

**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 SEPTEMBER 2009**

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This is the sixth monthly report utilizing a new reporting template developed by the Energy Division (ED) in coordination with the investor-owned utilities.<sup>1</sup> The purpose of the new template was to minimize the reporting requirements by combining the LIEE and CARE report into one consolidated report while still providing the ED with all the necessary information to assist in analyzing the low-income programs.

In accordance with Ordering Paragraph 90 of Decision (D.) 08-11-031, the Commission directed utilities to begin reporting on the number of customer complaints they receive (either formal, informal, or wherever received) about their CARE recertification efforts and the nature

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<sup>1</sup> Investor-owned utilities are Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company and Southern California Gas Company.

of the Complaints. The utilities are to report this information in their monthly and annual reports beginning December 31, 2008.

This report presents actual year-to-date LIEE and CARE results and expenditures through September 2009 for Southern California Gas Company (SoCalGas).

Respectfully Submitted,

                  /s/ Kim F. Hassan                  

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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	\$31,036,221	50%
Homes Treated	110,864	53,330	48%
kWh Saved	N/A		
kW Demand Reduced	N/A		
Therms Saved	2,564,567	992,042	39%

During the month of September, 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 nine months of 2009 LIEE program activity, SoCalGas and its LIEE contractors increased the number of homes treated, processed and paid through the LIEE program in September 2009 by 52% as compared with the same nine-month period of 2008.

SoCalGas continued to develop its program activities in the month of September. In September, SoCalGas, through its LIEE contractor network, treated processed and paid 9,627 homes (81% increase from August 2009). SoCalGas also paid for the installation of weatherization measures in 8,105 homes (80% increase from August 2009). LIEE contractors serviced 619 (35% increase from August 2009) appliances, which included 554 furnace repairs/replacements and 65 water heater replacements. SoCalGas generated 28,472 leads, resulting in 4,070 enrollments, 8,764 leads pending enrollment, and over 4,918 awaiting qualification.

Consistent with this effort SoCalGas has further continued its efforts in the outlined project that would improve upon the number of disabled customers being served by LIEE program. The

information on organizations who currently serve the disabled population, which was previously attained through research, was presented in a meeting in which various leveraging efforts were discussed. SoCalGas intends to continue to use this information to work towards developing and growing partnerships with these organizations to improve delivery of LIEE services to the disabled population.

SoCalGas' ongoing marketing, outreach and enrollment efforts are further expanded upon by implementing innovative ways to target customers for its LIEE program through new email notifications. In an effort to further drive outreach efforts and communications online, SoCalGas launched the second phase of the "automated email campaign," the first of which consisted of a "Welcome" email. During the second phase, six differently tailored emails were sent to the respected residential customers. SoCalGas further segmented the residential customers by those who are CARE enrolled, CARE eligible, and "All Others." An email including information on the LIEE program was sent to the CARE enrolled customers. SoCalGas also sent an email including information on both the CARE and LIEE program to those who were identified as CARE eligible. SoCalGas will proactively continue to send these emails out monthly while simultaneously directing their efforts towards achieving and maintaining a more responsive interaction with our targeted customers following online. Moreover, SoCalGas views this ongoing leveraging effort as a long-term strategy to increase enrollment and reach more customers with the LIEE program.

SoCalGas is committed to customer satisfaction in every effort that they put forth. Through continuous efforts made by SoCalGas and its LIEE contractors, overall customer satisfaction with the LIEE program has experienced a rather steady satisfaction rating when compared to customer survey results from 2008 2<sup>nd</sup> quarter. Despite the increased number of customer homes that SoCalGas' LIEE contractors have treated during 2009, an increased attention to detail with customer needs in the home has been held as a high priority, allowing for a steady rate in customer satisfaction. Customer satisfaction will continue to be a top priority, which is managed through an analysis that is tailored and provided to each of SoCalGas' LIEE contractors on a quarterly basis. The analysis that is provided to the LIEE contractors allows them to understand and improve their deficiencies in the LIEE services that they are providing. Through the

collaborative efforts of SoCalGas and their LIEE contractor network, future customer satisfaction ratings are expected to steadily increase. SoCalGas, the LIEE contractor network and various external partners are committed to improving LIEE program delivery to serve a greater number of customers with no-cost energy efficiency and weatherization measures.

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

SoCalGas is optimistic about its ability to continue to increase LIEE program participation, meet 2009-11 program goals and serve a greater number of customers with energy efficiency and weatherization measures. SoCalGas has added additional contractors in all LIEE service categories who currently hold contracts with other IOUs in order to better leverage program services. SoCalGas is committed to understanding and addressing these challenges, and will continue to work with its LIEE contractors to overcome the challenges in meeting the aggressive 2009 goals.

## **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 September, SoCalGas combined efforts to provide its LIEE contractor network with an additional 153 canvassing lists with the Whole Neighborhood Approach (WNA) strategies. Previously, canvassing lists were provided as a separate outreach tool. Canvassing lists now support the WNA strategy of focusing on smaller neighborhoods, or Zip+7 areas, as well as being subject to monitoring. 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 is demonstrating how its working together with its contractors to serve more customers with LIEE measures.

SoCalGas partnered with its LIEE contractor network to complete the 153 canvassing lists in September. Most of these WNA efforts were initiated in new areas, not previously targeted for WNA efforts. Collectively, these canvassing lists identified an additional 38,293 customer addresses, 21,128 (55%) of which are potentially eligible based on LIEE income eligibility

criteria. Additionally, based on SoCalGas data, 19,623 of the 38,293 (51%) addresses are in self-certification PRIZM codes<sup>2</sup>.

Of the 153 WNA efforts, nine took place in the city of Wasco by Reliable Energy Management Company (REMCO); one each in the cities of Perris, Anaheim, Temecula, Brea, 44 in the city of Porterville, 43 in the city of Tulare, 49 in the city of Visalia by Synergy Companies; and four in the city of Corona by The East Los Angeles Community Union (TELACU).

Also, during the month of September, SoCalGas and its LIEE contractor network worked to identify new neighborhoods and plan new WNA efforts and events for October and beyond.

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<sup>2</sup> Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.



These additional efforts will target the cities of Bakersfield, Pixley, Del Rey, Ivanhoe, Whittier, Hemet, Temecula, Fullerton, Corona, Visalia, and Wasco. The Wasco WNA effort will be a partnership with State Assemblyman Danny Gilmore PG&E and Wasco city officials, to promote the LIEE program in that city. The official event will take place on Saturday, October 24, with neighborhood canvassing started in September.

