

**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 NOVEMBER 2009**

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December 21, 2009

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This is the eleventh monthly report utilizing a new reporting template developed by the Energy Division (ED) in coordination with the investor-owned utilities.¹ 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

¹ 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	\$39,621,775	63%
Homes Treated	110,864	67,693	61%
Therms Saved	2,564,567	1,271,536	50%

During the month of November, 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 11 months of 2009 LIEE program activity, SoCalGas and its LIEE contractors increased the number of homes treated, processed and paid in November 2009 by 43% as compared with the same 11-month period of 2008.

SoCalGas continued to develop its program activities in the month of November. Through its LIEE contractor network, SoCalGas treated, processed and paid contractor invoices for 5,812 homes (a 38% increase from November 2008). SoCalGas also paid for the installation of weatherization measures in 5,193 homes (a 39% increase from November 2008). LIEE contractors serviced 564 appliances, which included 507 furnace repairs/replacements and 57 water heater replacements. SoCalGas generated 32,678 leads (a 12% increase from October 2009), resulting in 6,423 enrollments (an 8% increase over October 2009), 10,830 leads pending enrollment (a 21% increase from October 2009), and over 4,779 awaiting qualification (an 8% increase compared to October 2009).

Outreach to potential LIEE-eligible customers is a top priority for SoCalGas' LIEE team. During the month of November, SoCalGas' ongoing marketing, outreach and enrollment efforts

were augmented through its participation in a Univision television interview promoting SoCalGas' LIEE program. The interview was held as a proactive effort to reach Spanish speaking customers that may be eligible for LIEE. Ideally, customer response garnered from the interview will lead to an increase in enrollments and assist in the challenge of meeting aggressive 2009 goals.

SoCalGas is confident about continuing to increase the various channels being used to market to prospective eligible customers for the energy efficiency and weatherization measures the LIEE program offers. Following various successful marketing events that the SoCalGas LIEE team implemented, calls received by SoCalGas' LIEE Customer Support Center were at a peak level during the month of November. LIEE staff continues to strive for excellence in every regard of customer service and will continue to improve upon its standing efforts.

In summary, SoCalGas, its contractor network, and external partners continued working together to enhance program activities. Additionally, during a month that is typically slow, SoCalGas LIEE Contractors were extremely successful during November 2009 in providing services to LIEE-eligible customers. SoCalGas will continue to maximize the LIEE Contractors' efforts to foster innovative ways to reach LIEE potential customers through the end of 2009. SoCalGas anticipates further cultivation of the strong collaboration developed 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 through the 2009 – 2011 program cycle.

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 November, SoCalGas combined efforts to provide its LIEE contractor network with an additional 55 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas works with its contractors to develop a feasible timeframe for the completion of these

WNA efforts. This helps both SoCalGas and the LIEE contractors in documenting program progress towards enrolling eligible customers and those customers who are unwilling to participate. The smaller geographic focus of Zip+7 areas, coupled with SoCalGas’ new tracking methods that take into account the amount of time contractors spend working in an area, allows SoCalGas to better monitor the success of LIEE activities from a whole neighborhood perspective over certain periods of time. Through providing LIEE contractors with enhanced feedback and data, monitoring the success of these efforts, and creating an ongoing dialogue with contractors, SoCalGas continues to demonstrate how it’s working together with its contractors to provide more customers with LIEE measures.

Most of the canvassing lists generated in October were initiated in new areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 11,383 customer addresses, of which 6,081 (53%) are potentially eligible based on LIEE income eligibility criteria. Additionally, based on SoCalGas data, 6,117 of the 11,383 (54%) addresses are in targeted self-certification PRIZM codes².

Number of WNA Events per City	Contractor
Kingsburg – 12, Fresno – 8	Highland Energy Services
Compton - 19, Buena Park - 9, Sun City - 7	The East Los Angeles Community Union (TELACU)

As of November 2009, SoCalGas and its LIEE contractors have treated 3,108 homes through WNA activities. SoCalGas is involving more LIEE contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor the resulting enrollments and measure installations completed through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as

² 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.

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 Direct Mailings:

There were no direct mailings conducted in the month of November. However in October, a direct mail campaign to 237,000 customers residing in low income zip codes generated over 6,000 customer leads. Results from this campaign will be available in subsequent months.

LIEE Outbound Dialing Campaigns:

During the month of November, SoCalGas conducted two automated telephone messaging campaigns to over 22,000 residential customers enrolled in the CARE program. As a result of these campaigns, there were over 2,000 customers who were interested in LIEE services and have elected to have a local contractor call them to schedule an in-home appointment.

LIEE Web Activities:

In November, 1,295 customers completed an online English LIEE request form which is a 32% increase from last month. Eighty two customers completed an online Spanish LIEE request form which represents a 73% increase from October.

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

11/16/09 *Briefing of Assemblywoman Norma Torres and Staff, Ontario*

SoCalGas' Vice President of Customer Operations, the Public Affairs staff and its Director of State Government Affairs, conducted a presentation to brief Assemblywoman Norma Torres and her staff about SoCalGas' customer assistance programs and the Company's strong commitment to helping our customers in need in every financial climate; but particularly in existing "tough economic" times. The assemblywoman was very interested in SoCalGas' programs and agreed to include SoCalGas' short video spotlighting the LIEE program on her web-site.

11/18/09 ***City of Lake Forest Hosts Senior Fair***

Orange County Regional Public Affairs supported the Lake Forest community outreach effort by sponsoring a booth, and distributing customer assistance and energy efficiency program materials. Several participants signed up to receive general energy efficiency program energy efficiency kits and express interest in applying for CARE and LIEE programs.

11/18/09 ***Meeting with Los Angeles Unified School District (LAUSD)***

SoCalGas Public Affairs facilitated a meeting with the office of the LAUSD Board President to discuss developing a partnership to promote customer assistance programs including Energy Efficiency, CARE and LIEE. The meeting was successful and the Board President's office agreed to champion this partnership with the school district. SoCalGas will continue to work with LAUSD to explore the possibility of data sharing or automatic enrollment opportunities for students participating in the National School Lunch (NSL) program.

11/1 – 11/13/09 ***SoCalGas Winter Preparation Interviews***

SoCalGas Public Relations conducted interviews on several TV and radio stations in an effort to prepare customers for the upcoming winter season. The interviews provided information on furnace safety and energy conservation tips in addition to information on customer assistance programs.

- Oct. 27 - KOND-FM (Univision, Fresno), KRDA-FM and KLLA-FM which aired November 1.
- Nov. 1 - KFTR-TV (Univision, Los Angeles) which aired the week of November 9
- Nov. 3 - KUNA-TV and KUNA-FM (Coachella Valley) which aired November 4 and 5
- Nov. 4 - Metro Network (Los Angeles) circulates pre-recorded interviews to other major radio stations in Los Angeles, including KABC-AM, KRLA-AM and KRTH-FM which also aired the week of November 9
- Nov. 5 - KXLM-FM (Oxnard) which aired on November 8th
- Nov. 11 KSEH-FM/KMXX-FM (El Centro) and KIST-FM/KSPE-FM (Santa Barbara)
- Nov. 11 - Live interview on KXO-AM and KXO-FM (El Centro)

- Nov. 13 - Lotus Broadcasting Group (Bakersfield) on KCHJ-AM, KWAC-AM, KIWI-FM and KPSL-FM which aired on November 15

11/24/09 ***LIEE KABE-TV Interview***

SoCalGas' Public Relations staff participated in an interview on KABE-TV's (Univision) 'Bakersfield Al Dia' to promote SoCalGas' LIEE program. The 30 minute interview focused on how low income customers can qualify to receive a no-cost home energy makeover. One customer, who recently benefitted from receiving LIEE services, provided a testimonial to share her very positive experience. The story aired on November 28.

11/25/09 ***KHTS 1220 AM Radio – “The Senior Hour”***

SoCalGas Public Affairs staff, along with staff from Southern California Edison, presented information on CARE, LIEE, and other programs to seniors and low income customers during “The Senior Hour” radio program in Santa Clarita. Listeners were encouraged to check websites and/or call the utilities' respective toll free numbers for more information. The program re-ran several times during the Thanksgiving holiday weekend.

1.4. Leveraging Success Evaluation, Including CSD

- 1.4.1 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

SoCalGas has continued its efforts to enter into discussions with 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 Los Angeles Department of Water & Power (LADWP) have exchanged a preliminary working agreement whereby customers residing in both utilities' overlapping service territory would benefit from SoCalGas' low-income energy efficiency program services and from LADWP's service offerings to low-income customers during the same visit. In addition, SoCalGas and LADWP are working to include their general energy efficiency departments in the

agreement to ensure that every customer receives benefit from any number of utility energy savings programs. SoCalGas and LADWP will continue their efforts to establish an agreement that best serves both utilities' low-income customers.

In November, SoCalGas and Burbank Water & Power (BWP) signed an agreement that will provide low income energy efficiency measures to customers residing in their overlapping service territories. The agreement is awaiting final approval from the BWP Board. 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.

SoCalGas and Imperial Irrigation District (IID), under their signed agreement, exchanged lists of each others customers and will begin canvassing in SoCalGas/IID joint service territories in the coming months. Additionally, SoCalGas has begun utilizing IID's customer list to enroll eligible customers in SoCalGas' CARE program.

1.5. Workforce Education & Training

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

Los Angeles Trade Technical College (LATTC) has submitted to the California Public Utility Commission's (CPUC) the MOU for the Workforce, Education and Training (WE&T) Pilot between LATTC, SoCalGas and LATTC's industry partners (Community Enhancement Services (CES) and TELACU.

LATTC conducted ride-a-longs with its industry partners in order to enhance their current weatherization curriculum in preparation for conducting classes in January 2010. LATTC is recruiting student participants for their WE&T pilot classes to be held on the LATTC campus.

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

SoCalGas Skill-Level Test Results

	Jul	Aug	Sept	Oct	Nov	2009 Total
Attended Testing	45	27	44	28	21	270
Passed Test	32	25	35	23	19	216
Not Pass Rate	28.9%	7.4%	20.5%	17.9%	9.5%	20%

* Begin April 2009

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

SoCalGas Outreacher Training

	Jul	Aug	Sept	Oct	Nov	2009 Total
Attended Class	29	32	25	35	31	310
Passed Class	29	32	25	35	27	302
Outreacher Registration	24	12	12	16	19	216
Drop Off Rate	17.2%	62.5%	52.0%	54.3%	29.6%	28.5%

This is in addition to policy, security and overall customer service standards. A final exam must be passed for an Outreacher to receive a SoCalGas badge. The year-to-date total for SoCalGas is 216 registered outreachers and 279 trained outreachers in 2009 at the Energy Resource Center located in Downey, California.

Field Operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas has also made available refresher training primarily to address contractor issues and discuss new measures and procedures that have been

implemented into the program. The table below shows the number of classes that have been offered in 2009 with the class size range from 5 – 35 technicians.

SoCalGas Field Operations Training

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

The year-to-date total for SoCalGas field operations training classes is 97 with attendance of 653 students.

2. CARE Executive Summary

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$3,647,684	\$2,926,859	80%
Proc., Certification and Verification	\$1,173,027	\$1,065,635	91%
Information Tech./Programming (1)	\$489,451	\$551,422	113%
Pilots (2)	N/A		
Measurement and Evaluation	\$16,237	\$22,954	141%
Regulatory Compliance	\$222,130	\$209,083	94%
General Administration	\$506,635	\$472,494	83%
CPUC Energy Division Staff	\$171,500	\$41,631	24%
Cooling Centers (3)	N/A		
Total Expenses	\$6,286,664	\$5,290,078	84%
Subsidies and Benefits (4)	\$132,846,122	77,082,272	59%
Total Program Costs and Discounts	\$139,132,786	\$85,966,725	62%

As of November 2009, SoCalGas' year-to-date Measure and Evaluation costs were 41 percent over the authorized budget. The actual authorized budget for the M&E category for program year (PY) 2009 was a total of \$16,237. The \$22,954 overage was strictly due to 2006-2008 CARE Eligibility Estimates, which SoCalGas was not billed for until this PY and the receipt of Low Income Needs Assessment Study billing costs in 2009, which were not included in

SoCalGas' 2009-2011 Application. The stated amount reflects SoCalGas' 25% share of the cost of the project. There weren't any other costs charged to M&E category for PY 2009.

Per, Decision (D.) 08-11-031, Ordering Paragraph 10, the utilities were directed to add an additional means-tested program to the list of programs that confer categorical eligibility. However, the costs associated with reprogramming SoCalGas' computer-generated CARE forms and system enrollment process to expand the list of programs under which customers categorically enroll in CARE, were not anticipated when SoCalGas filed its 2009-2011 Application. As a result, SoCalGas' Information Technology/Programming costs are currently 113 percent over the authorized budget.

SoCalGas anticipates that Information Technology/Programming costs will be more than 115 percent of the authorized budget by year end. This overage will be offset by under spent dollars from SoCalGas' third party outreach program budget. Third party outreach program under spent dollars are attributed to a delay in the final approval of the contract, which occurred in March 2009, instead of January 2009.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,542,309	1,772,015	87.4%

Since January 2009, SoCalGas' CARE penetration rates have increased from 81.4 percent to 87.4 percent in November 2009. SoCalGas will continue to strive to reach 90 percent penetration throughout the 2009-2011 program cycle.

2.2. Outreach

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

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

CARE Telephone Enrollments

In November, SoCalGas continued its recertification Automated Voice Messaging (AVM) campaigns re-enrolling an additional 632 customers into the CARE program. To date, over 32,000 customers, from every area of SoCalGas' service territory, have recertified their CARE eligibility through this efficient, automated option. Additionally, SoCalGas uses AVM for CARE self-certification enrollment and this month conducted a campaign targeting customers recently dropped from CARE due to recertification which produced over 5,000 new enrollments. To date in PY 2009 26,000 customers have enrolled in CARE through the AVM self-certification process.

Also during November, the CARE outreach department conducted its first CARE text message promotional campaign. This large scale awareness campaign targeted 120,000 CARE eligible cell phone users with a program message promoting inbound telephone and web enrollment. By utilizing electronic outreach and processing technologies, SoCalGas' successful AVM campaigns provide considerable cost savings, are environmentally friendly and most importantly, offer customers an easy method of enrolling or recertifying in the CARE program.

CARE Web Activity & Enrollments

During November, SoCalGas received 5,938 CARE applications through its internet-based outreach activities. These activities resulted in 2,505 new CARE enrollments and 954 recertifications. Year to date, SoCalGas' CARE internet-based enrollments have reached 25,427, exceeding PY2008's total number of internet-based enrollments by nearly 9,000. Web outreach activities include a customer assistance web link in the monthly electronic newsletter (currently distributed to over 700,000 customers on SoCalGas' electronic mailing list) and continual promotion of the CARE website through various collateral materials and multiple public service announcements (PSAs).

CARE Third-Party Enrollments

In November, SoCalGas' CARE third-party door-to-door outreach program enrolled an additional 6,072 new hard-to-reach customers, who for a variety of reasons have typically been

non-responsive to other outreach methods. Third party contractors continued to shift resources throughout SoCalGas' vast service territory to promote the CARE program to customers recently impacted by unemployment. In 2009, nearly 46,000 new customers have enrolled in CARE through SoCalGas' highly successful third-party enrollment process.

CARE Direct Mail Activity and Enrollments

In November, SoCalGas' CARE program launched a direct mail campaign specifically designed to target customers who are newly eligible for the program due to job loss, furlough, or wage reduction. Results from this 380,000 piece campaign will be available in the forthcoming December monthly report. To date, almost 33,500 customers have enrolled in CARE as a result of targeted direct mail campaigns, and per recent customer feedback this remains a favored customer program option.

Also, in partnership with the Santa Ana Housing Authority (SAHA), which has oversight of Section 8 Housing in the City of Santa Ana, SoCalGas included CARE information in SAHA's annual customer surveys. On November 30, surveys were mailed to over 800 property owners as well as 1,805 existing Section 8 participants. The surveys requested feedback and improvement suggestions for SAHA's Section 8 program. SoCalGas' literature included letters to Section 8 property owners notifying them of its CARE program and asking for owners to promote CARE to their tenants. The mailings to existing Section 8 customers included a CARE informational letter and an application. Additionally, SAHA, as well as the other three Housing Authorities managing Section 8 programs in Orange County (Garden Grove HA, Anaheim HA and Orange County HA), agreed to promote CARE to all potentially eligible, new Section 8 clients as well as their existing clientele.

CARE Bill Inserts

In November, SoCalGas' conducted a special bill insert campaign specifically re-designed to better target Expanded CARE-eligible commercial customers (i.e. non-profit group living facilities) who when eligible, can significantly benefit from the CARE discount.

SoCalGas has launched three bill insert enrollment campaigns this program year, tailoring the program message to target recently unemployed, potentially eligible, low income customers. These targeted bill inserts were sent to 1.3 million customers located throughout SoCalGas' service area. Results to date from the three 2009 CARE bill insert campaigns have produced over 26,000 new CARE enrollments.

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

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

In November, 8,213 Southern California Edison customers, and 1,279 LIHEAP customers were automatically enrolled in CARE through leveraging efforts. Additionally, 8,617 LIHEAP customers, already on the CARE rate, automatically met all PEV requirements.

SoCalGas and Imperial Irrigation District (IID) exchanged lists of their respective low income customers in November. SoCalGas received a listing of 13,015 existing IID Residential Energy Assistance Program (REAP) customers. Upon completion of SoCalGas' approval processing, 707 of the 13,015 customers were enrolled in CARE.

Non SCG Customers	5,001	38%
Existing CARE Customer	6,703	52%
Ineligible for CARE*	604	5%
New CARE Enrollments	707	5%
Total records received	13,015	100%

* CARE at a different account, invalid rate, or not customer of record

2.3. CARE Integration

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

- Customer Contact Center – 2,993
- LIEE program – 1,446

2.4 CARE Capitation Agencies/Contractors

SoCalGas’ CARE Capitation Agencies and Contractors continue to focus on hard to reach customers residing in underserved communities. Results of their collective accomplishments will appear in the December report.

2.5 CARE Recertification Complaints

SoCalGas received only one CARE recertification complaint in November.

<u>Date</u>	<u>Nature of Complaint</u>
11/21/09	<p>Via email to SoCalGas’ Customer Contact Center, customer stated “I never received the first one. Also, I have a speech impediment which makes using the telephone very difficult. Would you contact the CARE Department and have them send me another form – please?”</p> <p>Resolution: CARE department mailed customer another recertification form.</p>

2.6.2 Web-links and Media

SoCalGas did not conduct any Customer Assistance media campaigns in November but plans roll out several campaigns in December 2009. Also, no new web-links were established in November.

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

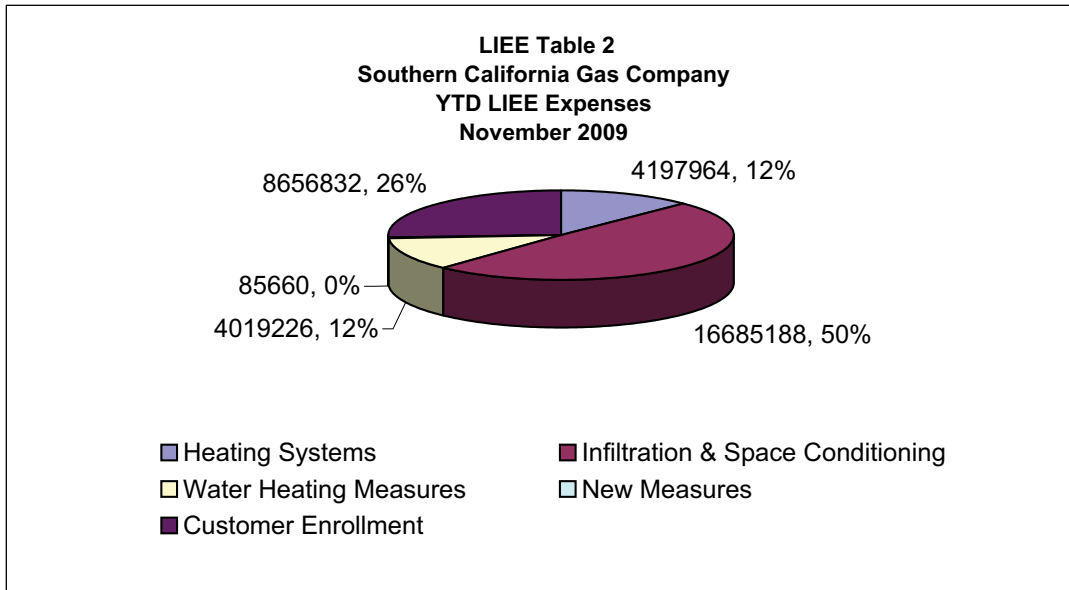
CARE- Table 6- Recertification Results

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	LIIE Table 1 - LIIE Program Expenses												
2	Southern California Gas Company												
3	November 2009												
4		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIIE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 18,519,164	\$ 18,519,164	\$ -	\$ 507,183	\$ 507,183	\$ -	\$ 4,574,728	\$ 4,574,728	0%	25%	25%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -	\$ 1,782,200	\$ 1,782,200	\$ -	\$ 20,413,309	\$ 20,413,309	0%	106%	106%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -	\$ 660,081	\$ 660,081	\$ -	\$ 7,748,147	\$ 7,748,147	0%	58%	58%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -	\$ 77,775	\$ 77,775	\$ -	\$ 908,685	\$ 908,685	0%	55%	55%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 868,507	\$ 868,507	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL	\$ -	\$ 53,722,196	\$ 53,722,196	\$ -	\$ 3,027,238	\$ 3,027,238	\$ -	\$ 33,644,870	\$ 33,644,870	0%	63%	63%
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 27,025	\$ 27,025	\$ -	\$ 249,899	\$ 249,899	0%	81%	81%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -	\$ 118,913	\$ 118,913	\$ -	\$ 1,339,041	\$ 1,339,041	0%	93%	93%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ 78,093	\$ 78,093	\$ -	\$ 806,742	\$ 806,742	0%	86%	86%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 14,599	\$ 14,599	\$ -	\$ 285,257	\$ 285,257	0%	83%	83%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 375,990	\$ 375,990	\$ -	\$ 3,278,124	\$ 3,278,124	0%	58%	58%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ -	\$ -	\$ -	\$ 17,842	\$ 17,842	0%	21%	21%
24													
25	TOTAL PROGRAM COSTS	\$ -	\$ 62,571,908	\$ 62,571,908	\$ -	\$ 3,641,858	\$ 3,641,858	\$ -	\$ 39,621,775	\$ 39,621,775	0%	63%	63%
26													
27	Indirect Costs ²	\$ -	\$ -	\$ -	\$ -	\$ 217,934	\$ 217,934	\$ -	\$ 2,226,255	\$ 2,226,255			
28													
29	NGAT Costs		\$ 130,311	\$ 130,311					\$ 1,485,504	\$ 1,485,504			
30	¹ Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	² The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin and therefore are not included in the LIIE/DAP Total Program Costs.												
32	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

PIE CHART 1- Expenses by Measures Category For November 2009



	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company November 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	1,271,536
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	12,807,062
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	67,693
11	Average 1st Year Bill Savings / Treated Home	\$ 19.48
12	Average Lifecycle Bill Savings / Treated Home	\$ 157.27
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	LIEE Table 4 - LIEE Homes Treated Southern California Gas Company November 2009						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	714	10,494	11,208	16	324	340
5	Imperial	16,908	364	17,272	299	3	302
6	Kern	32,939	9,149	42,088	786	57	843
7	Kings	14,743	13	14,756	1,002	0	1,002
8	Los Angeles	5,185	1,136,066	1,141,250	190	37,208	37,398
9	Orange	0	220,018	220,018	0	3,850	3,850
10	Riverside	43,202	189,088	232,290	1,122	9,202	10,324
11	San Bernardino	9,103	157,414	166,517	117	7,249	7,366
12	San Luis Obispo	27,550	214	27,764	559	1	560
13	Santa Barbara	14,247	25,326	39,573	435	452	887
14	Tulare	42,143	12,993	55,135	3,021	1,554	4,575
15	Ventura	6,892	49,713	56,605	23	223	246
16							
17	Total	213,625	1,810,852	2,024,477	7,570	60,123	67,693
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	LIEE Table 5 - LIEE Customer Summary Southern California Gas Company November 2009																
2		Gas & Electric			Gas Only			Electric Only			Total						
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-09	0	0	0	0	1,744	30,833	0	0	0	0	0	0	1,744	30,833	0	0
7	Mar-09	0	0	0	0	5,335	89,814	0	0	0	0	0	0	5,335	89,814	0	0
8	Apr-09	0	0	0	0	11,738	215,646	0	0	0	0	0	0	11,738	215,646	0	0
9	May-09	0	0	0	0	22,422	420,690	0	0	0	0	0	0	22,422	420,690	0	0
10	Jun-09	0	0	0	0	33,840	614,438	0	0	0	0	0	0	33,840	614,438	0	0
11	Jul-09	0	0	0	0	38,381	707,525	0	0	0	0	0	0	38,381	707,525	0	0
12	Aug-09	0	0	0	0	43,703	811,191	0	0	0	0	0	0	43,703	811,191	0	0
13	Sep-09	0	0	0	0	53,330	989,755	0	0	0	0	0	0	53,330	989,755	0	0
14	Oct-09	0	0	0	0	61,894	1,157,261	0	0	0	0	0	0	61,894	1,157,261	0	0
15	Nov-09					67,693	1,271,536	0	0	0	0	0	0	67,693	1,271,536	0	0
16	Dec-09													-	0	0	0
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	November 2009												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	FAU Pilot	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8													
9													
10	Total Pilots	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	Studies:												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation ¹	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	Total Studies	\$ -	\$ 302,500	\$ 302,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	¹ Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Nov-09					
A		B	C	D	E
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
7	Neighborhood in zip code 92801 - Community Action Partnership Orange County	1811	1084	89	8
8	Neighborhood in zip code 90744 - Reliable Energy/Avalon-Carver	6994	3008	259	550
9	Neighborhood in zip code 90631 - The East Los Angeles Community Union	1234	878	52	118
10	Neighborhood in zip code 90631-47 - The East Los Angeles Community Union	465	215	14	56
11	Neighborhood in zip code 90631-48 - The East Los Angeles Community Union	253	107	71	17
12	Neighborhood in zip code 91010-25 - The East Los Angeles Community Union	478	190	17	3
13	Neighborhood in zip code 90631-61 - The East Los Angeles Community Union	198	86	31	11
14	Neighborhood in zip code 90631-68 - The East Los Angeles Community Union	252	117	41	17
15	Neighborhood in zip code 91016-31 - Reliable Energy/LA Works	398	142	25	4
16	Neighborhood in zip code 91016-41 - Reliable Energy/LA Works	368	185	84	8
17	Neighborhood in zip code 90022-12 - The East Los Angeles Community Union	467	305	215	37
18	Neighborhood in zip code 90631-64 - The East Los Angeles Community Union	272	99	TBD*	10
19	Neighborhood in zip code 92507-33 - The East Los Angeles Community Union	153	111	57	5
20	Neighborhood in zip code 92507-41 - The East Los Angeles Community Union	229	154	69	7
21	Neighborhood in zip code 92507-42 - The East Los Angeles Community Union	142	97	24	6
22	Neighborhood in zip code 92507-49 - The East Los Angeles Community Union	182	138	38	5
23	Neighborhood in zip code 92507-50 - The East Los Angeles Community Union	224	164	64	14
24	Neighborhood in zip code 92507-51 - The East Los Angeles Community Union	282	153	115	11
25	Neighborhood in zip code 92507-52 - The East Los Angeles Community Union	314	169	104	27
26	Neighborhood in zip code 92507-56 - The East Los Angeles Community Union	325	191	89	19
27	Neighborhood in zip code 93033-15 - Community Action of Ventura County	334	132	19	2
28	Neighborhood in zip code 93033-16 - Community Action of Ventura County	231	118	5	0
29	Neighborhood in zip code 93033-31 - Community Action of Ventura County	292	148	25	1
30	Neighborhood in zip code 93033-32 - Community Action of Ventura County	314	161	9	0
31	Neighborhood in zip code 93033-43 - Community Action of Ventura County	206	73	9	1
32	Neighborhood in zip code 93033-44 - Community Action of Ventura County	340	190	7	0
33	Neighborhood in zip code 90715-11 - Veterans in Community Service	278	49	5	4
34	Neighborhood in zip code 90715-12 - Veterans in Community Service	378	109	33	8
35	Neighborhood in zip code 90715-13 - Veterans in Community Service	627	275	141	25
36	Neighborhood in zip code 92543-20 - Synergy Companies	127	64	4	0
37	Neighborhood in zip code 92543-37 - Synergy Companies	322	175	91	6
38	Neighborhood in zip code 92544-19 - Synergy Companies	409	162	58	52
39	Neighborhood in zip code 92544-40 - Synergy Companies	227	85	40	9
40	Neighborhood in zip code 92545-34 - Synergy Companies	262	131	27	11
41	Neighborhood in zip code 90262-15 - Maravilla Founder	203	128	96	5
42	Neighborhood in zip code 90262-16 - Maravilla Founder	321	172	128	12
43	Neighborhood in zip code 93219-93 - Reliable Energy	148	103	14	11
44	Neighborhood in zip code 93219-96 - Reliable Energy	125	94	12	0
45	Neighborhood in zip code 93219-97 - Reliable Energy	290	214	118	22
46	Neighborhood in zip code 93215-10 - Reliable Energy	364	251	20	2
47	Neighborhood in zip code 93215-11 - Reliable Energy	512	329	105	5
48	Neighborhood in zip code 91405-31 - Assert	564	345	59	3
49	Neighborhood in zip code 91405-40 - Assert	323	162	28	8
50	Neighborhood in zip code 92408-29 - Community Action Partnership - San Bernardino	271	149	33	5

A		B	C	D	E
LIEE Table 7					
Whole Neighborhood Approach					
Southern California Gas Company					
Nov-09					
A		B	C	D	E
Neighborhood (County, Zipcode, Zip+7 etc.) Targeted		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
1					
2					
3					
4					
5					
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted				
51	Neighborhood in zip code 92408-30 - Community Action Partnership - San Bernardino	308	148	36	1
52	Neighborhood in zip code 93280-17 - Reliable Energy	175	108	30	0
53	Neighborhood in zip code 93280-18 - Reliable Energy	138	83	68	5
54	Neighborhood in zip code 93280-19 - Reliable Energy	233	170	79	1
55	Neighborhood in zip code 93280-20 - Reliable Energy	236	171	2	1
56	Neighborhood in zip code 93280-22 - Reliable Energy	242	138	41	7
57	Neighborhood in zip code 93280-23 - Reliable Energy	239	177	61	4
58	Neighborhood in zip code 93280-25 - Reliable Energy	496	279	125	17
59	Neighborhood in zip code 93280-26 - Reliable Energy	298	216	98	6
60	Neighborhood in zip code 93280-27 - Reliable Energy	318	223	98	58
61	Neighborhood in zip code 92570-19 - Synergy	317	178	58	13
62	Neighborhood in zip code 92591-20 - Synergy	227	26	58	41
63	Neighborhood in zip code 92807-22 - Synergy	360	117	34	32
64	Neighborhood in zip code 92821-49 - Synergy	88	33	23	5
65	Neighborhood in zip code 93257-12 - Synergy	364	159	26	4
66	Neighborhood in zip code 93257-15 - Synergy	396	166	28	4
67	Neighborhood in zip code 93257-16 - Synergy	271	122	22	0
68	Neighborhood in zip code 93257-17 - Synergy	285	171	51	0
69	Neighborhood in zip code 93257-19 - Synergy	254	159	20	2
70	Neighborhood in zip code 93257-20 - Synergy	309	136	21	4
71	Neighborhood in zip code 93257-22 - Synergy	201	123	15	0
72	Neighborhood in zip code 93257-23 - Synergy	134	113	26	11
73	Neighborhood in zip code 93257-24 - Synergy	244	193	65	8
74	Neighborhood in zip code 93257-27 - Synergy	332	199	30	1
75	Neighborhood in zip code 93257-28 - Synergy	214	128	30	3
76	Neighborhood in zip code 93257-29 - Synergy	250	156	19	1
77	Neighborhood in zip code 93257-30 - Synergy	322	208	47	9
78	Neighborhood in zip code 93257-31 - Synergy	274	158	26	3
79	Neighborhood in zip code 93257-32 - Synergy	295	166	24	1
80	Neighborhood in zip code 93257-33 - Synergy	212	121	34	2
81	Neighborhood in zip code 93257-34 - Synergy	157	108	11	3
82	Neighborhood in zip code 93257-35 - Synergy	148	106	18	0
83	Neighborhood in zip code 93257-38 - Synergy	155	104	2	0
84	Neighborhood in zip code 93257-39 - Synergy	160	105	21	6
85	Neighborhood in zip code 93257-40 - Synergy	289	167	31	3
86	Neighborhood in zip code 93257-41 - Synergy	217	94	21	2
87	Neighborhood in zip code 93257-42 - Synergy	424	294	66	14
88	Neighborhood in zip code 93257-43 - Synergy	303	120	27	0
89	Neighborhood in zip code 93257-44 - Synergy	373	200	58	8
90	Neighborhood in zip code 93257-45 - Synergy	330	228	60	5
91	Neighborhood in zip code 93257-46 - Synergy	260	210	50	13
92	Neighborhood in zip code 93257-47 - Synergy	148	121	13	3
93	Neighborhood in zip code 93257-48 - Synergy	242	200	32	7
94	Neighborhood in zip code 93257-49 - Synergy	161	110	13	2

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

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

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

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

		A	B	C	D	E
LIEE Table 7						
Whole Neighborhood Approach						
Southern California Gas Company						
Nov-09						
	A	B	C	D	E	
		Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date	
5						
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted					
275	Neighborhood in zip code 93647-22 - Highland Energy Services	319	210	145	1	
276	Neighborhood in zip code 93647-23 - Highland Energy Services	88	62	36	0	
277	Neighborhood in zip code 93647-25 - Highland Energy Services	131	77	55	2	
278	Neighborhood in zip code 93647-94 - Highland Energy Services	213	123	22	2	
279	Neighborhood in zip code 93647-96 - Highland Energy Services	130	79	30	1	
280	Neighborhood in zip code 93647-97 - Highland Energy Services	141	79	14	2	
281	Neighborhood in zip code 90222-40 - TELACU	267	174	67	20	
282	Neighborhood in zip code 90222-41 - TELACU	71	46	9	49	
283	Neighborhood in zip code 90603-18 - TELACU	434	102	23	16	
284	Neighborhood in zip code 90603-19 - TELACU	412	101	26	33	
285	Neighborhood in zip code 90604-10 - TELACU	398	106	25	3	
286	Neighborhood in zip code 90605-19 - TELACU	92	21	4	3	
287	Neighborhood in zip code 90605-20 - TELACU	225	63	15	0	
288	Neighborhood in zip code 90605-21 - TELACU	187	55	4	2	
289	Neighborhood in zip code 90605-22 - TELACU	348	79	11	5	
290	Neighborhood in zip code 90605-24 - TELACU	317	105	24	1	
291	Neighborhood in zip code 90605-25 - TELACU	359	86	27	7	
292	Neighborhood in zip code 90605-26 - TELACU	384	86	25	1	
293	Neighborhood in zip code 92509-29 - TELACU	152	58	16	1	
294	Neighborhood in zip code 92832-18 - TELACU	80	20	0	70	
295	Neighborhood in zip code 92832-22 - TELACU	241	160	20	131	
296	Neighborhood in zip code 92832-23 - TELACU	335	164	35	260	
297	Neighborhood in zip code 92832-27 - TELACU	308	87	8	236	
298	Neighborhood in zip code 92832-29 - TELACU	432	170	15	1	
299	Neighborhood in zip code 92832-31 - TELACU	346	71	7	1	
300	Neighborhood in zip code 92832-32 - TELACU	332	129	52	0	
301	Neighborhood in zip code 92833-39 - TELACU	329	91	2	1	
302	Neighborhood in zip code 92833-45 - TELACU	252	99	5	0	
303	Neighborhood in zip code 92833-46 - TELACU	384	119	9	1	
304	Neighborhood in zip code 92833-47 - TELACU	297	128	3	4	
305	Neighborhood in zip code 92879-11 - TELACU	889	157	28	0	
306	Neighborhood in zip code 92879-18 - TELACU	425	228	121	15	
307	Neighborhood in zip code 92879-19 - TELACU	315	129	136	18	
308	Neighborhood in zip code 92879-20 - TELACU	180	88	49	9	
309	Neighborhood in zip code 92879-53 - TELACU	382	93	82	1	
310	Neighborhood in zip code 92879-85 - TELACU	573	108	9	1	
311	Neighborhood in zip code 93631-10 - Highland Energy Services	362	151	41	0	
312	Neighborhood in zip code 93631-13 - Highland Energy Services	182	74	22	0	
313	Neighborhood in zip code 93631-15 - Highland Energy Services	144	72	9	0	
314	Neighborhood in zip code 93631-16 - Highland Energy Services	191	84	7	0	
315	Neighborhood in zip code 93631-17 - Highland Energy Services	170	72	31	0	
316	Neighborhood in zip code 93631-18 - Highland Energy Services	34	17	1	0	
317	Neighborhood in zip code 93631-19 - Highland Energy Services	65	33	1	0	
318	Neighborhood in zip code 93631-20 - Highland Energy Services	244	123	7	0	
319	Neighborhood in zip code 93631-21 - Highland Energy Services	110	54	15	0	

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

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Nov-09				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
365	Neighborhood in zip code 92586-37 - TELACU	300	132	35	0
366					
367					
368					
369	*90631-64 is a Master-metered mobile home park for which SCG does not have individual meter data or individual account number data.				
370					

A	B	C	D	E	F	G	H	I	J	K	L	M
CARE Table 1 - CARE Program Expenses Southern California Gas Company November 2009												
CARE Program:	Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach [1]	\$ -	\$ 3,647,684	\$ 3,647,684	\$0	\$215,851	\$215,851	\$ -	\$2,926,859	\$2,926,859	0%	80%	80%
Automatic Enrollment	\$ -	\$ -	\$ -	\$0	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
Processing/ Certification/Verification	\$ -	\$ 1,173,027	\$ 1,173,027	\$0	\$100,653	\$100,653	\$ -	\$1,065,635	\$1,065,635	0%	91%	91%
Information Technology / Programming	\$ -	\$ 489,451	\$ 489,451	\$0	\$43,320	\$43,320	\$ -	\$551,422	\$551,422	0%	113%	113%
Pilots												
- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Measurement & Evaluation [2]	\$ -	\$ 16,237	\$ 16,237	\$0	\$0	\$0	\$ -	\$ 22,954	\$ 22,954	0%	141%	141%
Regulatory Compliance	\$ -	\$ 222,130	\$ 222,130	\$0	\$15,717	\$15,717	\$ -	\$ 209,083	\$ 209,083	0%	94%	94%
General Administration	\$ -	\$ 566,635	\$ 566,635	\$0	\$53,398	\$53,398	\$ -	\$ 472,496	\$ 472,496	0%	83%	83%
CPUC Energy Division	\$ -	\$ 171,500	\$ 171,500	\$0	\$0	\$0	\$ -	\$ 41,631	\$ 41,631	0%	24%	24%
SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 6,286,664	\$ 6,286,664	\$0	\$428,938	\$428,938	\$ -	\$5,290,078	\$5,290,078	0%	84%	84%
CARE Rate Discount	\$ -	\$ 129,749,002	\$ 129,749,002	\$0	\$8,229,442	\$8,229,442	\$ -	\$77,082,272	\$77,082,272	0%	59%	59%
Service Establishment Charge	\$ -	\$ 3,097,120	\$ 3,097,120	\$0	\$332,160	\$332,160	\$ -	\$3,594,375	\$3,594,375	0%	116%	116%
Discount	\$ -	\$ -	\$ -	\$0	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ -	\$ 139,132,786	\$ 139,132,786	\$ -	\$8,990,540	\$8,990,540	\$ -	\$ 85,966,725	\$ 85,966,725	0%	62%	62%
Other CARE Rate Benefits												
DWR Bond Charge Exemption												
CARE PPP Exemption	\$ -	\$ -	\$ -	\$ -	\$1,031,238	\$1,031,238	\$ -	\$12,386,385	\$12,386,385			
California Solar Initiative Exemption [3]												
kWh Surcharge Exemption												
TOTAL - OTHER CARE RATE BENEFITS	\$ -	\$ -	\$ -	\$ -	\$1,031,238	\$1,031,238	\$ -	\$ 12,386,385	\$ 12,386,385			
Indirect Costs	\$ -	\$ -	\$ -	\$ -	\$95,086	\$95,086	\$ -	\$ 1,067,403	\$ 1,067,403			
¹ Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media ² Measurement and Evaluation consists of Needs Assessment costs ³ DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account. ⁴ The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs. 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	I	J	K	L	M	N	O	P	Q	R
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																	
2	Southern California Gas Company																	
3	November 2009																	
4	Gross Enrollment																	
5	Automatic Enrollment																	
6	2009	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification ⁶	Total Adjusted (J+K)	Attrition (Drop Offs) ⁷	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)
7	January	9,439	1	117	0	0	9,557	71	22,811	32,439	21,538	53,977	26,455	27,522	5,984	1,441,382	1,770,825	81.4%
8	February	5,364	1,946	55	0	0	7,365	94	13,230	20,689	35,800	56,489	11,261	45,228	9,428	1,450,810	1,770,825	81.9%
9	March	11,005	1,291	91	0	0	12,387	103	25,326	37,816	53,283	91,099	30,101	60,998	7,715	1,458,525	1,770,825	82.4%
10	April	12,100	1,266	168	0	0	13,534	85	29,992	43,611	51,496	95,107	20,821	74,286	22,790	1,481,315	1,774,067	83.5%
11	May	4,631	1,178	249	0	0	6,058	233	17,397	23,688	43,835	67,523	11,776	55,747	11,912	1,493,227	1,774,067	84.2%
12	June	12,319	2,225	88	0	0	14,632	158	28,088	42,878	66,675	109,553	42,063	67,500	825	1,494,052	1,774,067	84.2%
13	July	6,891	995	179	0	0	8,065	138	35,177	43,380	50,096	93,476	27,116	66,360	16,264	1,510,316	1,770,947	85.3%
14	August	10,072	869	119	0	0	11,060	136	26,134	37,330	57,190	94,520	27,402	67,118	9,928	1,520,244	1,770,947	85.8%
15	September	7,267	837	134	0	0	8,238	151	19,406	27,795	42,142	69,937	16,865	53,072	10,930	1,531,174	1,770,947	86.5%
16	October	10,147	1,094	61	0	0	11,302	138	16,586	28,026	50,517	78,543	24,818	53,725	3,208	1,534,382	1,772,015	86.6%
17	November	9,397	1,432	778	0	0	11,607	66	19,325	30,998	49,393	80,391	23,071	57,320	7,927	1,542,309	1,772,015	87.0%
18	December																	
19	Total for 2009	98,632	13,134	2,039	0	0	113,805	1,373	253,472	368,650	521,965	890,615	261,739	628,876	106,911			
20	Enrollments via data sharing between the IOUs.																	
21	Enrollments via data sharing between departments and/or programs within the utility.																	
22	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																	
23	One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																	
24	Not including Recertification.																	
25	Recertifications completed regardless of month requested.																	
26	The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																	
27	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results								
2	Southern California Gas Company								
3	November 2009								
4	2009	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	January	1,441,382	5,208	0.36%	2,558	158	2,716	52%	0.19%
6	February	1,450,810	4,742	0.33%	2,460	148	2,608	55%	0.18%
7	March	1,458,525	4,006	0.27%	2,034	136	2,170	54%	0.15%
8	April	1,481,315	3,851	0.26%	1,822	172	1,994	52%	0.13%
9	May	1,493,227	3,944	0.26%	1,877	158	2,035	52%	0.14%
10	June	1,494,052	4,651	0.31%	2,115	166	2,281	49%	0.15%
11	July	1,510,316	4,760	0.32%	2,243	162	2,405	51%	0.16%
12	August	1,520,244	3,560	0.23%	1,264	123	1,387	39%	0.09%
13	September	1,531,174	3,672	0.24%	6	129	135	4%	0.01%
14	October	1,534,382	3,892	0.25%	3	61	64	2%	0.00%
15	November	1,542,309	3,598	0.23%	0	2	2	0%	0.00%
16	December								
17	Total for 2009	1,458,525	45,884	3.15%	16,382	1,415	17,797	39%	1.22%
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	November 2009						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	14,947,200	1,149,704	890,615	36,138	222,951	
6	Percentage		100.00%	77.46%	3.14%	19.39%	0.00%
7	¹ Includes sub-metered customers.						
8	² An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	³ Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁶ SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	November 2009									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
Urban		Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
6	Fresno	10,088	705	10,793	9,663	601	10,264	96%	85%	95%
7	Imperial	263	15,595	15,858	237	13,165	13,402	90%	84%	85%
8	Kern	8,463	31,844	40,307	8,873	24,992	33,865	105%	78%	84%
9	Kings	13	14,505	14,518	10	12,726	12,736	76%	88%	88%
10	Los Angeles	964,092	5,142	969,234	870,238	5,886	876,124	90%	114%	90%
11	Orange	180,872	0	180,872	139,381	0	139,381	77%	0%	77%
12	Riverside	177,847	42,302	220,149	151,938	23,461	175,399	85%	55%	80%
13	San Bernardino	145,799	7,719	153,518	134,103	5,193	139,296	92%	67%	91%
14	San Luis Obispo	205	25,504	25,709	43	15,162	15,205	21%	59%	59%
15	Santa Barbara	21,223	13,655	34,878	13,722	12,919	26,641	65%	95%	76%
16	Tulare	12,716	41,147	53,862	15,920	35,072	50,992	125%	85%	95%
17	Ventura	45,766	6,551	52,317	35,467	5,610	41,077	77%	86%	79%
18										
19	Total	1,567,348	204,668	1,772,015	1,379,595	154,787	1,534,382	88%	76%	86.6%
20										
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	November 2009							
4	2009	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ^{2, 3}	Participants Dropped ³	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	1,441,382	49,988	3.47%	36,096	13,492	72%	0.94%
6	February	1,450,810	20,913	1.44%	14,073	6,993	67%	0.48%
7	March	1,458,525	31,842	2.18%	23,243	9,381	73%	0.64%
8	April	1,481,315	37,575	2.54%	27,549	8,413	73%	0.57%
9	May	1,493,227	31,728	2.12%	21,520	536	68%	0.04%
10	June	1,494,052	26,143	1.75%	12,893	386	49%	0.03%
11	July	1,510,316	19,806	1.31%	15,084	6,790	76%	0.45%
12	August	1,520,244	26,756	1.76%	19,943	6,144	75%	0.40%
13	September	1,531,174	30,067	1.96%	20,243	446	67%	0.03%
14	October	1,534,382	34,622	2.26%	12,069	288	35%	0.02%
15	November	1,542,309	44,120	2.86%	1,395	29	3%	0.00%
16	December							
17	Total for 2009	1,458,525	353,560	24.24%	204,108	52,898	58%	3.63%

¹ Participants requested to recertify.

² Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .

³ Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to

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
November 2009**

Contractor Name ¹	Contractor Type				Year-to-Date		
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
Community Action Partnership of Orange County		X	X	X	0	75	75
ELA Communications Energy ED Program		X			0	9	9
PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
Proteus, Inc.		X			1	109	110
Community Pantry of Hemet		X			0	9	9
Community Action Partnership of San Bernardino		X		X	1	266	267
LA Works		X			0	1	1
Children’s Hospital of Orange County		X			0	10	10
The Companion Line		X			0	493	493
Across Amer Foundation		X			0	5	5
All Peoples Christian Center		X			0	1	1
LA County 211		X			0	30	30
Sr. Citizens Emergency Fund I.V., Inc.		X			0	2	2
Coachella Valley Housing Coalition		X			0	3	3
HABBM		X			0	0	0
Second Harvest Food Bank of Orange County		X			0	0	0
Southeast Community Development Corp.		X			0	37	37
Latino Resource Organization		X			0	0	0
Independent Living Center of Southern California		X			0	0	0
El Concilio del Condado de Ventura		X			0	1	1
Blessed Sacrament Church		X			0	0	0
Starbright Management Services		X			0	0	0
Hermandad Mexicana		X			0	0	0
CSET		X			1	65	66
Crest Forest Family and Community Service		X			0	0	0
CUI – Campesinos Unidos, Inc.		X	X	X	1	6	7
Veterans in Community Service		X	X	X	0	0	0
MEND		X			0	0	0
Armenian Relief Society		X			0	7	7
Catholic Charities of LA – Brownson House		X			0	4	4
BroadSpectrum		X			0	0	0
OCCC, Inc. (Orange County Community Center)		X			0	3	3
Green Light Shipping	X				0	0	0
APAC Service Center		X			0	233	233
Visalia Emergency Aid Council		X			0	0	0
Total Enrollments					4	1,369	1,373

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

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

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End							
2	Southern California Gas Company							
3	November 2009							
4	2009	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	n/a	1,441,382	n/a	1,441,382	1,770,825	81.4%	0.4%
6	February	n/a	1,450,810	n/a	1,450,810	1,770,825	81.9%	0.7%
7	March	n/a	1,458,525	n/a	1,458,525	1,770,825	82.4%	0.5%
8	April	n/a	1,481,315	n/a	1,481,315	1,774,067	83.5%	1.6%
9	May	n/a	1,493,227	n/a	1,493,227	1,774,067	84.2%	0.8%
10	June	n/a	1,494,052	n/a	1,494,052	1,774,067	84.2%	0.1%
11	July	n/a	1,510,316	n/a	1,510,316	1,770,947	85.3%	1.1%
12	August	n/a	1,520,244	n/a	1,520,244	1,770,947	85.8%	0.7%
13	September	n/a	1,531,174	n/a	1,531,174	1,770,947	86.5%	0.7%
14	October	n/a	1,534,382	n/a	1,534,382	1,772,015	86.6%	0.2%
15	November	n/a	1,542,309	n/a	1,542,309	1,772,015	87.0%	0.5%
16	December							
17	Total for 2009							
18	¹ 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 NOVEMBER 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 December, 2009 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin