEE contractors treated 291 homes through WNA activities. SoCalGas continues to involve more LIEE contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor the

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<sup>1</sup> The HEAT System is SoCalGas’ LIEE program database used to track program activity and expenditures.

<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.

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**

SoCalGas launched its second LIEE bill insert campaign in March to approximately 950,000 existing CARE residential customers. The insert was translated into Spanish and was designed to encourage low income English and Spanish-speaking customers to visit SoCalGas' web site and apply for no-cost energy-saving home improvement services.

#### **LIEE Direct Mailings**

In March, SoCalGas conducted two personalized direct mailings to over 7,000 existing residential CARE and Medical Baseline customers. The second mailing went out to over 4,000 customers who have *self-identified as having a disability*<sup>3</sup>. The mailing focused on the benefits of no-cost energy efficient home improvements and was issued in large font print to better assist SoCalGas' visually impaired customers.

#### **LIEE Outbound Dialing Campaigns**

There were no Automated Voice Messaging Campaigns launched in March, however, SoCalGas' LIEE contractors are working on a list of over 21,000 customer leads provided in February as a result of a previous automated voice messaging campaign to low income customers throughout

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<sup>3</sup> Disability identification occurs when a customer informs a Customer Service Representative (CSR) of an impairment that substantially limits one or more major life activities. Disability identification also occurs when a customer contacts SoCalGas utilizing a Telecommunications Device for the Deaf (TDD). In each situation, information is noted in the customer's file. Such notations not only help SoCalGas provide better service to special needs customers, they help SoCalGas continue to improve its special needs outreach materials as well as assist SoCalGas in meeting its directive of targeting 15% of LIEE's potentially eligible disabled customers.

SoCalGas' Los Angeles County service territory. A second outbound dialing campaign is scheduled to launch the first week of April 2010 to 50,000 customers.

**LIEE Web Activities:**

In March over 22,962 customers received an e-newsletter to learn about available assistance from SoCalGas. Additionally, an email was sent to 11,008 customers enrolled for the first time in the My Account program. My Account is SoCalGas' one stop, online service center specific to "The Gas Company," account holders. When a customer signs up for My Account, in addition to receiving and paying bills online, they can request to start, stop or transfer their gas service, request an appliance service appointment, fill out an online request for LIEE services and much more. Customers that received an email were encouraged to apply for LIEE's no cost home improvements. The email campaign featured LIEE program services and included links to drive customers to the online LIEE request (lead) form. Further, an additional 6,095 emails were sent to new customers enrolled in SoCalGas' CARE and the My Account program. As of March 31, 2010, 1,273 customers have completed the online English LIEE request form and 38 customers have completed the online Spanish LIEE request form.

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

**3/8/10**

**International Brotherhood Of Electrical Workers**

SoCalGas briefed the Business Manager of the Riverside County International Brotherhood of Electrical Workers (IBEW) on our Customer Assistance programs. The Business Manager was very interested in gaining more information to distribute to his members since more than 42% of them are out of work. SoCalGas will provide applications and website information for the IBEW.

**3/9/10**

**Univision 'A Su Lado' CARE/LIEE Telethon:**

SoCalGas and SCE coordinated a three-hour telethon on KMEX-TV (Univision, Los Angeles) "A Su Lado" to inform the public about SoCalGas' customer assistance programs which included CARE and LIEE. Customers were invited to call a toll-free designated telephone number to apply for CARE and learn about LIEE's no-cost energy-saving home improvements.



Each utility provided Spanish speaking representatives to answer viewer telephone calls. Over 300 CARE/LIEE leads were generated as a result of the telethon. Customers expressed extreme gratitude for the utilities presenting customer assistance programs on television and advertising their available discounts. They truly appreciated the invitation to call and have their questions answered by a live representative.

**3/9/10**                      **City of Los Angeles Housing**

SoCalGas was contacted by the City of Los Angeles Housing department regarding their programs which helps clients at risk of becoming homeless. Many of these clients have outstanding gas bills to address. These customers were referred to SoCalGas' bill payment assistance representatives. SoCalGas plans to continue working with the City's Housing Department staff and provide a briefing about its Customer Assistance programs.

**3/11/10**                      **The Braille Institute**

After several meetings with the Braille Institute which began in 2009, the Braille Institute has agreed to distribute CARE and LIEE program information to the Institute's blind and visually impaired clients.

**3/13/10**                      **Safety Fair in Oxnard**

SoCalGas collaborated with Field Operation Supervisors from its Oxnard Base to provide presentations on gas safety at Our Lady of Guadalupe private school in Oxnard. The presentation was provided to approximately 400 school children, grades 6 through 8. Additionally, CARE applications were distributed to approximately 275 households. Our Lady of Guadalupe is located in the Colonia area of Oxnard, one of the most economically underserved neighborhoods in Ventura County.

**3/17/10**                      **Los Angeles Neighborhood Housing Services (LANHS)**

SoCalGas is working with LANHS to promote the utility's customer assistance programs and to develop a partnership for its LIEE program. SoCalGas is also working with LANHS to implement a data sharing arrangement with the organization for enrollments in CARE and LIEE. SoCalGas

presented CARE and LIEE materials to members of the organization who work with low income residents.

**3/20/10**                      **Community Outreach Fair, South Los Angeles**

SoCalGas participated in Assembly Speaker John Perez’s Community Outreach Fair in South Los Angeles, which was attended by over 400 community members. SoCalGas distributed information on Energy Efficiency and Customer Assistance programs and services.

**3/25/10**                      **Gem Communications Customer Assistance Workshop in South Los Angeles Trinity Baptist Church**

SoCalGas partnered with Gwen Moore President of Gem Communications, in conducting a “customer assistance” community outreach workshop at the South Los Angeles Trinity Baptist Church. Attendees of the workshop consisted of 100 representatives from various community and faith based organizations located throughout South Los Angeles. During the two sessions presentations on the CARE, LIEE and Energy Efficiency programs were given along with an overview of the services provided by SoCalGas’ field technicians. California Public Utilities Commissioner Tim Simon and SoCalGas’ Vice President of Customer Solutions were in attendance and also addressed the audience.