Finally, future WNA efforts will also focus on underserved and rural areas. SoCalGas will continue to partner with other IOUs and external partners in delivering the program to these areas and will work to bring in new contractors to meet the needs of these areas. Of these new partnerships one is with the Habitat for Humanity of Greater Los Angeles and another with The Housing Authority of Los Angeles. SoCalGas and these organizations are investigating ways to bring both programs' benefits to the people of Los Angeles.

SoCalGas continues to monitor past WNA efforts and additional customers that received program services in those areas (see LIEE Table 7). SoCalGas and its LIEE contractor network have found that returning to smaller areas within a larger neighborhood previously exposed to the LIEE program has been a successful move forward in increasing program participation. SoCalGas' LIEE contractor network has found, as is the case with the ongoing WNA efforts in Wilmington, that many of the barriers to program participation are diminished with time as neighbors learn of friends and family whose homes have been treated with LIEE measures.

SoCalGas is also continuing to work to develop its internal capacities to better track program implementation and monitor program progress, working with LIEE contractors to provide up-to-date, data-driven feedback. For example, SoCalGas has begun to provide contractors with data that includes an embedded drop-down menu of options to choose from in recording results from each household, such as "not at home, not interested, etc." Not only will this information allow contractors to select WNA as the source for program leads, it will also enable SoCalGas to better track the success of outreach efforts and monitor interest in the program. Preliminary outcome for various WNA efforts completed shows a "not at home" rate of 50 percent and a "not interested" rate of 16 percent. SoCalGas initiated a more formal process for accumulating

additional information from its LIEE contractor network in September and will continue to monitor and report the statistical results as more data is gathered and analyzed.

As of September 2009, SoCalGas and its LIEE contractors have treated 1,070 homes through WNA activities. This amounts to a 107 percent increase from June to September 2009 in the number of homes treated as a result of WNA efforts. SoCalGas is involving more LIEE contractors as well as external partners in the planning of future WNA events. SoCalGas will continue to monitor for future reporting the resulting enrollments and measure installations completed through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase in the number of households served by the LIEE program.

SoCalGas continues to be pleased with contractors' eagerness to assist and promote the LIEE program, and their willingness to improve communication and complete more focused program efforts. WNA related activities and discussions have led to numerous program improvements, including: increased monitoring to refine program processes; enhanced data capture of program results due to contractors' amplified reporting requirements on factors such as customers not home and not interested; improved collaboration among the IOUs, and with municipalities and other community organizations; and, an overall augmented awareness of the LIEE program. In addition, SoCalGas views many lessons learned garnered from the ongoing WNA planning process, which include: a focus on canvassing, enrollment and assessment as separate from installation; increased operational flexibility in planning efforts with contractors and working collaboratively to change operations to improve program efficiencies; defining neighborhoods on a smaller scale, which has led to increased effectiveness and accountability by contractors; the importance of considering the element of time spent working in a neighborhood on reaching program goals; improved tools for hard-to-reach customers and areas; and, new leveraging opportunities and partnerships with external entities.

### **1.3 LIEE Customer Outreach and Enrollment Update**

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

#### **LIEE Mass Media:**

During the month of September, SoCalGas advertised LIEE program's no-cost energy-saving home improvements in community publications to reach ethnic and senior markets. The ads were designed to encourage customers to visit SoCalGas' LIEE web page, or call the LIEE toll free number for more information. Printed ads in community publications were promoted in the following local newspapers: Bakersfield Voice, Adelante Valley Press, Visalia Delta Times & Tulare Advance, Tulare Voice, Inglewood CA Crusader, Riverside Black Voice News, Buena Park/Anaheim Independent, Calexico Chronicle/Imperial Valley Weekly, Weekly Star (San Gabriel), City News Ontario, LA Watts Times, Our Weekly, Chino/Chino Hills Companion and Highlander.

#### **LIEE Direct Mailings:**

There were no direct mailings conducted in September, however in August two direct mailings were sent to 33,000 customers identified in the PRIZM code segment as "Challenged" households. The second direct mail campaign was sent to 22,000 senior citizens on fixed income and on CARE. As a result of these mailings, 319 customers enrolled in LIEE services. Both direct mailings were designed to offer eligible customers LIEE's beneficial conservation services.

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

As a results of two automated voice messaging campaigns in August which targeted 8,185 English and Spanish CARE customers in low income zip codes, there were 121 customers who

enrolled in LIEE services. These campaigns utilized another strategy to reach and enroll customers in the LIEE program. The zip codes targeted for this campaign included customers from zip codes 91762 and 91710. Eligible customers were encouraged to apply for no-cost energy saving home improvements. Customers who were interested in LIEE services elected to have a local contractor call them and schedule an appointment.

### **LIEE Web Activities:**

As a result of an email campaign in July to 94,000 CARE customers enrolled in My Account – (an easy, fast, secure online billing and payment services), an additional 581 customers have enrolled in LIEE services. The email campaign featured LIEE program services and includes links to drive customers to the online LIEE request (lead) form. The total number of customers who have enrolled in LIEE services from this campaign totaled 794. This is proving to be a low cost and effective way to increase LIEE enrollments. SoCalGas will continue to deploy the low cost campaigns which are effective and are inclusive to a greater number of customers.

Since the development of a short video featuring no-cost home improvement services available through its LIEE program in July, there has been a huge increase in the number of customers viewing the video. In July, there were 112 English and 26 customers who viewed the video. In August there were 931 English and 154 Spanish customers who viewed the video. The video is available in English and Spanish and encourages customers to either complete an online English or Spanish LIEE request form or call the toll free number for additional information. The videos can be viewed by clicking the “Watch Video” option in the “Energy-Saving Home Improvements” section on the site; [www.socalgas.com](http://www.socalgas.com) and within the site in both the English and Spanish Customer Assistance pages at: [www.socalgas.com/assistance/](http://www.socalgas.com/assistance/) and [www.socalgas.com/sp/asistencia/](http://www.socalgas.com/sp/asistencia/).

In September, 773 customers completed an online English LIEE request form. Twenty three customers completed an online Spanish LIEE request form.

## **1.4 Leveraging Success Evaluation, Including CSD**

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

SoCalGas has increased its leveraging efforts with the goals of reducing program costs, raising program awareness and increasing customer enrollments. In working with various municipal utilities, water agencies, city, county and state stakeholders SoCalGas seeks to provide LIEE customers with a full complement of no cost energy saving home improvement measures and services so that customers benefit from reduced energy costs and usage. To this end, SoCalGas has entered into discussions with several non-IOU utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income energy efficiency programs.

Following initial meetings between SoCalGas and Los Angeles Department of Water & Power (LADWP), the two utilities 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.

SoCalGas and Imperial Irrigation District (IID) signed an agreement whereby customers in their overlapping service territories receiving measures under SoCalGas' LIEE program will at the same time receive low-income program services offered by IID. This agreement ensures not only a full complement of services by both utilities to the customer, but serves as another approach SoCalGas will be employing to enroll customers in the LIEE program who reside in hard to reach areas.

SoCalGas 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 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.

On September 18, 2009, the Los Angeles Trade Technical College (LATTC) was announced as the winning bidder of the California Public Utility Commission's (CPUC) RFP for the Workforce, Education and Training (WE&T) Pilot. LATTC's industry partners are Community Enhancement Services (CES), TELACU and SoCalGas will be the IOU partner. SoCalGas looks forward to continue work with LATTC and their existing LIEE contractors.

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 September and Year-to-Date results are below:

<b>SoCalGas Skill-Level Test Results</b>							
	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Average</b>
Attended Testing	53	29	23	45	27	44	36.8
Passed Test	33	26	23	32	25	35	29.0
Not Pass Rate	37.7%	10.3%	0.0%	28.9%	7.4%	20.5%	17.5%

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. The year-to-date total for SoCalGas is 181 Registered Outreachers.

<b>SoCalGas Outreacher Training</b>										
	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Average</b>
Attended Class	18	32	35	23	23	27	29	32	25	27.1
Passed Class	18	31	35	21	22	27	29	32	25	26.7
Outreacher Registration	18	28	22	18	22	25	24	12	12	20.1
Drop Off Rate	0.0%	9.7%	37.1%	14.3%	0.0%	7.4%	17.2%	62.5%	52.0%	22.2%

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. SoCalGas has trained 244 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.

<b>SoCalGas Field Operations Training</b>									
	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>
Initial Totals	3	3	6	3	4	4	4	8	6
Refresher Totals	1	3	11	6	2	6	4	7	4
Totals	4	6	17	9	6	10	8	15	10

The year-to-date total for SoCalGas field operations training classes is 85 with attendance of 564 students. This is with the highest demand in weatherization and NGAT.

SoCalGas continues to seek and to cooperate with various partners in order to increase efforts in developing the industry’s Green Workforce.

## 2. CARE Executive Summary

### 2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$3,647,684	\$2,396,401	66%
Proc., Certification and Verification	\$1,173,027	\$867,958	74%
Information Tech./Programming (1)	\$489,451	\$407,842	83%
Pilots (2)	N/A		
Measurement and Evaluation	\$16,237	\$22,954	141%
Regulatory Compliance	\$222,130	\$174,199	78%
General Administration	\$506,635	\$371,366	66%
CPUC Energy Division Staff	\$171,500	\$42,844	25%
Cooling Centers (3)	N/A		
<b>Total Expenses</b>	<b>\$6,286,664</b>	<b>\$4,283,564</b>	<b>68%</b>
<b>Subsidies and Benefits (4)</b>	<b>\$132,846,122</b>	<b>\$61,661,222</b>	<b>48%</b>
<b>Total Program Costs and Discounts</b>	<b>\$139,132,786</b>	<b>\$68,991,897</b>	<b>50%</b>

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

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,531,174	1,770,974	86.5%

### 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 September, SoCalGas continued its successful CARE outreach and leveraging strategies.



### **CARE Telephone Enrollments**

In September, SoCalGas continued its customer friendly recertification based Automated Voice Messaging (AVM) campaign efforts and re-enrolled an additional 843 customers into the CARE program. Customers throughout SoCalGas' service territory are targeted monthly for CARE program recertification, and in 2009 nearly 31,000 customers have successfully completed this new recertification option. SoCalGas also uses AVM for CARE self-certification enrollment and to date in 2009 has enrolled 20,634 customers through this process. AVM re-certification utilizes electronic outreach and processing technologies, providing considerable cost savings while being environmentally friendly.

### **CARE Web Activity & Enrollments**

During September, SoCalGas received 3,918 CARE applications through its internet-based outreach activities resulting in 1,823 new CARE enrollments and 757 recertifications. The year-to-date total of SoCalGas' CARE web enrollments is 20,845, which already exceeds the number of web-based enrollments achieved in 2008 by over 4,000. Web outreach activities included a customer assistance web link in the monthly electronic newsletter (currently distributed to over 380,000 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 September, SoCalGas' CARE third-party door-to-door outreach program enrolled 4,896 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, over 37,000 new customers have enrolled in CARE through SoCalGas' highly successful third-party enrollment process.

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

SoCalGas' CARE program launched two direct mail campaigns in June 2009. The first campaign targeted 3,500 customers who had received their first delinquent bill notice. The second campaign targeted 355,000 customers living in Los Angeles and Imperial Counties

believed to have a high probability of meeting CARE program eligibility requirements. Customers were given the option of responding through the CARE website or by returning the hardcopy application included in the mailings. As of September 30, 2009, these campaigns have produced 18,567 new CARE enrollments.

To date, over 30,000 customers have enrolled in CARE as a result of targeted direct mail campaigns. The next campaign is scheduled for mid October and is specifically designed to reach out to potentially eligible, recently unemployed customers residing throughout SoCalGas' service territory.

### **CARE Bill Inserts**

SoCalGas launched its second system wide CARE bill insert enrollment campaign in July, and tailored the program message to target recently unemployed, potentially eligible, low income customers. Results to date from the July campaign have produced almost 11,000 new CARE enrollments. SoCalGas' next CARE bill insert campaign will be conducted in October. New enrollments derived from CARE bill inserts now exceed 24,600 year-to-date.

### **New Categorical Eligibility for CARE**

SoCalGas completed its expanded CARE Categorical Eligibility (CE) in September. The additional CE program information was translated into 13 languages and added to all applicable CARE forms. SoCalGas' Customer Information System and the CARE system process were both updated to reflect all changes. Additionally, SoCalGas' CARE group and Customer Contact Center (CCC) received updated procedures and training to support the CARE program enhancements. Finally, CARE program information, the online application, and the on-line recertification application ( available in five languages) were updated on the CARE web page. Links to new forms for all 13 languages were also updated.

<http://www.socalgas.com/assistance/care/>

<http://www.socalgas.com/assistance/care/forms.html>

<http://www.socalgas.com/languages/>

<http://www.socalgas.com/sp/asistencia/care/>

<http://www.socalgas.com/sp/asistencia/care/formularios.html>

Along with leads forwarded by other departments, SoCalGas' CARE group also received the following customer compliment:

9/25/09                      Customer called SoCalGas to commend the Company on implementing its Automated Voice Messaging (AVM) CARE recertification system. The customer further stated he appreciated SoCalGas' efforts to save paper and time and believes this method of recertification eliminates hardship for many other customers. Customer plans to inform his other utility companies of SoCalGas' innovative use of technology.

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

### **CARE Data Exchange**

SoCalGas continues to implement CARE program improvements to increase efficiency and decrease participation barriers. The weekly SoCalGas/SoCal Edison (SCE) Data Exchange File was expanded to include recertified-approved CARE customers in September. Through leveraging of SCE data, 3,688 SoCalGas customers were recertified in the CARE program year-to date.

### **2.2.3. CARE Integration**

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

- Customer Contact Center – 8,154
- LIEE program – 841

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

In September, SoCalGas issued an electronic survey to CARE Capitation Agencies/Contractors. The survey was designed to garner information on what types of utility assistance customers are seeking, which utility programs customers are familiar with and how SoCalGas might enhance its existing programs or develop new ones to better serve customers in need. Once the Agency/Contractor feedback is returned to SoCalGas, the results will be researched and SoCalGas' Vice President of Customer Operations will conduct face to face meetings with several of the participating agencies to discuss findings. Final survey results will be available by year end.

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

<b><u>Date</u></b>	<b><u>Nature of Complaint</u></b>
9/28/09	<p>Customer received a call from SoCalGas' AVM system. Customer said system kept repeating her last name and switched her from an English script to Spanish.</p> <p>Resolution: Customer contacted CARE group to verify recertification status. CARE representative determined customer had already been recertified in February 2009 and AVM call was made in error.</p>
9/30/09	<p>Customer contacted CARE group stating she received a recertification application dated September 9, but believed she had already been recertified in August via SoCalGas' AVM system.</p> <p>Resolution: CARE representative determined the recertification process was not completed during AVM call and recertified customer over the telephone.</p>

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

#### **2.3.1 Events and Public Affairs Activities**

9/3/09

**Oakridge Mobile Home Park Community Meeting,**  
**Los Angeles**

SoCalGas Public Affairs staff provided information on its CARE program to approximately 250 income qualified and newly unemployed mobile home park residents were in attendance and RPA provided information on our 20% (CARE) discount for income qualified and. Channel 7 TV News and Public Radio KPCC 89.3 were in attendance and interviewed a few residents.

9/8/09

**Presentation to West End Regional Center on Aging,**  
**Chino**

SoCalGas Public Affairs staff and members from Chino Base Operations, in conjunction with Sandy Windbigler, Community Outreach Liaison for the CPUC, met with the West End Regional Center on Aging to give a presentation on Customer Assistance programs and natural gas safety measures.

9/9/09

**La Opinion Article**

*La Opinion* published an article on Utility Bill Relief reflecting comments from SoCalGas' Public Relations Manager. The article included information on SoCalGas' Customer Assistance programs and a forecast that "consumers and businesses may finally see some relief on their utility bills due to the economic downturn and a decline in wholesale market prices."

9/9/09

**4th Annual Expo "50+ Seniors Going Green" Conference**

Approximately 300 senior citizens received information on SoCalGas' Customer Assistance programs, as well as Energy Efficiency and conservation tips from Public Affairs staff who attended the event.

9/9/09

**Human Resources Committee Members Briefing**

SoCalGas Public Affairs staff briefed the Riverside Chamber Human Resources Committee on its Customer Assistance programs. The committee advises employers on how to properly implement staffing cut backs, thus creating an innovative leveraging opportunity between committee, employers, exiting employees, and SoCalGas. Committee members were supplied with customer assistance application forms which they will now include in their employment exit information packages.

9/23/09

**Crest Forest Fire/Mountain Mutual Aid Association Briefing**

SoCalGas Public Affairs staff provided Customer Assistance information to the Crest Forest Fire/Mountain Mutual Aid Association.

Representatives from the Association will be working with Mt. Calvary Lutheran Church in Crest Park Lake Arrowhead to provide assistance information to struggling families having trouble paying their energy bills.

9/23/09

**Industrial Council's Business Expo**

SoCalGas Public Affairs staff participated in the Commerce Industrial Council's Business Expo where there were over 300 attendees, including local businesses, community and elected officials. Attendees were provided with information on all SoCalGas programs including its Customer Assistance Programs. Community leaders and officials agreed to distribute the information in their communities.

9/30/09

**KTIE-AM Interview**

SoCalGas' Public Affairs Manager taped an interview with KTIE-AM Inland Empire News Hour promoting the utility's Customer Assistance

programs, energy efficiency and the recent J.D. Power and Associates top customer satisfaction ranking. The interview was scheduled to air October 2<sup>nd</sup> during the morning show.

### **2.3.2. Web-links and Media**

On September 10, 2009, State Assemblyman Mike Eng posted a SoCalGas Customer Assistance link on his Website:

<http://democrats.assembly.ca.gov/members/a49/District/default.aspx>

### **3. Appendix: LIEE Tables and CARE Tables**

LIEE- Table 1- LIEE Program Expenses

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

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

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

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

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

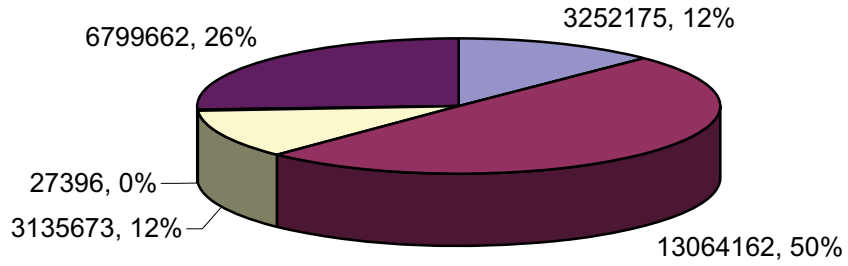
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 1 - LIEE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>September 2009</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>LIEE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 18,519,164	\$ 18,519,164	\$ -	\$ 562,890	\$ 562,890	\$ -	\$ 3,528,821	\$ 3,528,821	0%	19%	19%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -	\$ 2,955,910	\$ 2,955,910	\$ -	\$ 15,950,586	\$ 15,950,586	0%	83%	83%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -	\$ 1,091,167	\$ 1,091,167	\$ -	\$ 6,082,062	\$ 6,082,062	0%	45%	45%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -	\$ 125,250	\$ 125,250	\$ -	\$ 717,600	\$ 717,600	0%	43%	43%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 868,507	\$ 868,507	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 53,722,196</b>	<b>\$ 53,722,196</b>	<b>\$ -</b>	<b>\$ 4,735,217</b>	<b>\$ 4,735,217</b>	<b>\$ -</b>	<b>\$ 26,279,068</b>	<b>\$ 26,279,068</b>	<b>0%</b>	<b>49%</b>	<b>49%</b>
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 27,403	\$ 27,403	\$ -	\$ 193,491	\$ 193,491	0%	63%	63%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -	\$ 150,373	\$ 150,373	\$ -	\$ 1,080,469	\$ 1,080,469	0%	75%	75%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ 44,798	\$ 44,798	\$ -	\$ 628,276	\$ 628,276	0%	67%	67%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 26,195	\$ 26,195	\$ -	\$ 245,491	\$ 245,491	0%	71%	71%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 413,415	\$ 413,415	\$ -	\$ 2,591,774	\$ 2,591,774	0%	46%	46%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 3,185	\$ 3,185	\$ -	\$ 17,652	\$ 17,652	0%	21%	21%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ -</b>	<b>\$ 62,571,908</b>	<b>\$ 62,571,908</b>	<b>\$ -</b>	<b>\$ 5,400,586</b>	<b>\$ 5,400,586</b>	<b>\$ -</b>	<b>\$ 31,036,221</b>	<b>\$ 31,036,221</b>	<b>0%</b>	<b>50%</b>	<b>50%</b>
26	<b>Funded Outside of LIEE Program Budget</b>												
27	Indirect Costs <sup>2</sup>				\$ -	\$ 243,617	\$ 243,617	\$ -	\$ 1,755,643	\$ 1,755,643			
28													
29	NGAT Costs					\$ 201,760	\$ 201,760		\$ 1,168,264	\$ 1,168,264			
30	<sup>1</sup> Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	<sup>2</sup> The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin and therefore are not included in the LIEE/DAP Total Program Costs.												
32	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												





**PIE CHART 1- Expenses by Measures Category For September 2009**

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



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

	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company September 2009</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	992,042
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	10,030,207
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	53,330
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 19.29</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 156.19</b>
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>LIEE Table 4 - LIEE Homes Treated Southern California Gas Company September 2009</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	714	10,494	11,208	8	278	286
5	Imperial	16,908	364	17,272	267	3	270
6	Kern	32,939	9,149	42,088	629	51	680
7	Kings	14,743	13	14,756	872	0	872
8	Los Angeles	5,185	1,136,066	1,141,250	133	29,838	29,971
9	Orange	0	220,018	220,018	0	2,887	2,887
10	Riverside	43,202	189,088	232,290	941	7,019	7,960
11	San Bernardino	9,103	157,414	166,517	96	5,468	5,564
12	San Luis Obispo	27,550	214	27,764	323	1	324
13	Santa Barbara	14,247	25,326	39,573	288	311	599
14	Tulare	42,143	12,993	55,135	2,400	1,292	3,692
15	Ventura	6,892	49,713	56,605	22	203	225
16							
17	<b>Total</b>	<b>213,625</b>	<b>1,810,852</b>	<b>2,024,477</b>	<b>5,979</b>	<b>47,351</b>	<b>53,330</b>
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>LIEE Table 5 - LIEE Customer Summary Southern California Gas Company September 2009</b>																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-09	0	0	0	0	1,744	30,833	0	0	0	0	0	0	1,744	30,833	0	0
7	Mar-09	0	0	0	0	5,335	89,835	0	0	0	0	0	0	5,335	89,835	0	0
8	Apr-09	0	0	0	0	11,738	215,725	0	0	0	0	0	0	11,738	215,725	0	0
9	May-09	0	0	0	0	22,422	421,032	0	0	0	0	0	0	22,422	421,032	0	0
10	Jun-09	0	0	0	0	33,840	615,267	0	0	0	0	0	0	33,840	615,267	0	0
11	Jul-09	0	0	0	0	38,381	708,639	0	0	0	0	0	0	38,381	708,639	0	0
12	Aug-09	0	0	0	0	43,703	812,598	0	0	0	0	0	0	43,703	812,598	0	0
13	Sep-09	0	0	0	0	53,330	992,042	0	0	0	0	0	0	53,330	992,042	0	0
14	Oct-09																
15	Nov-09																
16	Dec-09																
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

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

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>Sep-09</b>				
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	526
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	55
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	10
15	Neighborhood in zip code 91016-31 - Reliable Energy/LA Works	398	142	25	3
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	28
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	2
21	Neighborhood in zip code 92507-42 - The East Los Angeles Community Union	142	97	24	2
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	12
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	19
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	2
34	Neighborhood in zip code 90715-12 - Veterans in Community Service	378	109	33	2
35	Neighborhood in zip code 90715-13 - Veterans in Community Service	627	275	141	1
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	1
38	Neighborhood in zip code 92544-19 - Synergy Companies	409	162	58	42
39	Neighborhood in zip code 92544-40 - Synergy Companies	227	85	40	7
40	Neighborhood in zip code 92545-34 - Synergy Companies	262	131	27	10
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	11
43	Neighborhood in zip code 93219-93 - Reliable Energy	148	103	14	10
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	21
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	3
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	1

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>Sep-09</b>				
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	0
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	2
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	0
56	Neighborhood in zip code 93280-22 - Reliable Energy	242	138	41	1
57	Neighborhood in zip code 93280-23 - Reliable Energy	239	177	61	2
58	Neighborhood in zip code 93280-25 - Reliable Energy	496	279	125	0
59	Neighborhood in zip code 93280-26 - Reliable Energy	298	216	98	3
60	Neighborhood in zip code 93280-27 - Reliable Energy	318	223	98	2
61	Neighborhood in zip code 92570-19 - Synergy	317	178	58	0
62	Neighborhood in zip code 92591-20 - Synergy	227	26	58	0
63	Neighborhood in zip code 92807-22 - Synergy	360	117	34	0
64	Neighborhood in zip code 92821-49 - Synergy	88	33	23	0
65	Neighborhood in zip code 93257-12 - Synergy	364	159	26	0
66	Neighborhood in zip code 93257-15 - Synergy	396	166	28	0
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	0
70	Neighborhood in zip code 93257-20 - Synergy	309	136	21	0
71	Neighborhood in zip code 93257-22 - Synergy	201	123	15	0
72	Neighborhood in zip code 93257-23 - Synergy	134	113	26	0
73	Neighborhood in zip code 93257-24 - Synergy	244	193	65	0
74	Neighborhood in zip code 93257-27 - Synergy	332	199	30	0
75	Neighborhood in zip code 93257-28 - Synergy	214	128	30	0
76	Neighborhood in zip code 93257-29 - Synergy	250	156	19	0
77	Neighborhood in zip code 93257-30 - Synergy	322	208	47	0
78	Neighborhood in zip code 93257-31 - Synergy	274	158	26	0
79	Neighborhood in zip code 93257-32 - Synergy	295	166	24	0
80	Neighborhood in zip code 93257-33 - Synergy	212	121	34	0
81	Neighborhood in zip code 93257-34 - Synergy	157	108	11	0
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	0
85	Neighborhood in zip code 93257-40 - Synergy	289	167	31	0
86	Neighborhood in zip code 93257-41 - Synergy	217	94	21	0
87	Neighborhood in zip code 93257-42 - Synergy	424	294	66	0
88	Neighborhood in zip code 93257-43 - Synergy	303	120	27	0
89	Neighborhood in zip code 93257-44 - Synergy	373	200	58	0
90	Neighborhood in zip code 93257-45 - Synergy	330	228	60	0
91	Neighborhood in zip code 93257-46 - Synergy	260	210	50	0
92	Neighborhood in zip code 93257-47 - Synergy	148	121	13	0
93	Neighborhood in zip code 93257-48 - Synergy	242	200	32	0
94	Neighborhood in zip code 93257-49 - Synergy	161	110	13	0



	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>Sep-09</b>				
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	0
96	Neighborhood in zip code 93257-51 - Synergy	188	135	38	0
97	Neighborhood in zip code 93257-52 - Synergy	272	185	56	0
98	Neighborhood in zip code 93257-54 - Synergy	353	273	106	0
99	Neighborhood in zip code 93257-55 - Synergy	328	216	62	0
100	Neighborhood in zip code 93257-56 - Synergy	280	188	45	0
101	Neighborhood in zip code 93257-57 - Synergy	291	188	53	0
102	Neighborhood in zip code 93257-58 - Synergy	208	106	31	0
103	Neighborhood in zip code 93257-59 - Synergy	187	109	24	0
104	Neighborhood in zip code 93257-60 - Synergy	122	71	15	0
105	Neighborhood in zip code 93257-61 - Synergy	64	32	9	0
106	Neighborhood in zip code 93257-63 - Synergy	178	101	44	0
107	Neighborhood in zip code 93257-71 - Synergy	315	157	7	0
108	Neighborhood in zip code 93257-78 - Synergy	500	302	34	0
109	Neighborhood in zip code 93292-15 - Synergy	271	64	7	0
110	Neighborhood in zip code 93292-92 - Synergy	229	85	36	0
111	Neighborhood in zip code 93292-97 - Synergy	312	158	95	0
112	Neighborhood in zip code 93274-18 - Synergy	311	180	51	0
113	Neighborhood in zip code 93274-25 - Synergy	194	78	17	0
114	Neighborhood in zip code 93274-26 - Synergy	347	151	51	0
115	Neighborhood in zip code 93274-27 - Synergy	309	185	63	0
116	Neighborhood in zip code 93274-28 - Synergy	285	118	29	0
117	Neighborhood in zip code 93274-29 - Synergy	278	113	12	0
118	Neighborhood in zip code 93274-34 - Synergy	129	78	12	0
119	Neighborhood in zip code 93274-35 - Synergy	216	142	38	0
120	Neighborhood in zip code 93274-36 - Synergy	210	139	56	0
121	Neighborhood in zip code 93274-37 - Synergy	232	158	38	0
122	Neighborhood in zip code 93274-38 - Synergy	244	205	50	0
123	Neighborhood in zip code 93274-39 - Synergy	229	192	63	0
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	0
127	Neighborhood in zip code 93274-44 - Synergy	229	106	17	0
128	Neighborhood in zip code 93274-45 - Synergy	204	123	31	0
129	Neighborhood in zip code 93274-48 - Synergy	322	122	24	0
130	Neighborhood in zip code 93274-49 - Synergy	300	177	59	0
131	Neighborhood in zip code 93274-50 - Synergy	185	114	38	0
132	Neighborhood in zip code 93274-51 - Synergy	284	178	76	0
133	Neighborhood in zip code 93274-52 - Synergy	260	196	59	0
134	Neighborhood in zip code 93274-53 - Synergy	118	91	28	0
135	Neighborhood in zip code 93274-55 - Synergy	159	116	76	0
136	Neighborhood in zip code 93274-56 - Synergy	235	171	63	0
137	Neighborhood in zip code 93274-57 - Synergy	312	227	111	0
138	Neighborhood in zip code 93274-58 - Synergy	329	198	50	0
139	Neighborhood in zip code 93274-59 - Synergy	343	172	39	0

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

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>Sep-09</b>				
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	0
186	Neighborhood in zip code 93291-34 - Synergy	146	86	32	0
187	Neighborhood in zip code 93291-35 - Synergy	113	81	34	0
188	Neighborhood in zip code 93291-36 - Synergy	240	167	71	0
189	Neighborhood in zip code 93291-37 - Synergy	228	155	71	0
190	Neighborhood in zip code 93291-46 - Synergy	188	114	54	0
191	Neighborhood in zip code 93291-47 - Synergy	88	46	21	0
192	Neighborhood in zip code 93291-48 - Synergy	192	111	29	0
193	Neighborhood in zip code 93291-49 - Synergy	184	134	21	0
194	Neighborhood in zip code 93291-50 - Synergy	133	98	61	0
195	Neighborhood in zip code 93291-52 - Synergy	343	70	13	0
196	Neighborhood in zip code 93291-71 - Synergy	121	37	18	0
197	Neighborhood in zip code 93291-80 - Synergy	100	0	0	0
198	Neighborhood in zip code 93291-88 - Synergy	312	130	37	0
199	Neighborhood in zip code 93291-89 - Synergy	272	105	9	0
200	Neighborhood in zip code 93291-97 - Synergy	346	61	0	0
201	Neighborhood in zip code 92879-23 - The East Los Angeles Community Union	452	207	130	19
202	Neighborhood in zip code 92879-25 - The East Los Angeles Community Union	287	122	66	13
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					
206					
207					
208					
209	*90631-64 is a Master-metered mobile home park for which SCG does not have individual meter data or individual account number data.				
210					

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>September 2009</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach <sup>[1]</sup>	\$ -	\$ 3,647,684	\$ 3,647,684	\$0	\$161,150	\$161,150	\$ -	\$2,396,401	\$2,396,401	0%	66%	66%
7	Automatic Enrollment	\$ -	\$ -	\$ -	\$0	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$ 1,173,027	\$ 1,173,027	\$0	\$83,699	\$83,699	\$ -	\$867,958	\$867,958	0%	74%	74%
9	Information Technology / Programming	\$ -	\$ 489,451	\$ 489,451	\$0	\$41,228	\$41,228	\$ -	\$407,842	\$407,842	0%	83%	83%
10													
11	<b>Pilots</b>												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation <sup>[2]</sup>	\$ -	\$ 16,237	\$ 16,237	\$0	\$0	\$0	\$ -	\$ 22,954	\$ 22,954	0%	141%	141%
18	Regulatory Compliance	\$ -	\$ 222,130	\$ 222,130	\$0	\$16,155	\$16,155	\$ -	\$ 174,199	\$ 174,199	0%	78%	78%
19	General Administration	\$ -	\$ 566,635	\$ 566,635	\$0	\$37,568	\$37,568	\$ -	\$ 371,366	\$ 371,366	0%	66%	66%
20	CPUC Energy Division	\$ -	\$ 171,500	\$ 171,500	\$0	\$9,086	\$9,086	\$ -	\$ 42,844	\$ 42,844	0%	25%	25%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ -	\$ 6,286,664	\$ 6,286,664	\$0	\$348,886	\$348,886	\$ -	\$4,283,564	\$4,283,564	0%	68%	68%
23													
24	CARE Rate Discount	\$ -	\$ 129,749,002	\$ 129,749,002	\$ -	\$4,527,056	\$4,527,056	\$ -	\$61,661,222	\$61,661,222	0%	48%	48%
25	Service Establishment Charge Discount	\$ -	\$ 3,097,120	\$ 3,097,120	\$ -	\$369,975	\$369,975	\$ -	\$3,047,111	\$3,047,111	0%	98%	98%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ -	\$ 139,132,786	\$ 139,132,786	\$ -	\$ 5,245,917	\$5,245,917	\$ -	\$ 68,991,897	\$ 68,991,897	0%	50%	50%
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption												
32	California Solar Initiative Exemption <sup>[3]</sup>												
33	kWh Surcharge Exemption												
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>												
35													
36	Indirect Costs				\$ -	\$93,727	\$93,727	\$ -	\$ 863,882	\$ 863,882			
37	<sup>1</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	<sup>2</sup> Measurement and Evaluation consists of Needs Assessment costs												
39	<sup>3</sup> DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.												
40	<sup>4</sup> The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.												
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	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																		
2	<b>Southern California Gas Company</b>																		
3	<b>September 2009</b>																		
4		Gross Enrollment											Enrollment						
5		Automatic Enrollment																	
6	<b>2009</b>	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification <sup>6</sup>	Total Adjusted (J+K)	Attrition (Drop Offs) <sup>7</sup>	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
7	<b>January</b>	9,439	1	117	0	0	9,557	71	22,811	32,439	21,538	53,977	26,455	27,522	5,984	1,441,382	1,770,825	81.4%	
8	<b>February</b>	5,364	1,946	55	0	0	7,365	94	13,230	20,689	35,800	56,489	11,261	45,228	9,428	1,450,810	1,770,825	81.9%	
9	<b>March</b>	11,005	1,291	91	0	0	12,387	103	25,326	37,816	53,283	91,099	30,101	60,998	7,715	1,458,525	1,770,825	82.4%	
10	<b>April</b>	12,100	1,266	168	0	0	13,534	85	29,992	43,611	51,496	95,107	20,821	74,286	22,790	1,481,315	1,774,067	83.5%	
11	<b>May</b>	4,631	1,178	249	0	0	6,058	233	17,397	23,688	43,835	67,523	11,776	55,747	11,912	1,493,227	1,774,067	84.2%	
12	<b>June</b>	12,319	2,225	88	0	0	14,632	158	28,088	42,878	66,675	109,553	42,053	67,500	825	1,494,052	1,774,067	84.2%	
13	<b>July</b>	6,891	995	179	0	0	8,065	138	35,177	43,380	50,096	93,476	27,116	66,360	16,264	1,510,316	1,770,947	85.3%	
14	<b>August</b>	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	<b>September</b>	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	<b>October</b>																		
17	<b>November</b>																		
18	<b>December</b>																		
19	<b>Total for 2009</b>	<b>79,088</b>	<b>10,608</b>	<b>1,200</b>	<b>0</b>	<b>0</b>	<b>90,896</b>	<b>1,169</b>	<b>217,561</b>	<b>309,626</b>	<b>422,055</b>	<b>731,681</b>	<b>213,850</b>	<b>517,831</b>	<b>95,776</b>				
20	<sup>1</sup> Enrollments via data sharing between the IOUs.																		
21	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																		
22	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	<sup>4</sup> One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																		
24	<sup>5</sup> Not including Recertification.																		
25	<sup>6</sup> Recertifications completed regardless of month requested.																		
26	<sup>7</sup> The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																		
27	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>September 2009</b>								
4	<b>2009</b>	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	<b>January</b>	1,441,382	5,208	0.36%	2,558	158	2,716	52%	0.19%
6	<b>February</b>	1,450,810	4,742	0.33%	2,459	147	2,606	55%	0.18%
7	<b>March</b>	1,458,525	4,006	0.27%	2,034	133	2,167	54%	0.15%
8	<b>April</b>	1,481,315	3,851	0.26%	1,821	171	1,992	52%	0.13%
9	<b>May</b>	1,493,227	3,944	0.26%	1,877	156	2,033	52%	0.14%
10	<b>June</b>	1,494,052	4,651	0.31%	1,520	165	1,685	36%	0.11%
11	<b>July</b>	1,510,316	4,760	0.32%	5	140	145	3%	0.01%
12	<b>August</b>	1,520,244	3,560	0.23%	2	103	105	3%	0.01%
13	<b>September</b>	1,531,174	3,672	0.24%	2	56	58	2%	0.00%
14	<b>October</b>								
15	<b>November</b>								
16	<b>December</b>								
17	<b>Total for 2009</b>	<b>1,458,525</b>	<b>38,394</b>	<b>2.63%</b>	<b>12,278</b>	<b>1,229</b>	<b>13,507</b>	<b>35%</b>	<b>0.93%</b>
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>September 2009</b>						
4		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/ Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
5	<b>YTD Total</b>	16,503,838	943,487	731,681	29,713	182,093	
6	<b>Percentage</b>		100.00%	77.55%	3.15%	19.30%	0.00%
7	<sup>1</sup> Includes sub-metered customers.						
8	<sup>2</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	<sup>3</sup> Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	<sup>6</sup> SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>September 2009</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,066	703	10,769	9,699	599	10,298	96%	85%	95%
7	Imperial	263	15,584	15,847	236	13,196	13,432	90%	85%	85%
8	Kern	8,450	31,795	40,246	8,898	25,054	33,952	105%	79%	84%
9	Kings	13	14,480	14,493	11	12,664	12,675	83%	88%	88%
10	Los Angeles	964,587	5,144	969,731	869,869	5,834	875,703	90%	113%	90%
11	Orange	180,713	0	180,713	138,820	0	138,820	77%	0%	77%
12	Riverside	177,351	42,184	219,535	150,708	23,302	174,010	85%	55%	79%
13	San Bernardino	145,617	7,709	153,326	133,374	5,170	138,544	92%	67%	90%
14	San Luis Obispo	204	25,377	25,581	45	15,203	15,248	22%	60%	59%
15	Santa Barbara	21,156	13,612	34,768	13,736	12,935	26,671	65%	95%	77%
16	Tulare	12,677	41,020	53,697	15,886	35,133	51,019	125%	86%	95%
17	Ventura	45,700	6,541	52,242	35,219	5,583	40,802	77%	85%	78%
18										
19	<b>Total</b>	<b>1,566,797</b>	<b>204,151</b>	<b>1,770,947</b>	<b>1,376,501</b>	<b>154,673</b>	<b>1,531,174</b>	<b>88%</b>	<b>76%</b>	<b>87%</b>
20										
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									



	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>September 2009</b>							
4	<b>2009</b>	Total CARE Population	Participants Requested to Recertify <sup>1</sup>	% of Population Total	Participants Recertified <sup>2, 3</sup>	Participants Dropped <sup>3</sup>	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	<b>January</b>	1,441,382	49,988	3.47%	36,096	13,492	72%	0.94%
6	<b>February</b>	1,450,810	20,913	1.44%	14,073	6,993	67%	0.48%
7	<b>March</b>	1,458,525	31,842	2.18%	23,243	9,381	73%	0.64%
8	<b>April</b>	1,481,315	37,575	2.54%	27,549	8,413	73%	0.57%
9	<b>May</b>	1,493,227	31,728	2.12%	21,520	536	68%	0.04%
10	<b>June</b>	1,494,052	26,143	1.75%	12,893	386	49%	0.03%
11	<b>July</b>	1,510,316	19,806	1.31%	13,392	385	68%	0.03%
12	<b>August</b>	1,520,244	26,756	1.76%	10,293	360	38%	0.02%
13	<b>September</b>	1,531,174	30,067	1.96%	1,146	57	4%	0.00%
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2009</b>	<b>1,458,525</b>	<b>274,818</b>	<b>18.84%</b>	<b>160,205</b>	<b>40,003</b>	<b>58%</b>	<b>2.74%</b>
18	<sup>1</sup> Participants requested to recertify.							
19	<sup>2</sup> Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	<sup>3</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

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

Contractor Name <sup>1</sup>	Contractor Type				Year-to-Date		
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
Community Action Partnership of Orange County		X	X	X	0	69	69
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	104	105
Community Pantry of Hemet		X			0	9	9
Community Action Partnership of San Bernardino		X		X	1	188	189
LA Works		X			0	1	1
Children’s Hospital of Orange County		X			0	10	10
The Companion Line		X			0	436	436
Across Amer Foundation		X			0	5	5
LA County 211		X			0	27	27
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	39	40
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	207	207
Visalia Emergency Aid Council		X			0	0	0
<b>Total Enrollments</b>					<b>4</b>	<b>1,165</b>	<b>1,169</b>

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

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

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>September 2009</b>							
4	<b>2009</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change<sup>1</sup></b>
5	<b>January</b>	n/a	1,441,382	n/a	1,441,382	1,770,825	81.4%	0.4%
6	<b>February</b>	n/a	1,450,810	n/a	1,450,810	1,770,825	81.9%	0.7%
7	<b>March</b>	n/a	1,458,525	n/a	1,458,525	1,770,825	82.4%	0.5%
8	<b>April</b>	n/a	1,481,315	n/a	1,481,315	1,774,067	83.5%	1.6%
9	<b>May</b>	n/a	1,493,227	n/a	1,493,227	1,774,067	84.2%	0.8%
10	<b>June</b>	n/a	1,494,052	n/a	1,494,052	1,774,067	84.2%	0.1%
11	<b>July</b>	n/a	1,510,316	n/a	1,510,316	1,770,947	85.3%	1.1%
12	<b>August</b>	n/a	1,520,244	n/a	1,520,244	1,770,947	85.8%	0.7%
13	<b>September</b>	n/a	1,531,174	n/a	1,531,174	1,770,855	86.5%	0.7%
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2009</b>							
18	<sup>1</sup> Explain any monthly variance of 5% or more in the number of participants.							
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of **MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR AUGUST 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 October, 2009 at San Diego, California.

          /s/ Jenny Norin            
Jenny Norin