

**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 OCTOBER 2009**

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November 23, 2009

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
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This is the seventh 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	\$35,979,917	58%
Homes Treated	110,864	61,894	56%
Therms Saved	2,564,567	1,400,186	55%

During the month of October, SoCalGas and its LIEE contractor network continued to demonstrate their enhanced capacity to manage and meet the heightened workload that the 2009-11 program cycle demands. As exhibited in the first ten months of 2009, SoCalGas and its LIEE contractors increased the number of homes treated, processed and paid through the LIEE program by 43.8% as compared with the same ten-month period in 2008.

In October, SoCalGas, through its LIEE contractor network, treated, processed and paid 8,569 homes (a 7.2% increase from October 2008). SoCalGas also paid for the installation of weatherization measures in 7,680 homes (a 9.4% increase from October 2008). LIEE contractors serviced 569 appliances, which included 522 furnace repairs/replacements and 47 water heater replacements. SoCalGas generated 29,061 leads, resulting in 5,928 enrollments, 8,983 leads pending enrollment, and over 4,426 awaiting qualification.

SoCalGas' ongoing marketing, outreach and enrollment efforts were expanded through its participation in a telethon held in conjunction with Southern California Edison. The telethon was broadcasted on KMEX-Channel 34's "A Su Lado" (On Your Side) program, with the goal of reaching eligible LIEE customers through the medium of television. During the telethon,

SoCalGas provided information regarding services that are offered through its network of LIEE contractors. The telethon generated 400 LIEE leads.

SoCalGas is evaluating an increase in its LIEE contractor network in 2010 to help meet its aggressive goals for 2010-2011 program years. SoCalGas is generating a list of interested contractors through its website and other references and plans to issue a Request For Qualification/Request For Proposal (RFQ/RFP), in early 2010.

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

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 October, SoCalGas combined efforts to provide its LIEE contractor network with an additional 106 canvassing lists with the Whole Neighborhood Approach (WNA) strategies. SoCalGas works with its contractors to develop a feasible timeframe for the completion of these efforts. This assists both SoCalGas and the LIEE contractors in documenting program progress towards enrolling eligible customers and those customers who are unwilling to participate. The smaller geographic focus of Zip+7 areas, coupled with SoCalGas’ new tracking methods that take into account the amount of time contractors spend working in an area, allows SoCalGas to better monitor the success of LIEE activities from a whole neighborhood perspective over certain periods of time. Through providing LIEE contractors with enhanced feedback and data, monitoring the success of these efforts, and creating an ongoing dialogue with contractors, SoCalGas continues to demonstrate how it’s working together with its contractors to serve 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 23,846 customer addresses, 10,521 (44%) of which are potentially eligible based on LIEE income eligibility criteria. Additionally, based on SoCalGas data, 7,422 of the 23,846 (31%) addresses are in self-certification PRIZM codes².

Number of WNA Events per City	Contractor
Wasco - 4	Reliable Energy Mgmt Co. (REMCO)
Desert Hot Springs - 2, Wildomar - 3, Murrieta - 4, Visalia - 4	Synergy Companies
Cabazon - 9, Blythe - 20	American Insulation
California City - 3	ASSERT
Kern City - 5	Garcia & Sons
Del Rey - 2, Pixley - 4, Ivanhoe - 8, Orosi - 8	Highland Energy Services
Riverside - 1, Compton - 2, Corona - 6, Whittier - 10, Fullerton - 11	The East Los Angeles Community Union (TELACU)

During the month of October, SoCalGas partnered with State Assemblyman Danny Gilmore, PG&E and the city of Wasco to promote the LIEE program in Wasco. The official event took place on Saturday, October 24, and involved a community celebration and concentrated LIEE recruitment at a major park. SoCalGas participated along with Assemblyman Danny Gilmore in a news conference at the home of a customer to promote its LIEE Program. Three Bakersfield TV stations covered the news conference and approximately 160 families registered for LIEE; with more anticipated.