**3/26 - 28/10**                      **Maria Shriver’s WeConnect Event at the Los Angeles Forum**

SoCalGas participated in Maria Shriver’s three day WeConnect outreach event at the Forum of Inglewood in South Los Angeles. The event drew thousands of low-income customers who received various forms of assistance (e.g. social services, tax preparation etc.) from several non-profit agencies. An estimated 500 people visited SoCalGas’ table and received information on the CARE and LIEE programs. More than 130 LIEE leads and over 20 CARE applications were filled out on site.

#### **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 continues its efforts to meet 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 in program year 2010. There is no change in status to report in the month of March.

#### **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.

The California Public Utilities Commission's (Commission) Workforce, Education and Training (WE&T) Pilot continued between Los Angeles Trade Technical College (LATTC), SoCalGas and LATTC's industry partners Community Enhancement Services (CES) and The East Los Angeles Community Union (TELACU). LATTC developed a 5-week training class and offered it to two cohort groups (beginner and advanced). A new pilot for Pre-Outreach & Assessment skills training was initiated during the month of March with a total of 12 students in attendance. This pilot provided a refresher on basic arithmetic, language arts and reading comprehension skills. LATTC continues to provide the beginner and advanced weatherization classes. The goal of the WE&T pilot is to develop a Statewide LIEE training certification. PG&E is the program administrator and will continue to facilitate the WE&T pilot and communication between the Northern and Southern California partners.

LATTC hosted a tour of their campus for SoCalGas, PG&E and Energy Division staff on March 24, 2010. The tour highlighted the various energy efficiency classes that LATTC offers and included a demonstration of LATTC's hands-on laboratory and workshop areas. LATTC provided an update of their cohort classes and was in the process of conducting a second set of them in March 2010. Energy Division staff will attend similar meetings with the winning

bidders of the Northern California WE&T pilot, the City of San Francisco Economic Opportunity Council (EOC) and City College San Francisco.

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 Year-to-Date results are shown in the following tables:

<b>SoCalGas Skill-Level Test Results</b>				
	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>2010 Total</b>
Attended Testing	56	51	99	206
Passed Test	48	45	54	147
Pass Rate	85.7%	88.2%	54.5%	71.4%

<b>SoCalGas Enrollment and Assessment Training</b>				
	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>2010 Total</b>
Attended Class	18	30	44	92
Passed Class	18	25	38	81
Outreach Specialist Registration	18	23	39	80
Retention Rate*	100%	83.3%	86.4%	88.0%

\*Retention Rate is Passed/Attended

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class which reviews the requirements for enrollment, assessment and in-home education.

The class also covers utility-specific items related to policies, security and overall customer service standards. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas badge. The year-to-date total for registered outreach specialists for SoCalGas is 80. The classes are held 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 2010. The class sizes range from 5 – 35 technicians.

<b>SoCalGas Field Operations Training Classes</b>				
	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>2010 Total</b>
Initial	5	3	5	13
Refresher	2	1	2	5
NGAT	0	2	0	2
<b>Totals</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>20</b>

The year-to-date total for SoCalGas field operations training classes is 20 with 131 students in attendance.

## 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	\$3,755,053	\$788,963	<b>21%</b>
Proc., Certification and Verification	\$1,235,832	\$340,358	<b>28%</b>
Information Tech./Programming (1)	\$506,003	\$104,245	<b>21%</b>
Pilots (2)	N/A	N/A	<b>N/A</b>
Measurement and Evaluation	\$16,707	0	<b>0%</b>
Regulatory Compliance	\$229,513	\$45,915	<b>20%</b>
General Administration	\$585,518	\$126,796	<b>22%</b>
CPUC Energy Division Staff	\$171,500	\$16,183	<b>9%</b>
Cooling Centers (3)	N/A		
Total Expenses	<b>\$6,500,126</b>	<b>1,422,460</b>	<b>22%</b>
Subsidies and Benefits (4)	<b>\$134,237,154</b>	<b>38,368,105</b>	<b>28%</b>
Total Program Costs and Discounts	<b>\$140,737,280</b>	<b>39,790,565</b>	<b>28%</b>

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

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,584,793	1,802,661	87.9%

### 2.2. Outreach

2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.3.2.)

#### **CARE Telephone Enrollments and Recertification**

Two automated voice messaging (AVM) campaigns were conducted by SoCalGas CARE outreach in March, targeting low income customers for both CARE enrollments and

recertification. Combined results for these campaigns produced over 10,000 program enrollments and recertifications. 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 March, SoCalGas received 11,179 CARE applications through its internet-based outreach activities. These activities resulted in 5,230 new CARE enrollments and 1,348 recertifications. Web outreach activities also included email promotions to 44,865 customers and continual promotion of the CARE website through various collateral materials, select mass media campaigns and multiple public service announcements.

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

In March, SoCalGas' CARE third-party door-to-door outreach program enrolled over 5,100 new hard-to-reach customers, who for a variety of reasons have been non-responsive to other outreach methods. During this program year, third party contractors will shift their resources in several different directions throughout SoCalGas' vast service territory. They will continue to enroll hard-to-reach customers in the CARE program as well as promote CARE enrollment to recently unemployed customers. Further, considering many of the recently unemployed will most likely reside in non-traditional low income communities, SoCalGas' third party contractors will begin canvassing neighborhoods that have been subject to minimal, outreach activity in the past.

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

SoCalGas' CARE program launched a direct mail campaign to 487,000 customers in January, specifically designed to target customers newly eligible for the program due to job loss, furlough, or wage reduction. To date, over 16,000 customers have responded to the mailing with results totaling almost 10,000 new CARE enrollments. Additional results from this campaign will be reported in the April report as applications from this campaign continue to be received by the CARE processing department.

### **CARE Bill Inserts**

The first of four bill insert outreach campaigns planned for the program year was conducted in March. Results for this campaign which targeted all of SoCalGas' residential non-CARE customers will be reported in the upcoming April and May reports. SoCalGas' CARE bill insert applications are bi-lingual (English/Spanish) and contain beneficial information about other assistance programs that can further assist low-income and special needs customers.

### **CARE Mass Media Campaigns**

SoCalGas' CARE outreach department did not conduct any mass media campaigns (e.g. print, traffic radio etc.) in March.

- 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 programs continues to be a cost-effective method for increasing CARE program participation. Additionally, leveraging with certain programs, such as LIHEAP, further helps by decreasing post enrollment verification (PEV) activities. Decreased PEV activity occurs because LIHEAP customers are automatically eligible for CARE based on categorical eligibility criteria and as such, are exempt from random PEV selection.

In March, data exchanges resulted in the following:

- 11,953 customers were enrolled through data received from Southern California Edison; an additional 6,714 customers were already on the CARE rate.
- 125 LIHEAP customers were enrolled in CARE; an additional 865 LIHEAP customers were already on the CARE rate and because LIHEAP verifies eligibility these customers' PEV status is updated therefore, reducing attrition and increasing efficiency.
- 2,705 customers were enrolled in CARE through data sharing activities with PG&E with an additional 2,260 customers already on SoCalGas' CARE rate.



### **2.3. CARE Integration**

For the month of March, SoCalGas received leads from its Customer Contact Center, LIEE program and Gas Assistance Fund (GAF) program resulting in the following CARE enrollments:

- Customer Contact Center – 8,137
- LIEE program – 1,344
- GAF – 332

### **2.4. CARE Capitation**

Through the efforts of 43 capitation agencies and community-based organizations, 102 customers were enrolled in CARE during the month of March. SoCalGas is currently in the process of working with several organizations that have expressed interest in possibly becoming CARE Capitation contractors.

### **2.5. CARE Recertification Complaints**

There were no CARE Recertification Customer Complaints during the month of March.

## **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>March 2010</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	\$ -	\$ 23,977,493	\$ 23,977,493	\$ -	\$ 1,406,769	\$ 1,406,769	\$ -	\$ 1,506,065	\$ 1,506,065	0%	6%	6%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 24,913,886	\$ 24,913,886	\$ -	\$ 4,943,566	\$ 4,943,566	\$ -	\$ 5,563,546	\$ 5,563,546	0%	22%	22%
10	- Outreach and Assessment	\$ -	\$ 16,940,532	\$ 16,940,532	\$ -	\$ 1,822,636	\$ 1,822,636	\$ -	\$ 2,096,684	\$ 2,096,684	0%	12%	12%
11	- In Home Energy Education	\$ -	\$ 2,153,100	\$ 2,153,100	\$ -	\$ 219,315	\$ 219,315	\$ -	\$ 251,610	\$ 251,610	0%	12%	12%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 27,568	\$ 27,568	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 68,012,579</b>	<b>\$ 68,012,579</b>	<b>\$ -</b>	<b>\$ 8,392,286</b>	<b>\$ 8,392,286</b>	<b>\$ -</b>	<b>\$ 9,417,905</b>	<b>\$ 9,417,905</b>	<b>0%</b>	<b>14%</b>	<b>14%</b>
16													
17	Training Center	\$ -	\$ 314,129	\$ 314,129	\$ -	\$ 29,231	\$ 29,231	\$ -	\$ 75,493	\$ 75,493	0%	24%	24%
18	Inspections	\$ -	\$ 1,641,021	\$ 1,641,021	\$ -	\$ 466,021	\$ 466,021	\$ -	\$ 552,870	\$ 552,870	0%	34%	34%
19	Marketing	\$ -	\$ 1,050,293	\$ 1,050,293	\$ -	\$ 118,594	\$ 118,594	\$ -	\$ 158,846	\$ 158,846	0%	15%	15%
20	M&E Studies	\$ -	\$ 72,937	\$ 72,937	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 265,119	\$ 265,119	\$ -	\$ 31,949	\$ 31,949	\$ -	\$ 93,621	\$ 93,621	0%	35%	35%
22	General Administration	\$ -	\$ 5,430,964	\$ 5,430,964	\$ -	\$ 592,660	\$ 592,660	\$ -	\$ 1,133,564	\$ 1,133,564	0%	21%	21%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 3,526	\$ 3,526	\$ -	\$ 6,936	\$ 6,936	0%	8%	8%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ -</b>	<b>\$ 76,872,816</b>	<b>\$ 76,872,816</b>	<b>\$ -</b>	<b>\$ 9,634,268</b>	<b>\$ 9,634,268</b>	<b>\$ -</b>	<b>\$ 11,439,234</b>	<b>\$ 11,439,234</b>	<b>0%</b>	<b>15%</b>	<b>15%</b>
26													
27	Indirect Costs <sup>2</sup>	\$ -	\$ -	\$ -	\$ -	\$ 354,259	\$ 354,259	\$ -	\$ 661,611	\$ 661,611			
28													
29	NGAT Costs					\$ 359,239	\$ 359,239	\$ -	\$ 371,790	\$ 371,790			
30													
31													
32													

<sup>1</sup> Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.

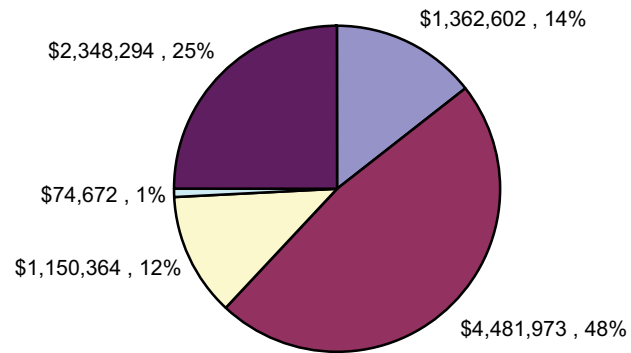
<sup>2</sup> The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin and therefore are not included in the LIEE/DAP Total Program Costs.

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>LIEE Table 2</b> <b>LIEE Expenses and Energy Savings by Measures Installed</b> <b>Southern California Gas Company</b> <b>March 2010</b>								
2			<b>Year-To-Date Completed &amp; Expensed Installations</b>						
3	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh (Annual)</b>	<b>kW (Annual)<sup>1</sup></b>	<b>Therms (Annual)</b>	<b>Expenses</b>	<b>% of Expenditure</b>	
4	<b>Heating Systems</b>								
5	Furnaces	Each	1,404			3,643	\$ 1,362,602	14%	
6	<b>Cooling Measures</b>								
7	A/C Replacement - Room	Each							
8	A/C Replacement - Central	Each							
9	A/C Tune-up - Central	Each							
10	A/C Services - Central	Each							
11	Heat Pump	Each							
12	Evaporative Coolers	Each							
13	Evaporative Cooler Maintenance	Each							
14	<b>Infiltration &amp; Space Conditioning</b>								
15	Envelope and Air Sealing Measures	Home	14,825			98,288	\$ 3,376,800	36%	
16	Duct Sealing	Home	270			5,985	\$ 357,220	4%	
17	Attic Insulation	Home	932			40,218	\$ 747,953	8%	
18	<b>Water Heating Measures</b>								
19	Water Heater Conservation Measures	Home	14,621			196,776	\$ 1,006,901	11%	
20	Water Heater Replacement - Gas	Each	144			1,742	\$ 143,463	2%	
21	Water Heater Replacement - Electric	Each							
22	Tankless Water Heater - Gas	Each							
23	Tankless Water Heater - Electric	Each							
24	<b>Lighting Measures</b>								
25	CFLs	Each							
26	Interior Hard wired CFL fixtures	Each							
27	Exterior Hard wired CFL fixtures	Each							
28	Torchiere	Each							
29	<b>Refrigerators</b>								
30	Refrigerators -Primary	Each							
31	Refrigerators - Secondary	Each							
32	<b>Pool Pumps</b>								
33	Pool Pumps	Each							
34	<b>New Measures</b>								
35	Forced Air Unit Standing Pilot Change Out	Each	8			352	\$ 2,464	0%	
36	Furnace Clean and Tune	Each	1,131			2,944	\$ 72,208	0%	
37	High Efficiency Clothes Washer	Each							
38	Microwave	Each							
39	Thermostatic Shower Valve	Each							
40	LED Night Lights	Each							
41	Occupancy Sensor								
42	<b>Pilots</b>								
43	A/C Tune-up Central	Home							
44	Interior Hard wired CFL fixtures	Each							
45	Ceiling Fans	Each							
46	In-Home Display	Each							
47	Programmable Controllable Thermostat	Each							
48	Forced Air Unit	Each							
49	Microwave								
50	High Efficiency Clothes Washer								
51									
52	<b>Customer Enrollment</b>								
53	Outreach & Assessment	Home	18,427				\$ 2,096,684	22%	
54	In-Home Education	Home	14,642				\$ 251,610	3%	
55	Education Workshops	Participant							
56									
57									
58	<b>Total Savings/Expenditures</b>						<b>349,948</b>	<b>\$ 9,417,905</b>	<b>99%</b>
59									
60	Homes Weatherized	Home	13,380						
61									
62	Homes Treated								
63	- Single Family Homes Treated	Home	13,104						
64	- Multi-family Homes Treated	Home	3,670						
65	- Mobile Homes Treated	Home	1,653						
66	- Total Number of Homes Treated	Home	18,427						
67	# Eligible Homes to be Treated for PY <sup>2</sup>	Home	143,540						
68	% OF Homes Treated	%	13%						
69									
70	- Total Master-Metered Homes Treated	Home	2,419						
71	<sup>1</sup> Energy savings is based on the 2005 Load Impact Evaluation.								
72	<sup>2</sup> Based on Attachment H of D0811031								
73									
74	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 March 2010**

**LIEE Table 2  
Southern California Gas Company  
YTD LIEE Expenses  
March 2010**



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

	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company March 2010</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	349,948
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	18,427
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 19.69</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 152.14</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 March 2010</b>						
2	<b>County</b>	<b>Eligible Customers</b>			<b>Homes Treated Year-To-Date</b>		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	10,335	705	11,039	19	443	462
5	Imperial	256	15,959	16,215	28		28
6	Kern	8,810	33,472	42,282	676	27	703
7	Kings	15	15,485	15,499	401		401
8	Los Angeles	965,600	5,289	970,890	69	9,604	9,673
9	Orange	184,690	0	184,690		441	441
10	Riverside	184,019	43,417	227,436	295	1,734	2,029
11	San Bernardino	152,842	8,426	161,268	28	2,525	2,553
12	San Luis Obispo	220	26,285	26,505	120		120
13	Santa Barbara	21,732	14,345	36,077	69	58	127
14	Tulare	13,173	42,099	55,271	1,377	424	1,801
15	Ventura	48,619	6,870	55,489	10	79	89
16							
17	<b>Total</b>	<b>1,590,308</b>	<b>212,352</b>	<b>1,802,661</b>	<b>3,092</b>	<b>15,335</b>	<b>18,427</b>
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>LIEE Table 5 - LIEE Customer Summary</b> <b>Southern California Gas Company</b> <b>March 2010</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-10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-10	0	0	0	0	2,552	39,283	0	0	0	0	0	0	2,552	39,283	0	0
7	Mar-10	0	0	0	0	18,427	349,948	0	0	0	0	0	0	18,427	349,948	0	0
8	Apr-10																
9	May-10																
10	Jun-10																
11	Jul-10																
12	Aug-10																
13	Sep-10																
14	Oct-10																
15	Nov-10																
16	Dec-10																
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>March 2010</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2009</b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7	FAU Pilot	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8													
9													
10	<b>Total Pilots</b>	<b>\$ -</b>	<b>\$ 924,203</b>	<b>\$ 924,203</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
11													
12	<b>Studies:</b>												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation <sup>1</sup>	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	<b>Total Studies</b>	<b>\$ -</b>	<b>\$ 302,500</b>	<b>\$ 302,500</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
19	<sup>1</sup> Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												



A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Mar-10					
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				
7	Neighborhood in zip code 93292-39 - Synergy	296	134	65	15
8	Neighborhood in zip code 93292-73 - Synergy	261	93	17	31
9	Neighborhood in zip code 93292-96 - Synergy	163	85	39	7
10	Neighborhood in zip code 91768-25 - Quality Conservation Services	260	142	19	1
11	Neighborhood in zip code 91768-34 - Quality Conservation Services	288	200	172	13
12	Neighborhood in zip code 91768-35 - Quality Conservation Services	265	176	154	17
13	Neighborhood in zip code 91768-36 - Quality Conservation Services	325	191	155	16
14	Neighborhood in zip code 91768-37 - Quality Conservation Services	72	55	45	0
15	Neighborhood in zip code 91768-38 - Quality Conservation Services	40	32	9	1
16	Neighborhood in zip code 93646-93 - Proteus Inc.	243	168	43	0
17	Neighborhood in zip code 91766-36 - Richard Heath Associates	402	292	225	0
18	Neighborhood in zip code 91766-37 - Richard Heath Associates	517	322	308	0
19	Neighborhood in zip code 91766-38 - Richard Heath Associates	252	149	106	2
20	Neighborhood in zip code 92346-48 MHP - Synergy	404	118	18	0
21	Neighborhood in zip code 93277-15 - Synergy	300	151	11	23
22	Neighborhood in zip code 93277-16 - Synergy	190	111	25	9
23	Neighborhood in zip code 93277-17 - Synergy	390	194	144	2
24	Neighborhood in zip code 93277-18 - Synergy	332	145	24	19
25	Neighborhood in zip code 93277-19 - Synergy	234	95	34	4
26	Neighborhood in zip code 93277-26 - Synergy	230	144	50	9
27	Neighborhood in zip code 93277-27 - Synergy	224	163	45	10
28	Neighborhood in zip code 93277-28 - Synergy	184	139	50	8
29	Neighborhood in zip code 93277-34 - Synergy	460	160	13	4
30	Neighborhood in zip code 93277-44 - Synergy	227	119	73	7
31	Neighborhood in zip code 93277-45 - Synergy	231	116	24	6
32	Neighborhood in zip code 93277-46 - Synergy	221	57	8	4
33	Neighborhood in zip code 93277-47 - Synergy	297	76	16	14
34	Neighborhood in zip code 93277-48 - Synergy	298	156	48	14
35	Neighborhood in zip code 93277-49 - Synergy	141	73	23	10
36	Neighborhood in zip code 93277-72 - Synergy	415	149	37	21
37	Neighborhood in zip code 90242-51 - The East Los Angeles Community Union	499	195	152	0
38	Neighborhood in zip code 90242-52 - The East Los Angeles Community Union	360	159	93	0
39	Neighborhood in zip code 90280-78 - The East Los Angeles Community Union	225	66	73	0
40	Neighborhood in zip code 90280-79 - The East Los Angeles Community Union	381	149	110	0
41	Neighborhood in zip code 90280-80 - The East Los Angeles Community Union	260	78	102	0
42	Neighborhood in zip code 90280-82 - The East Los Angeles Community Union	240	85	79	0
43	Neighborhood in zip code 90301-31 - The East Los Angeles Community Union	518	219	63	0
44	Neighborhood in zip code 90302-13 - The East Los Angeles Community Union	355	129	7	0
45	Neighborhood in zip code 90302-18 - The East Los Angeles Community Union	369	203	26	0
46	Neighborhood in zip code 90305-12 - The East Los Angeles Community Union	319	108	11	0
47	Neighborhood in zip code 90305-24 - The East Los Angeles Community Union	194	83	13	0
48	Neighborhood in zip code 90723-21 - The East Los Angeles Community Union	256	61	79	0
49	Neighborhood in zip code 90723-23 - The East Los Angeles Community Union	266	123	95	0
50	Neighborhood in zip code 90723-24 - The East Los Angeles Community Union	454	230	164	2
51	Neighborhood in zip code 90723-26 - The East Los Angeles Community Union	334	150	101	0

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Mar-10					
A		B	C	D	E
A		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
52	Neighborhood in zip code 90723-27 - The East Los Angeles Community Union	428	163	184	0
53	Neighborhood in zip code 90723-28 - The East Los Angeles Community Union	73	24	27	0
54	Neighborhood in zip code 90723-34 - The East Los Angeles Community Union	85	51	34	0
55	Neighborhood in zip code 90723-35 - The East Los Angeles Community Union	496	249	169	0
56	Neighborhood in zip code 90723-36 - The East Los Angeles Community Union	158	64	42	1
57	Neighborhood in zip code 90723-41 - The East Los Angeles Community Union	40	23	8	0
58	Neighborhood in zip code 90723-42 - The East Los Angeles Community Union	107	63	55	0
59	Neighborhood in zip code 90723-43 - The East Los Angeles Community Union	217	87	69	0
60	Neighborhood in zip code 90723-44 - The East Los Angeles Community Union	407	123	121	0
61	Neighborhood in zip code 90723-45 - The East Los Angeles Community Union	266	132	60	0
62	Neighborhood in zip code 90723-46 - The East Los Angeles Community Union	411	154	152	0
63	Neighborhood in zip code 90723-52 - The East Los Angeles Community Union	158	75	48	0
64	Neighborhood in zip code 90723-61 - The East Los Angeles Community Union	317	149	20	0
65	Neighborhood in zip code 92501-26 - The East Los Angeles Community Union	225	73	13	0
66	Neighborhood in zip code 92501-27 - The East Los Angeles Community Union	285	209	35	0
67	Neighborhood in zip code 92501-28 - The East Los Angeles Community Union	51	31	12	0
68	Neighborhood in zip code 92501-29 - The East Los Angeles Community Union	294	177	55	0
69	Neighborhood in zip code 92501-31 - The East Los Angeles Community Union	425	205	17	0
70	Neighborhood in zip code 92501-32 - The East Los Angeles Community Union	40	31	2	0
71	Neighborhood in zip code 92501-34 - The East Los Angeles Community Union	230	116	17	0
72	Neighborhood in zip code 92501-39 - The East Los Angeles Community Union	148	40	7	0
73	Neighborhood in zip code 92501-41 - The East Los Angeles Community Union	112	75	2	0
74	Neighborhood in zip code 92503-21 - The East Los Angeles Community Union	407	205	69	2
75	Neighborhood in zip code 92503-26 - The East Los Angeles Community Union	361	177	48	2
76	Neighborhood in zip code 92503-27 - The East Los Angeles Community Union	346	67	35	0
77	Neighborhood in zip code 92503-32 - The East Los Angeles Community Union	238	100	32	1
78	Neighborhood in zip code 92503-33 - The East Los Angeles Community Union	256	76	25	0
79	Neighborhood in zip code 92503-37 - The East Los Angeles Community Union	181	79	51	0
80	Neighborhood in zip code 92503-38 - The East Los Angeles Community Union	378	157	55	1
81	Neighborhood in zip code 92503-40 - The East Los Angeles Community Union	501	122	69	1
82	Neighborhood in zip code 92503-80 - The East Los Angeles Community Union	209	137	3	0
83	Neighborhood in zip code 92504-12 - The East Los Angeles Community Union	454	116	32	1
84	Neighborhood in zip code 92504-14 - The East Los Angeles Community Union	166	64	6	0
85	Neighborhood in zip code 92504-15 - The East Los Angeles Community Union	456	176	107	0
86	Neighborhood in zip code 92504-16 - The East Los Angeles Community Union	486	219	192	0
87	Neighborhood in zip code 92504-17 - The East Los Angeles Community Union	280	88	21	0
88	Neighborhood in zip code 92504-18 - The East Los Angeles Community Union	404	136	20	0
89	Neighborhood in zip code 92504-19 - The East Los Angeles Community Union	222	80	16	0
90	Neighborhood in zip code 92504-20 - The East Los Angeles Community Union	384	164	126	0
91	Neighborhood in zip code 92504-21 - The East Los Angeles Community Union	361	118	73	0
92	Neighborhood in zip code 92504-22 - The East Los Angeles Community Union	592	221	19	1
93	Neighborhood in zip code 92504-23 - The East Los Angeles Community Union	336	129	31	1
94	Neighborhood in zip code 92504-24 - The East Los Angeles Community Union	418	138	84	0
95	Neighborhood in zip code 92504-25 - The East Los Angeles Community Union	108	57	15	0
96	Neighborhood in zip code 92504-26 - The East Los Angeles Community Union	424	221	23	0

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Mar-10					
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
6	Neighborhood in zip code 92504-27 - The East Los Angeles Community Union	104	47	2	0
97	Neighborhood in zip code 92504-28 - The East Los Angeles Community Union	275	95	31	0
98	Neighborhood in zip code 92504-29 - The East Los Angeles Community Union	548	208	45	0
99	Neighborhood in zip code 92504-30 - The East Los Angeles Community Union	381	95	50	2
100	Neighborhood in zip code 92504-31 - The East Los Angeles Community Union	233	100	29	0
101	Neighborhood in zip code 92505-11 - The East Los Angeles Community Union	285	108	33	1
102	Neighborhood in zip code 92505-12 - The East Los Angeles Community Union	281	110	73	0
103	Neighborhood in zip code 92505-13 - The East Los Angeles Community Union	394	159	90	2
104	Neighborhood in zip code 92505-14 - The East Los Angeles Community Union	440	207	83	0
105	Neighborhood in zip code 92505-15 - The East Los Angeles Community Union	442	134	106	0
106	Neighborhood in zip code 92505-16 - The East Los Angeles Community Union	421	97	122	1
107	Neighborhood in zip code 92505-17 - The East Los Angeles Community Union	375	192	52	0
108	Neighborhood in zip code 92505-20 - The East Los Angeles Community Union	295	76	24	0
109	Neighborhood in zip code 92505-22 - The East Los Angeles Community Union	458	116	26	0
110	Neighborhood in zip code 92505-23 - The East Los Angeles Community Union	363	103	47	0
111	Neighborhood in zip code 92505-24 - The East Los Angeles Community Union	429	126	83	0
112	Neighborhood in zip code 92505-25 - The East Los Angeles Community Union	460	97	56	0
113	Neighborhood in zip code 92505-26 - The East Los Angeles Community Union	288	110	70	0
114	Neighborhood in zip code 92505-27 - The East Los Angeles Community Union	247	108	15	1
115	Neighborhood in zip code 92505-28 - The East Los Angeles Community Union	181	84	23	0
116	Neighborhood in zip code 92505-29 - The East Los Angeles Community Union	446	185	81	0
117	Neighborhood in zip code 92505-30 - The East Los Angeles Community Union	236	79	29	0
118	Neighborhood in zip code 92506-11 - The East Los Angeles Community Union	450	143	12	0
119	Neighborhood in zip code 92506-12 - The East Los Angeles Community Union	412	182	5	0
120	Neighborhood in zip code 92506-17 - The East Los Angeles Community Union	281	92	9	1
121	Neighborhood in zip code 92506-18 - The East Los Angeles Community Union	371	89	12	0
122	Neighborhood in zip code 92506-20 - The East Los Angeles Community Union	410	114	23	2
123	Neighborhood in zip code 92506-22 - The East Los Angeles Community Union	61	17	5	0
124	Neighborhood in zip code 92506-23 - The East Los Angeles Community Union	630	217	28	0
125	Neighborhood in zip code 92506-28 - The East Los Angeles Community Union	148	59	6	0
126	Neighborhood in zip code 92506-63 - The East Los Angeles Community Union	29	17	6	0
127	Neighborhood in zip code 92507-33 - The East Los Angeles Community Union	165	119	66	0
128	Neighborhood in zip code 92507-35 - The East Los Angeles Community Union	320	209	159	0
129	Neighborhood in zip code 92507-41 - The East Los Angeles Community Union	199	134	77	0
130	Neighborhood in zip code 92507-42 - The East Los Angeles Community Union	117	80	31	0
131	Neighborhood in zip code 92507-43 - The East Los Angeles Community Union	362	259	123	0
132	Neighborhood in zip code 92507-49 - The East Los Angeles Community Union	203	129	41	0
133	Neighborhood in zip code 92507-50 - The East Los Angeles Community Union	203	148	73	0
134	Neighborhood in zip code 92507-51 - The East Los Angeles Community Union	276	150	127	0
135	Neighborhood in zip code 92507-55 - The East Los Angeles Community Union	150	90	57	0
136	Neighborhood in zip code 92507-56 - The East Los Angeles Community Union	313	184	105	0
137	Neighborhood in zip code 92507-57 - The East Los Angeles Community Union	301	155	62	1
138	Neighborhood in zip code 92507-58 - The East Los Angeles Community Union	405	169	25	0
139	Neighborhood in zip code 92703-28 - The East Los Angeles Community Union	224	94	24	1
140	Neighborhood in zip code 92703-35 - The East Los Angeles Community Union	78	36	6	0

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>Mar-10</b>				
5	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
142	Neighborhood in zip code 92703-42 - The East Los Angeles Community Union	270	144	56	2
143	Neighborhood in zip code 92703-43 - The East Los Angeles Community Union	121	64	51	0
144	Neighborhood in zip code 92703-44 - The East Los Angeles Community Union	354	174	46	0
145	Neighborhood in zip code 92704-16 - The East Los Angeles Community Union	71	40	10	0
146	Neighborhood in zip code 92704-28 - The East Los Angeles Community Union	147	55	30	0
147	Neighborhood in zip code 92704-29 - The East Los Angeles Community Union	180	127	96	0

	A	B	C	D	E	F	G	H	I	J	K	L	M
	CARE Table 1 - CARE Program Expenses Southern California Gas Company March 2010												
	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 CARE Program:													
6 Outreach <sup>1)</sup>	\$0	\$3,755,053	\$3,755,053	\$0	\$321,641	\$321,641	\$-	\$788,963	\$788,963	0%	21%	21%	
7 Automatic Enrollment	\$0	\$0	\$0	\$0	\$0	\$0	\$-	\$0	\$0	0%	0%	0%	
8 Certification/Verification	\$0	\$1,235,832	\$1,235,832	\$0	\$128,639	\$128,639	\$-	\$340,358	\$340,358	0%	28%	28%	
9 Information Technology / Programming	\$0	\$506,003	\$506,003	\$0	\$42,419	\$42,419	\$-	\$104,245	\$104,245	0%	21%	21%	
10													
11 Pilots													
12 - Pilot SB 580	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	0%	0%	0%	
13 - Pilot	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	0%	0%	0%	
14 - Pilot	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	0%	0%	0%	
15 Total Pilots	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	0%	0%	0%	
16													
17 Measurement & Evaluation <sup>2)</sup>	\$0	\$16,707	\$16,707	\$0	\$0	\$0	\$-	\$-	\$-	0%	0%	0%	
18 Regulatory Compliance	\$0	\$229,513	\$229,513	\$0	\$18,112	\$18,112	\$-	\$45,915	\$45,915	0%	20%	20%	
19 General Administration	\$0	\$585,518	\$585,518	\$0	\$51,667	\$51,667	\$-	\$126,796	\$126,796	0%	22%	22%	
20 CPUC Energy Division	\$0	\$171,500	\$171,500	\$0	\$8,227	\$8,227	\$-	\$16,183	\$16,183	0%	9%	9%	
21													
22 SUBTOTAL MANAGEMENT COSTS	\$-	\$6,500,126	\$6,500,126	\$0	\$570,705	\$570,705	\$0	\$1,422,460	\$1,422,460	0%	22%	22%	
23													
24 CARE Rate Discount	\$0	\$131,089,569	\$131,089,569	\$0	\$8,924,899	\$8,924,899	\$-	\$37,660,570	\$37,660,570	0%	29%	29%	
25 Service Establishment Charge Discount	\$0	\$3,147,585	\$3,147,585	\$0	\$346,755	\$346,755	\$-	\$707,535	\$707,535	0%	22%	22%	
26													
27 TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$-	\$140,737,280	\$140,737,280	\$-	\$9,842,359	\$9,842,359	\$-	\$39,790,565	\$39,790,565	0%	28%	28%	
28													
29 Other CARE Rate Benefits													
30 DWR Bond Charge Exemption													
31 CARE PPP Exemption													
32 California Solar Initiative Exemption <sup>3)</sup>													
33 kWh Surcharge Exemption													
34 TOTAL - OTHER CARE RATE BENEFITS	\$-	\$-	\$-	\$-	\$1,581,680	\$1,581,680	\$-	\$5,752,303	\$5,752,303				
35													
36 Indirect Costs													
37													
38													
39													
40													
41													

<sup>1)</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media

<sup>2)</sup> Measurement and Evaluation consists of Needs Assessment costs

<sup>3)</sup> 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.

<sup>4)</sup> 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	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																	
2	<b>Southern California Gas Company</b>																	
3	<b>March 2010</b>																	
4	<b>Gross Enrollment</b>																	
5	<b>Automatic Enrollment</b>																	
6	2010	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification <sup>6</sup>	Total Adjusted (J+K)	Attrition (Drop Offs) <sup>7</sup>	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)
7	January	9,889	1,534	72	0	0	11,495	90	20,476	32,061	59,107	91,168	21,224	69,944	10,837	1,571,380	1,802,661	87.2%
8	February	8,170	1,448	28	0	0	9,646	106	15,398	25,150	44,817	69,967	22,821	47,146	2,329	1,573,709	1,802,661	87.3%
9	March	14,658	1,676	125	0	0	16,459	37	39,610	56,106	49,259	105,365	45,022	60,343	11,084	1,584,793	1,802,661	87.9%
10	April																	
11	May																	
12	June																	
13	July																	
14	August																	
15	September																	
16	October																	
17	November																	
18	December																	
19	<b>Total for 2010</b>	<b>32,717</b>	<b>4,658</b>	<b>225</b>	<b>0</b>	<b>0</b>	<b>37,600</b>	<b>233</b>	<b>26,541</b>	<b>64,374</b>	<b>153,183</b>	<b>217,557</b>	<b>1,624,917</b>	<b>177,433</b>	<b>24,250</b>			
20	Enrollments via data sharing between the IOUs.																	
21	Enrollments via data sharing between departments and/or programs within the utility.																	
22	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																	
23	One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory, as well as to the other IOUs.																	
24	Not including Recertification.																	
25	Recertifications completed regardless of month requested.																	
26	The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																	
27	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>March 2010</b>								
4	<b>2010</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	January	1,571,380	3,891	0.25%	1	50	51	1%	0.00%
6	February	1,573,709	3,889	0.25%	2	2	4	0%	0.00%
7	March	1,584,793	4,813	0.30%	2	13	15	0%	0.00%
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>Total for 2010</b>	<b>1,458,525</b>	<b>12,593</b>	<b>0.86%</b>	<b>6</b>	<b>184</b>	<b>190</b>	<b>2%</b>	<b>0.01%</b>
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>March 2010</b>						
4		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/ Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
5	<b>YTD Total</b>	4,839,620	287,477	217,557	9,609	60,311	
6	<b>Percentage</b>		100.00%	75.68%	3.34%	20.98%	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>March 2010</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
Urban		Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
5		10,335	705	11,039	10,259	643	10,902	99%	91%	99%
6	Fresno	256	15,959	16,215	254	14,052	14,306	99%	88%	88%
7	Imperial	8,810	33,472	42,282	9,112	25,542	34,654	103%	76%	82%
8	Kern	15	15,485	15,499	12	13,068	13,080	82%	84%	84%
9	Kings	965,600	5,289	970,890	890,430	6,357	896,787	92%	120%	92%
10	Los Angeles	184,690	0	184,690	144,371	0	144,371	78%	0%	78%
11	Orange	184,019	43,417	227,436	161,352	24,443	185,795	88%	56%	82%
12	Riverside	152,842	8,426	161,268	141,353	5,339	146,692	92%	63%	91%
13	San Bernardino	220	26,285	26,505	54	16,803	16,857	25%	64%	64%
14	San Luis Obispo	21,732	14,345	36,077	14,092	13,224	27,316	65%	92%	76%
15	Santa Barbara	13,173	42,099	55,271	16,585	35,408	51,993	126%	84%	94%
16	Tulare	48,619	6,870	55,489	36,428	5,612	42,040	75%	82%	76%
17	Ventura									
18										
19	<b>Total</b>	<b>1,590,308</b>	<b>212,352</b>	<b>1,802,661</b>	<b>1,424,302</b>	<b>160,491</b>	<b>1,584,793</b>	<b>90%</b>	<b>76%</b>	<b>87.9%</b>
20										
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>March 2010</b>							
4	<b>2010</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>	1,571,380	34,551	2.20%	5,133	160	15%	0.01%
6	<b>February</b>	1,573,709	33,695	2.14%	1,447	62	4%	0.00%
7	<b>March</b>	1,584,793	36,583	2.31%	1,961	68	5%	0.00%
8	<b>April</b>							
9	<b>May</b>							
10	<b>June</b>							
11	<b>July</b>							
12	<b>August</b>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2010</b>	<b>1,458,525</b>	<b>104,829</b>	<b>7.19%</b>	<b>24,519</b>	<b>914</b>	<b>23%</b>	<b>0.06%</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.							

**CARE Table 7 - Capitation Contractors  
Southern California Gas Company  
March 2010**

Contractor Name <sup>1</sup>	Contractor Type				Year-to-Date		
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
Community Action Partnership of Orange County		X	X	X	0	5	5
ELA Communications Energy ED Program		X			0	18	18
PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
Proteus, Inc.		X			0	20	20
Community Pantry of Hemet		X			0	4	4
Community Action Partnership of San Bernardino		X		X	0	87	87
LA Works		X			0	0	0
Children’s Hospital of Orange County		X			0	7	7
The Companion Line		X			0	10	10
Across Amer Foundation		X			0	0	0
All Peoples Christian Center		X			0	1	1
LA County 211		X			0	12	12
Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
Coachella Valley Housing Coalition		X			0	0	0
HABBM		X			0	0	0
Second Harvest Food Bank of Orange County		X			0	0	0
Southeast Community Development Corp.		X			0	0	0
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	0	0
Blessed Sacrament Church		X			0	0	0
Starbright Management Services		X			0	0	0
Hermanidad Mexicana		X			0	0	0
CSET		X			1	11	12
Crest Forest Family and Community Service		X			0	0	0
CUI – Campesinos Unidos, Inc.		X	X	X	0	3	3
Veterans in Community Service		X	X	X	0	0	0
MEND		X			0	0	0
Armenian Relief Society		X			0	0	0
Catholic Charities of LA – Brownson House		X			0	8	8
BroadSpectrum		X			0	0	0
OCCC, Inc. (Orange County Community Center)		X			0	0	0
Green Light Shipping	X				0	0	0
APAC Service Center		X			0	46	46
Visalia Emergency Aid Council		X			0	0	0
<b>Total Enrollments</b>					<b>1</b>	<b>232</b>	<b>233</b>

<sup>1</sup> 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	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>March 2010</b>							
4	<b>2010</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	1,571,380	n/a	1,571,380	1,802,661	87.2%	0.7%
6	<b>February</b>	n/a	1,573,709	n/a	1,573,709	1,802,661	87.3%	0.1%
7	<b>March</b>	n/a	1,584,793	n/a	1,584,793	1,802,661	87.9%	0.7%
8	<b>April</b>							
9	<b>May</b>							
10	<b>June</b>							
11	<b>July</b>							
12	<b>August</b>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	*Explain any monthly variance of 5% or more in the number of participants.							
18	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 MARCH 2010** 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 April, 2010 at San Diego, California.

          /s/ Jenny Norin            
Jenny Norin