As of October 2009, SoCalGas and its LIEE contractors have treated 3,048 homes through WNA activities. This amounts to a 491 percent increase from June to October 2009 in the number of homes treated as a result of WNA efforts. SoCalGas is involving more LIEE contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will

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.

continue to monitor the resulting enrollments and measure installations completed through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase the number of households served by the LIEE program.

1.3. LIEE Customer Outreach and Enrollment Update

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

LIEE Direct Mailings:

During the month of October, SoCalGas conducted a direct mailing campaign to 237,000 customers residing in low income zip codes. The mailing targeted customers enrolled in the CARE program and was designed to offer eligible customers LIEE's beneficial conservation services.

LIEE Outbound Dialing Campaigns:

As a result of two automated messaging campaigns in August which targeted 8,185 English and Spanish CARE customers in low income zip codes, there were an additional 331 customers who enrolled in LIEE services. Another automated messaging campaign is scheduled for November to over 22,000 residential customers. Use of the outbound dialing campaigns represents an additional strategy used to reach and enroll customers in the program.

LIEE Web Activities:

Since the deployment of email campaigns to CARE customers enrolled in My Account, subsequent email campaigns have been developed to target customers that establish service and new My Account customers that are enrolled in CARE each month. In October, there were approximately 8,170 emails sent to new My Account customers promoting LIEE's no-cost energy home improvements. Additionally, there were over 737,131 emails to customers which encouraged customers to enroll in the LIEE program on www.socalgas.com website. 3,483 new

customers who reside in low income areas and who initiated new turn-on service were also sent an email promoting the no-cost home improvements. Results for customers enrolled in My Account will be available in future reports. As a result from a previous campaign conducted in July to approximately 94,000 CARE customers enrolled in My Account, an additional 207 customers have enrolled in the LIEE program. In October, there were 1,272 English speaking customers and 177 Spanish speaking customers who viewed SoCalGas' short video featuring LIEE's no-cost home improvement services. The video is available in English and Spanish and encourages customers to either complete an online LIEE request form or call the LIEE toll free number for additional information.

In October, 874 customers completed an online English LIEE request form. Twenty two customers completed an online Spanish LIEE request form.

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

10/1/09

Inland Regional Center (IRC) Resource Fair, San Bernardino

More than 300 Case Managers attended this event to obtain resources and assistance information for their clients. SoCalGas provided each Case Manager with brochures and materials covering all of its assistance programs. These case workers service thousands of clients and agreed to distribute SoCalGas program information to all their eligible clients.

09/05 – 10/04 **2009 L.A. County Fair**

The annual event at the L.A. County fair opened Labor Day weekend and continued four weeks through October 4th. SoCalGas' Customer Assistance Programs' brochures were distributed to customers interested in LIEE and CARE. There were approximately 28,000 customers who visited SoCalGas' booth.

10/05- 10/08

USC Family of Schools

SoCalGas partnered with the USC Family of Schools and Kid Watch to outreach to local residents in three South Los Angeles schools on October 5, 7, and 8. SoCalGas presented Customer Assistance information, focusing on the LIEE program. Parents who attended these local community meetings look to the USC Family of Schools to bring them resources. LIEE inquiry forms and CARE applications were collected at the end of the meetings. There were over 100 LIEE leads generated from these events.

10/17/09

2009 USC Community Health and Wellness Fair

SoCalGas participated in the 2009 USC Community Health and Wellness Fair. Together with the cooperation of a local LIEE contractor, customers eligible for LIEE program were informed of no-cost energy saving home improvements and approximately 70 leads were generated from this event. Customer participation at this event served over 500 community residents.

10/21/09

Drayson Center Senior Health & Fitness Fair, Loma Linda

More than 200 seniors visited SoCalGas' booth to obtain information on CARE, LIEE and other programs and services. In addition, vendors working the event who provide service to low income seniors took SoCalGas materials and brochures to share with their clients.

10/26/09

Los Angeles Department of Public Social Services (DPSS)

SoCalGas continued to expand on a pilot program that began in July to promote its Assistance programs with the Los Angeles Department of Public Social Services (DPSS). SoCalGas met with high level DPSS administrators to cross promote each other's low income-programs. Five SoCalGas branch payment offices are participating in this pilot and represent underserved areas in SoCalGas' territory. Further evaluation will be made to include all territories served by both SoCalGas and DPSS.

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

10/27/09

Braille Institute of Los Angeles County

Preliminary discussions were initiated by SoCalGas in October with the Braille Institute of Los Angeles County to discuss opportunities for increased program outreach to low income special needs customers. Future meetings are being planned and SoCalGas will be presenting at the organizations upcoming “Keep it Under Control” diabetes and diabetes-retinopathy public seminar next month.

10/27/09

SoCalGas Winter Preparation Interview

SoCalGas conducted interviews on Fresno’s KOND-FM (Univision) to discuss customer assistance programs and furnace safety. Interviews also aired on KRDA-FM and KLLA-FM.

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.

In October, SoCalGas and Imperial Irrigation District (IID) under there signed agreement exchanged lists of each others customers and will begin canvassing in SoCalGas/IID joint service territories in the coming months. Additionally, SoCalGas will utilize the customer lists to qualify IID customers for SoCalGas’ CARE program.

SoCalGas and Burbank Water & Power are nearing completion on an agreement that will provide low income energy efficiency measures to customers who reside in their overlapping territories. The contract is expected to be completed in November with canvassing efforts beginning soon after the agreement has been finalized. The agreement will provide customers with a comprehensive energy efficiency bundle of measures including gas, electric and water during a single visit. Key to this agreement is SoCalGas’ ability to leverage its existing relationships with both enrollment/assessment and installation contractors to provide expertise in the delivery of the program.

1.5. Workforce Education & Training

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

SoCalGas worked with Los Angeles Trade Technical College (LATTC) to finalize the MOU for the California Public Utility Commission’s (CPUC) Workforce, Education and Training (WE&T) Pilot. LATTC’s industry partners are Community Enhancement Services (CES) and TELACU and SoCalGas will be the IOU partner. PG&E is the WE&T pilot administrator.

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

SoCalGas Skill-Level Test Results

	Apr	May	Jun	Jul	Aug	Sept	Oct	Average
Attended Testing	53	29	23	45	27	44	28	36
Passed Test	33	26	23	32	25	35	23	28
Not Pass Rate	37.7%	10.3%	0.0%	28.9%	7.4%	20.5%	17.9%	17.5%

After successful completion of the Skill-Level Test the potential Outreachers attend a mandatory 5-day class held at SoCalGas' Energy Resource Center in Downey, California. The curriculum reviews requirements for enrollment, assessment and in-home education, in addition to policy, security and overall customer service standards.

SoCalGas Outreachers Training

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Average
Attended Class	18	32	35	23	23	27	29	32	25	35	29
Passed Class	18	31	35	21	22	27	29	32	25	35	28
Outreachers Registration	18	28	22	18	22	25	24	12	12	16	19
Drop Off Rate	0.0%	9.7%	37.1%	14.3%	0.0%	7.4%	17.2%	62.5%	52.0%	54.3%	30.6%

A final exam must be passed for an attendee to receive a SoCalGas badge. The year-to-date totals for SoCalGas' Outreachers Training is 279 attendees and 197 Registered Outreachers.

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Initial Totals	3	3	6	3	4	4	4	8	6	7
Refresher Totals	1	3	11	6	2	6	4	7	4	0
NGAT	--	--	--	--	--	--	--	--	1	2
Totals	4	6	17	9	6	10	8	15	10	9

The year-to-date total for SoCalGas field operations training classes is 92 with attendance of 630 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	\$2,721,008	75%
Proc., Certification and Verification	\$1,173,027	\$964,982	82%
Information Tech./Programming (1)	\$489,451	\$508,102	104%
Pilots (2)	N/A		
Measurement and Evaluation	\$16,237	\$22,954	141%
Regulatory Compliance	\$222,130	\$193,366	87%
General Administration	\$506,635	\$419,098	74%
CPUC Energy Division Staff	\$171,500	\$41,631	24%
Cooling Centers (3)	N/A		
Total Expenses	\$6,286,664	\$4,871,140	77%
Subsidies and Benefits (4)	\$132,846,122	\$72,115,045	54%
Total Program Costs and Discounts	\$139,132,786	\$76,986,185	55%

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,534,382	1,772,015	86.6%

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

CARE Telephone Enrollments

In October, SoCalGas continued its recertification Automated Voice Messaging (AVM) campaign re-enrolling an additional 632 customers into the CARE program. To date, almost 32,000 customers, from every area of SoCalGas' service territory, have recertified their CARE eligibility through this efficient, automated option. SoCalGas also uses AVM for CARE self-certification enrollment and to date 20,634 new customers have enrolled. 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 October, SoCalGas received 4,204 CARE applications through its internet-based outreach activities. These activities resulted in 2,077 new CARE enrollments and 958 recertifications. Year to date, SoCalGas' CARE web enrollments have reached 22,922, which already exceeds PY2008's total number of web-based enrollments by over 6,000. Web outreach activities include a customer assistance web link in the monthly electronic newsletter (currently distributed to over 730,000 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 October, SoCalGas' CARE third-party door-to-door outreach program enrolled 3,651 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 41,000 new customers have enrolled in CARE through SoCalGas' highly successful third-party enrollment process.

CARE Direct Mail Activity and Enrollments

In October 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 November and December monthly reports. To date, almost 31,000 customers have enrolled in CARE as a result of targeted direct mail campaigns, representing an impressive 9.4% application return rate.

CARE Bill Inserts

SoCalGas launched its third CARE bill insert enrollment campaign in October, tailoring the program message to target recently unemployed, potentially eligible, low income customers. This targeted bill insert was sent to 1.3 million customers located throughout SoCalGas' service area. Results to date from the previous two 2009 CARE bill insert campaigns have produced over 25,000 new CARE enrollments. SoCalGas' next CARE bill insert campaign will be conducted in November and has been specifically re-designed to target CARE eligible commercial customers (i.e. non-profit group living facilities).

- 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 has proven to be a very cost-effective method for increasing CARE participation but also in lessening post enrollment verification (PEV) activities for LIHEAP participants. These customers are considered automatically eligible for CARE based on categorical eligibility and as such, are exempt from random selection for PEV.

In October, 10,147 SCE customers, and 61 LIHEAP customers were automatically enrolled in CARE through leveraging efforts. Additionally, 363 LIHEAP customers, already on the CARE rate, automatically met all PEV requirements.

In October, SoCalGas and IID, under their signed agreement, exchanged lists of each other's low income customers, SoCalGas will utilize IID's low income program customer list to enroll and/or outreach for SoCalGas' CARE program as appropriate.

2.3. CARE Integration

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

- Customer Contact Center – 7,225
- LIEE program – 1,116

2.4 CARE Capitation Agencies/Contractors

During the month of October, one of SoCalGas' capitation contractors began working with the Los Angeles Unified School District to promote CARE to parents participating in the National School Lunch Program (NSL). The contractor conducted a presentation in conjunction with a scheduled PTA meeting and distributed CARE applications to all interested attendees. To date, contractor has submitted 450 completed applications as a result of this innovative outreach method.

2.5 CARE Recertification Complaints

Date

Nature of Complaint

10/15/2009

A customer recertified his eligibility through the IVR three weeks prior to calling SoCalGas to ensure his recertification was recorded. It was not.

Resolution - The CARE representative recertified the customer over the telephone.

10/23/2009

A customer called to complain that he could not see the small circles on his recertification application in order to designate the necessary information.

Resolution - The CARE representative recertified the customer over the telephone.

2.6 SoCalGas Outreach and Leveraging

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

10/1/09

Inland Regional Center (IRC) Resource Fair, San Bernardino

More than 300 Case Managers attended this event to obtain resources and assistance information for their clients. SoCalGas provided each Case Manager with brochures and materials covering all of its assistance programs. These case workers service thousands of clients and agreed to distribute SoCalGas program information to all their eligible clients.

09/05 – 10/04

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10/05- 10/08

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10/17/09

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10/26/09

Los Angeles Department of Public Social Services (DPSS)

SoCalGas continued to expand on a pilot program that began in July to promote its Assistance programs with the Los Angeles DPSS. SoCalGas met with high level LADPSS administrators to cross promote each other's low income-programs. Five SoCalGas branch payment offices are participating in this pilot and represent underserved areas in SoCalGas' territory. Further evaluation will be made to include all territories served by both SoCalGas and DPSS. These five offices will now include DPSS materials with their other customer literature. DPSS chose five of their underserved offices and most were located in the same cities as the SoCalGas payment offices.

10/27/09

Braille Institute of Los Angeles County

Preliminary discussions were initiated by SoCalGas in October with the Braille Institute of Los Angeles County, to discuss opportunities for increased program outreach to low income special needs customers. Future meetings are being planned and SoCalGas will be presenting at the organizations upcoming "Keep it Under Control" diabetes and diabetes-retinopathy public seminar next month.

2.6.2 Web-links and Media

10/2/09

KTIE-AM interview

SoCalGas pre-recorded an interview with Lou Desmond to discuss SoCalGas customer assistance programs, energy efficiency, furnace safety and recent J.D. Power and Associates recognition. KTIE-AM's coverage area reaches San Bernardino and Riverside Counties. The interview aired during the morning drive-time show.

10/13/09

Univision Telethon

In conjunction with Univision, and Edison, a team of SoCalGas representatives provided telephone assistance during the station's telethon. Telephones rang non-stop between 5:00 and 8:00 AM with customers expressing gratitude for "the utilities going on T.V. to advertise their available discounts". Most customers were interested in the 20% CARE discount and were pleased they could apply over the telephone. Other customers called to discuss the LIEE program and many were interested in Southern California Edison's free refrigerator program. This event proved to be extremely beneficial for one customer; unable to read or write, had never heard of CARE, and could not spell her street name. The customer was provided with one-on-one service in a non-intimidating environment and was enrolled in CARE over the telephone. SoCalGas, as well as Univision, also benefited from this encounter because it spotlighted an extremely hard to reach segment of low income customers with limited or zero ability to read or write. It truly reinforced the value a telethon of this nature offers.

10/27/09

SoCalGas Winter Preparation Interview

SoCalGas conducted interviews on Fresno's KOND-FM (Univision) to discuss customer assistance programs and furnace safety. Interviews also aired on KRDA-FM and KLLA-FM.

3. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

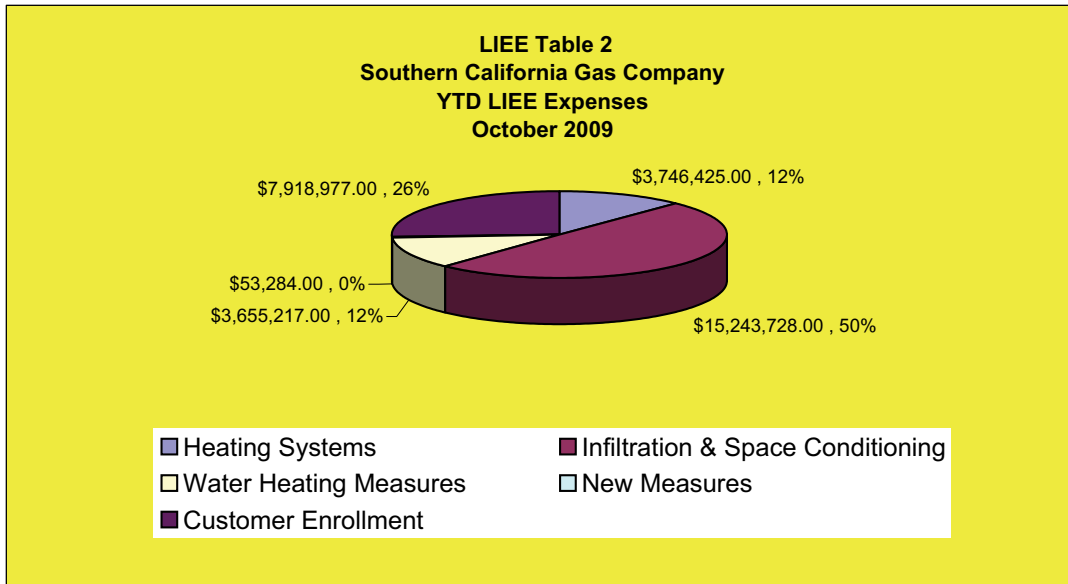
CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses												
2	Southern California Gas Company												
3	October 2009												
4		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 18,519,164	\$ 18,519,164	\$ -	\$ 538,725	\$ 538,725	\$ -	\$ 4,067,546	\$ 4,067,546	0%	22%	22%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -	\$ 2,680,523	\$ 2,680,523	\$ -	\$ 18,631,109	\$ 18,631,109	0%	97%	97%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -	\$ 1,006,005	\$ 1,006,005	\$ -	\$ 7,088,067	\$ 7,088,067	0%	53%	53%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -	\$ 113,310	\$ 113,310	\$ -	\$ 830,910	\$ 830,910	0%	50%	50%
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	\$ -	\$ 4,338,563	\$ 4,338,563	\$ -	\$ 30,617,631	\$ 30,617,631	0%	57%	57%
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 29,383	\$ 29,383	\$ -	\$ 222,875	\$ 222,875	0%	72%	72%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -	\$ 139,659	\$ 139,659	\$ -	\$ 1,220,128	\$ 1,220,128	0%	84%	84%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ 100,374	\$ 100,374	\$ -	\$ 728,649	\$ 728,649	0%	78%	78%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 25,167	\$ 25,167	\$ -	\$ 270,658	\$ 270,658	0%	78%	78%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 310,360	\$ 310,360	\$ -	\$ 2,902,134	\$ 2,902,134	0%	51%	51%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 190	\$ 190	\$ -	\$ 17,842	\$ 17,842	0%	21%	21%
24													
25	TOTAL PROGRAM COSTS	\$ -	\$ 62,571,908	\$ 62,571,908	\$ -	\$ 4,943,696	\$ 4,943,696	\$ -	\$ 35,979,917	\$ 35,979,917	0%	58%	58%
26	Funded Outside of LIEE Program Budget												
27	Indirect Costs ²				\$ -	\$ 252,678	\$ 252,678	\$ -	\$ 2,008,321	\$ 2,008,321			
28													
29	NGAT Costs					\$ 186,929	\$ 186,929		\$ 1,355,193	\$ 1,355,193			
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 LIEE/DAP Total Program Costs.												
32	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

PIE CHART 1- Expenses by Measures Category For October 2009



	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company October 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	1,400,186
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	13,302,997
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	61,894
11	Average 1st Year Bill Savings / Treated Home	\$ 23.46
12	Average Lifecycle Bill Savings / Treated Home	\$ 180.83
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 October 2009						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	714	10,494	11,208	13	306	319
5	Imperial	16,908	364	17,272	295	3	298
6	Kern	32,939	9,149	42,088	702	55	757
7	Kings	14,743	13	14,756	966	0	966
8	Los Angeles	5,185	1,136,066	1,141,250	173	33,996	34,169
9	Orange	0	220,018	220,018	0	3,487	3,487
10	Riverside	43,202	189,088	232,290	1,065	8,387	9,452
11	San Bernardino	9,103	157,414	166,517	110	6,692	6,802
12	San Luis Obispo	27,550	214	27,764	448	1	449
13	Santa Barbara	14,247	25,326	39,573	374	392	766
14	Tulare	42,143	12,993	55,135	2,741	1,451	4,192
15	Ventura	6,892	49,713	56,605	23	214	237
16							
17	Total	213,625	1,810,852	2,024,477	6,910	54,984	61,894
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 October 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	36,306	0	0	0	0	0	0	1,744	36,306	0	0
7	Mar-09	0	0	0	0	5,335	107,210	0	0	0	0	0	0	5,335	107,210	0	0
8	Apr-09	0	0	0	0	11,738	253,845	0	0	0	0	0	0	11,738	253,845	0	0
9	May-09	0	0	0	0	22,422	497,970	0	0	0	0	0	0	22,422	497,970	0	0
10	Jun-09	0	0	0	0	33,840	730,908	0	0	0	0	0	0	33,840	730,908	0	0
11	Jul-09	0	0	0	0	38,381	847,746	0	0	0	0	0	0	38,381	847,746	0	0
12	Aug-09	0	0	0	0	43,703	976,140	0	0	0	0	0	0	43,703	976,140	0	0
13	Sep-09	0	0	0	0	53,330	1,197,421	0	0	0	0	0	0	53,330	1,197,421	0	0
14	Oct-09	0	0	0	0	61,894	1,400,186	0	0	0	0	0	0	61,894	1,400,186	0	0
15	Nov-09																
16	Dec-09																
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	October 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
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Oct-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
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	547
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	15
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	10
14	Neighborhood in zip code 90631-68 - The East Los Angeles Community Union	252	117	41	12
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	34
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	6
21	Neighborhood in zip code 92507-42 - The East Los Angeles Community Union	142	97	24	5
22	Neighborhood in zip code 92507-49 - The East Los Angeles Community Union	182	138	38	3
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	23
26	Neighborhood in zip code 92507-56 - The East Los Angeles Community Union	325	191	89	15
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	20
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 Foundation	203	128	96	5
42	Neighborhood in zip code 90262-16 - Maravilla Foundation	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 Bernardinc	271	149	33	5

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Oct-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
51	Neighborhood in zip code 92408-30 - Community Action Partnership - San Bernardinc	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	40
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
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Oct-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
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
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Oct-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
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
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Oct-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
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
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Oct-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
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
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	Oct-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
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					
312					
313					
314					
315	*90631-64 is a Master-metered mobile home park for which SCG does not have individual meter data or individual account number data.				
316					

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	October 2009												
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach ^[1]	\$ -	\$ 3,647,684	\$ 3,647,684	\$0	\$324,607	\$324,607	\$ -	\$2,721,008	\$2,721,008	0%	75%	75%
7	Automatic Enrollment	\$ -	\$ -	\$ -	\$0	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$ 1,173,027	\$ 1,173,027	\$0	\$97,023	\$97,023	\$ -	\$964,982	\$964,982	0%	82%	82%
9	Information Technology / Programming	\$ -	\$ 489,451	\$ 489,451	\$0	\$100,260	\$100,260	\$ -	\$508,102	\$508,102	0%	104%	104%
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 ^[2]	\$ -	\$ 16,237	\$ 16,237	\$0	\$0	\$0	\$ -	\$ 22,954	\$ 22,954	0%	141%	141%
18	Regulatory Compliance	\$ -	\$ 222,130	\$ 222,130	\$0	\$19,168	\$19,168	\$ -	\$ 193,366	\$ 193,366	0%	87%	87%
19	General Administration	\$ -	\$ 566,635	\$ 566,635	\$0	\$47,732	\$47,732	\$ -	\$ 419,098	\$ 419,098	0%	74%	74%
20	CPUC Energy Division	\$ -	\$ 171,500	\$ 171,500	\$0	-\$1,213	-\$1,213	\$ -	\$ 41,631	\$ 41,631	0%	24%	24%
21													
22	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 6,286,664	\$ 6,286,664	\$0	\$587,576	\$587,576	\$ -	\$4,871,140	\$4,871,140	0%	77%	77%
23													
24	CARE Rate Discount	\$ -	\$ 129,749,002	\$ 129,749,002	\$0	\$7,191,617	\$7,191,617	\$ -	\$68,852,830	\$68,852,830	0%	53%	53%
25	Service Establishment Charge Discount	\$ -	\$ 3,097,120	\$ 3,097,120	\$0	\$346,560	\$346,560	\$ -	\$3,262,215	\$3,262,215	0%	105%	105%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ -	\$ 139,132,786	\$ 139,132,786	\$ -	\$ 8,125,753	\$8,125,753	\$ -	\$ 76,986,185	\$ 76,986,185	0%	55%	55%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption												
32	California Solar Initiative Exemption ^[3]												
33	kWh Surcharge Exemption												
34	TOTAL - OTHER CARE RATE BENEFITS												
35													
36	Indirect Costs				\$ -	\$108,435	\$108,435	\$ -	\$ 972,318	\$ 972,318			
37	¹ Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	² Measurement and Evaluation consists of Needs Assessment costs												
39	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.												
40	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	October 2009																		
4		Gross Enrollment											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	42,053	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																		
18	December																		
19	Total for 2009	89,235	11,702	1,261	0	0	102,198	1,307	234,147	337,652	472,572	810,224	238,668	571,556	98,984				
20	¹ Enrollments via data sharing between the IOUs.																		
21	² Enrollments via data sharing between departments and/or programs within the utility.																		
22	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	⁴ 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	⁵ Not including Recertification.																		
25	⁶ Recertifications completed regardless of month requested.																		
26	⁷ 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	October 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%	2,459	148	2,607	55%	0.18%
7	March	1,458,525	4,006	0.27%	2,034	134	2,168	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%	1,621	162	1,783	37%	0.12%
12	August	1,520,244	3,560	0.23%	2	119	121	3%	0.01%
13	September	1,531,174	3,672	0.24%	6	107	113	3%	0.01%
14	October	1,534,382	3,892	0.25%	2	12	14	0%	0.00%
15	November								
16	December								
17	Total for 2009	1,458,525	42,286	2.90%	14,496	1,336	15,832	37%	1.09%
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	October 2009						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	14,361,805	1,045,523	810,224	31,440	203,859	
6	Percentage		100.00%	77.49%	3.01%	19.50%	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	October 2009									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		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	October 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%	14,794	5,098	75%	0.34%
12	August	1,520,244	26,756	1.76%	18,458	592	69%	0.04%
13	September	1,531,174	30,067	1.96%	15,186	382	51%	0.02%
14	October	1,534,382	34,622	2.26%	2,424	69	7%	0.00%
15	November							
16	December							
17	Total for 2009	1,458,525	309,440	21.22%	186,236	45,342	60%	3.11%
18	¹ Participants requested to recertify.							
19	² Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	³ Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

**CARE Table 7 - Capitation Contractors
Southern California Gas Company
October 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	72	72
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	220	221
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
LA County 211		X			0	29	29
Sr. Citizens Emergency Fund I.V., Inc.		X			0	2	2
Coachella Valley Housing Coalition		X			0	2	2
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	60	61
Crest Forest Family and Community Service		X			0	0	0
CUI – Campesinos Unidos, Inc.		X	X	X	1	5	6
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	225	225
Visalia Emergency Aid Council		X			0	0	0
Total Enrollments					4	1,303	1,307

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	October 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							
16	December							
17	Total for 2009							
18	1Explain 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 OCTOBER 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 23rd day of November, 2009 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin