

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Applications of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)	Application 11-05-019 (Filed May 15, 2011)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 – 2014.	Application 11-05-020 (Filed May 15, 2011)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 – 2014.	Application 11-05-018 (Filed May 15, 2011)
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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR MARCH 2012**

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April 23, 2012

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LOW-INCOME ASSISTANCE PROGRAMS FOR MARCH 2012**

This is the third monthly report of program year (PY) 2012. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through March 2012 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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**Southern California Gas Company
Energy Savings Assistance Program (ESA
Program)
And
California Alternate Rates for Energy (CARE)
Program Monthly Report**

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. Energy Savings Assistance Program Executive Summary

1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 08-11-031:

Program Summary through March 2012			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$41,777,114	\$16,167,245	39%
Homes Treated	*	17,974	*%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	*	48,458	%

* Six month Bridge Funding authorized in D.11-11-010. Awaiting Commission authorization of program goals.

In March, SoCalGas processed and paid contractor invoices for 12,096 treated homes. SoCalGas also paid for the installation of weatherization measures in 11,945 homes. Energy Savings Assistance Program contractors serviced or replaced 2,291 appliances, which included 2,148 furnace repairs/replacements and 143 water heater replacements.

In addition, SoCalGas finalized all “carry back” adjustments as authorized in the Joint Ruling of Assigned Commissioner Simon and Administrative Law Judge Kim¹, dated December 1, 2011. The joint ruling authorized SoCalGas to borrow an amount not to exceed that which is necessary from the bridge funding authorized for January 1, 2012 to June 30, 2012 under D.11-11-010.

Accordingly, SoCalGas has adjusted its authorized bridge funding in the amount

¹ Joint Ruling of Assigned Commissioner and Administrative Law Judge on the Joint Emergency Motion of the East Los Angeles Community Union, et al. to Continue the Low Income Energy Savings Assistance Program for Southern California Gas Company. (Ordering Paragraph 2.)

of \$3.4 million used to supplement its 2011 program funding. A full accounting of the “carry-back” adjustment is shown in Table 1L attached to this report.

1.2 Whole Neighborhood Approach Evaluation

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

In March, SoCalGas combined efforts to provide its ESA Program contractor network with an additional 35 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their WNA efforts. This approach, in conjunction with SoCalGas oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort; total number of completed homes, customers not willing to participate, successful canvassing and / or marketing efforts, and any other information that can help increase eligible customer enrollments. This detailed accounting serves to assist both the contractors and SoCalGas with future WNA activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with tracking methods take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of ESA Program activities from a whole neighborhood perspective. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System², both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing and also capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

² The HEAT System is SoCalGas’ ESA Program database used to track program activity and expenditures.

The canvassing lists generated in March were initiated in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 8,374 customer addresses, of which 2,527 (30%) are potentially eligible based on ESA Program income eligibility criteria. Additionally, based on SoCalGas data, 2,541 of the 8,374 (30%) addresses are in targeted self-certification PRIZM codes³.

Number of WNA Events per City	Contractor
Upland – 7	Quality Conservation Services
Mira Loma – 28	Synergy

Through March 2012, SoCalGas and its ESA Program contractors treated 86 homes through WNA activities.

1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update

1.3.1 Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

Ethnic and Mass Media Campaign

SoCalGas launched an ethnic media campaign to inform the Los Angeles community of its participation in the Abilities Expo event at the Los Angeles Convention Center March 30th through April 1, 2012. Two campaign ads appeared in the Los Angeles Watts Times and the Los Angeles Sentinel two weeks beginning March 18th through the weekend of March 30th. The Abilities Expo in Los Angeles is for people with disabilities, their families, seniors, veterans, caregivers and healthcare professionals. SoCalGas participated and

³ 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.

provide information on its CARE, ESA Program and Medical Baseline programs. The Expo tailored hundreds of product offerings, free workshops.

Energy Savings Assistance Program Bill inserts/onserts

A bill onsert campaign was conducted in the month of March. The onsert had information on how the ESA Program provides income-qualified renters and homeowners with easy; no cost solutions that may help reduce energy use and save money. Customers were directed to visit socalgas.com (search “ASSISTANCE”) for more information and to express interest in the program that would result in a contractor referral.

Energy Savings Assistance Program Direct Mailings

No direct mail campaigns were conducted during the month of March.

Energy Savings Assistance Program Outbound Dialing

An Automated Voice Messaging Campaign (AVM) launched in March to over 9,000 residential CARE customers throughout SoCalGas’ service territory. Preliminary results show that over 300 eligible customers are interested in the Energy Savings Assistance Program. SoCalGas is working with Energy Savings Assistance Program contractors to aid them with customer leads and will continue to use AVM campaigns throughout 2012 as another method to reach out and encourage customers to enroll in the Energy Savings Assistance Program.

Energy Savings Assistance Program Web Activities

In March, SoCalGas promoted the Energy Savings Assistance Program to 2,224 customers. These customers were potentially eligible for the Energy Savings Assistance Program. Additionally SoCalGas sent an electronic email to 6,139 customers who established a new SoCalGas account. An email link for customer assistance was attached to the email blasts. The email blast to these customers

included information about SoCalGas' assistance programs and encouraged customers to apply for CARE as well as ESA Program's no-cost home improvements. For their convenience, a direct link to SoCalGas' on-line ESA Program request (lead) form was imbedded in the email. As of March 31st, 606 customers completed the on-line English Energy Savings Assistance Program request form.

1.3.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and Energy Savings Assistance Program

March 30 – April 1st – Los Angeles Abilities Expo

SoCalGas sponsored and hosted a booth at the annual Los Angeles Abilities Expo at the Los Angeles Convention Center. The event is sponsored for people of all ages and levels and types of disabilities. SoCalGas participates to educate customers on its low income and medical baseline programs. Approximately 5,000 people attended the event with over 600 attendees visiting SoCalGas' booth to sign up and get information about CARE, Medical Baseline and the ESA Program.

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?

There are no updates from leveraging with CSD for the month of March. SoCalGas will continue to monitor discussions between CSD, CPUC and other utilities for closer collaboration and leveraging with CSD.

SoCalGas continues its efforts to meet with various municipal 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 PY2012.

For example, SoCalGas and the City of Riverside have signed an Inter-Utility Agreement that will allow customers residing in both utilities' overlapping service territory to benefit from SoCalGas' ESA Program services and from the City of Riverside's service offerings during the same visit. As with previous agreements with municipal utilities, SoCalGas ESA Program contractors will install certain electric measures, as well as any eligible gas measures, so that customers are able to realize the energy and bill savings inherent in both sets of measures. Initial installations for this effort will begin in the second quarter of 2012.

SoCalGas also continues to canvass joint territory for the ESA Program leveraging agreements with Imperial Irrigation District (IID) and Burbank Water and Power (BWP) and will report future results accordingly.

SoCalGas and Eastern Municipal Water District (EMWD) have also completed a leveraging agreement where EMWD provides a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' ESA Program. Initial installations under the signed agreement began in December 2010 and will continue throughout 2012.

1.5. Workforce Education & Training

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

SoCalGas continued its internal training programs which contribute to the goals of workforce development. SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A) and 2) ESA Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results				
	January	February	March	YTD Total
Attended Testing	20	17	18	55
Passed Test	17	17	18	52
Pass Rate	85.0%	100.0%	100.0%	94.5%

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

SoCalGas Enrollment and Assessment Training				
	January	February	March	YTD Total
Attended Class	15	17	18	50
Passed Class	14	16	18	48
Badged	14	15	18	47
Census Attendees	2	0	0	2
Retention Rate	93.33%	88.2%	100.0%	94.0%

The 5-day class covers utility-specific items related to policies, security process and overall customer service standards as well as for leveraging opportunities amongst other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 47. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes range from 5 – 35 technicians. The table below shows the number of students that have attended class in 2012.

Class Type	January		February		March		YTD Total	
	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students
Initial	0	0	7	20	3	6	10	26
Refreshers	0	0	3	9	2	32	5	41
NGAT 5-Day	0	0	0	0	1	10	1	10
Grand Total	0	0	10	29	6	48	16	77

2. CARE Executive Summary

2.1. CARE Program Summary - March

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$1,892,966	\$507,569	27%
Proc., Certification and Verification	\$624,464	\$293,149	47%
Information Tech./Programming (1)	\$261,277	\$188,000	72%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$8,596	\$0	0%
Regulatory Compliance	\$118,460	\$63,496	54%
General Administration	\$302,482	\$171,641	57%
CPUC Energy Division Staff	\$85,750	\$9,578	11%
Cooling Centers (3)	N/A	N/A	N/A
Total Expenses	\$3,293,995	\$1,233,433	37%
Subsidies and Benefits (4)	\$67,950,825	\$38,820,240	58%
Total Program Costs and Discounts	\$71,244,819	\$40,053,673	56%

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,698,200	1,826,972	93%

2.2 Outreach

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

CARE Telephone Enrollments and Recertification

SoCalGas continued with its monthly campaign to call existing CARE customers who are due to recertify their eligibility. Over 21,900 customers were contacted via an AVM campaign, and 5,249 customers recertified their eligibility. (When possible, SoCalGas also emails customers who need to recertify; the recertification email campaign is described below.)

In addition, over 27,000 customers who are not on the CARE program, but who live in “self-certification” zip codes, were contacted during March via an AVM campaign; 1,554 customers subsequently enrolled in the program.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all communications, and during the month of January (the latest month for which statistics are available), the CARE program was the number one topic searched by visitors. During March 3,213 new customers enrolled in the CARE program via the company website. In addition, because more and more SoCalGas customers have provided the company with their email addresses, SoCalGas is increasing its email communications. During March SoCalGas sent an email to 12,300 customers who were due to recertify their eligibility in the program (and who had previously supplied the company with their email addresses). The email contains a link to the company website, and 1,449 existing customers re-certified their eligibility.

CARE Third-Party Enrollments & Outreach

To reach customers who are “missed” by traditional outreach (bill inserts, phone campaigns, direct mail, and so on), SoCalGas’ employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish). During the month of March, door-to-door outreach returned applications for 2,327 customers; 1,843 were subsequently enrolled.

Additionally, as a result of an agreement between SoCalGas and 211 LA County, 211 continues to refer interested, potentially eligible callers to SoCalGas' CARE program as well as promote CARE and other SoCalGas assistance programs at select events

CARE Direct Mail Activity and Enrollments

SoCalGas initiated a multi-month direct mail campaign. During March 200,000 letters were mailed to customers in the overlapping SoCalGas and Southern California Edison service territory. The mailings will continue throughout April and into early May. Based on early numbers, thus far 1,759 English applications were returned; 886 were subsequently enrolled into the program. 348 Spanish applications were returned; 144 were subsequently enrolled.

CARE Bill Inserts

There was no bill insert in March. The next scheduled bill insert will be the annual CARE notification scheduled for July which will inform customers of the new CARE eligibility guidelines effective June 1, 2012.

Outreach by Field Employees

From October through February (SoCalGas' gas furnace pilot relighting) field employees distributed a bilingual (English/Spanish) leave-behind pamphlet with customers. The flyer details Customer Assistance programs. During the "off-season" personnel distribute the flyers on an as-needed basis. The mandatory distribution will resume in October.

CARE Mass Media Campaign

There was no mass media campaign during the month of March.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison, San Diego Gas & Electric, Pacific Gas and Electric, and the Los Angeles Department of Water and Power. During the month of March, 5,935 customers were enrolled in SoCalGas' CARE program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' Energy Savings Assistance Program and the Gas Assistance Fund. Intra-utility efforts in March generated 1,971 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification ("PEV") activities when customer information is shared with programs such as LIHEAP. Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during March 2012, 171 LIHEAP customers were enrolled in SoCalGas' CARE program.

2.3 CARE Recertification Complaints

There were no recertification complaints during the month of March.

3. Appendix Energy Savings Assistance Program Tables and CARE Tables

Energy Savings Assistance Program - Table 1- Energy Savings Assistance Program Expenses

Energy Savings Assistance Program - Table 2- Energy Savings Assistance Program Expenses & Energy Savings by Measures Installed

Energy Savings Assistance Program - Table 3- Energy Savings Assistance Program Average Bill Savings per Treated Home

Energy Savings Assistance Program - Table 4- Energy Savings Assistance Program Homes Treated

Energy Savings Assistance Program - Table 5- Energy Savings Assistance Program Customer Summary

Energy Savings Assistance Program - Table 6- Energy Savings Assistance Program Expenditures for Pilots and Studies

Energy Savings Assistance Program - 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

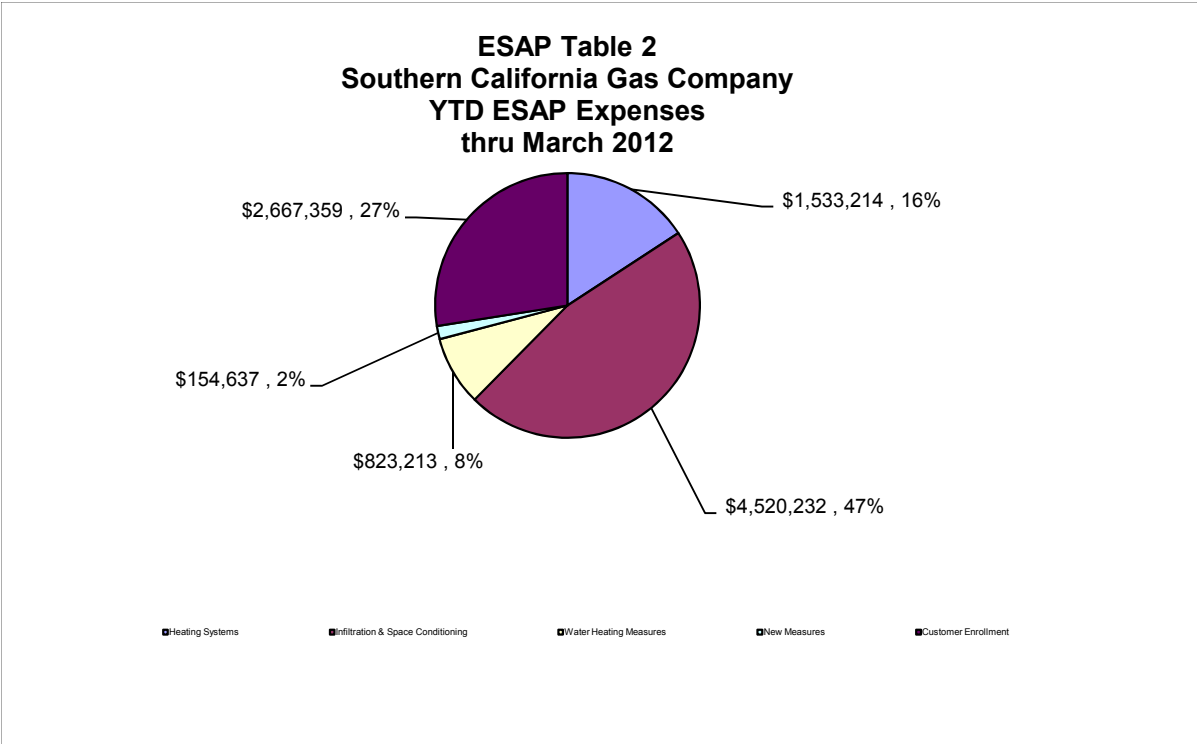
CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	March 2012												
4		Authorized Budget¹			Current Month Expenses²			Year-To-Date Expenses²			% of Budget Spent Year-To-Date		
5	Energy Savings	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 8,837,753	\$ 8,837,753	\$ -	\$ 2,755,108	\$ 2,755,108	\$ -	\$ 3,108,798	\$ 3,108,798	0%	35%	35%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization ³	\$ -	\$ 18,877,740	\$ 18,877,740	\$ -	\$ 7,777,164	\$ 7,777,164	\$ -	\$ 8,404,279	\$ 8,404,279	0%	45%	45%
10	- Outreach and Assessment	\$ -	\$ 8,605,623	\$ 8,605,623	\$ -	\$ 2,164,727	\$ 2,164,727	\$ -	\$ 2,831,868	\$ 2,831,868	0%	33%	33%
11	- In Home Energy Education	\$ -	\$ 1,094,055	\$ 1,094,055	\$ -	\$ 150,240	\$ 150,240	\$ -	\$ 227,490	\$ 227,490	0%	21%	21%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 14,064	\$ 14,064	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL	\$ -	\$ 37,429,235	\$ 37,429,235	\$ -	\$ 12,847,239	\$ 12,847,239	\$ -	\$ 14,572,435	\$ 14,572,435	0%	39%	39%
16													
17	Training Center	\$ -	\$ 160,294	\$ 160,294	\$ -	\$ 26,836	\$ 26,836	\$ -	\$ 72,371	\$ 72,371	0%	45%	45%
18	Inspections	\$ -	\$ 850,766	\$ 850,766	\$ -	\$ 71,220	\$ 71,220	\$ -	\$ 239,521	\$ 239,521	0%	28%	28%
19	Marketing	\$ -	\$ 525,146	\$ 525,146	\$ -	\$ 94,946	\$ 94,946	\$ -	\$ 111,993	\$ 111,993	0%	21%	21%
20	M&E Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 136,418	\$ 136,418	\$ -	\$ 20,988	\$ 20,988	\$ -	\$ 38,392	\$ 38,392	0%	28%	28%
22	General Administration	\$ -	\$ 2,632,368	\$ 2,632,368	\$ -	\$ 340,363	\$ 340,363	\$ -	\$ 1,128,427	\$ 1,128,427	0%	43%	43%
23	CPUC Energy Division	\$ -	\$ 42,887	\$ 42,887	\$ -	\$ -	\$ -	\$ -	\$ 4,105	\$ 4,105	0%	10%	10%
24													
25	TOTAL PROGRAM COSTS⁴	\$ -	\$ 41,777,114	\$ 41,777,114	\$ -	\$ 13,401,592	\$ 13,401,592	\$ -	\$ 16,167,244	\$ 16,167,244	0%	39%	39%
26	Funded Outside of Energy Savings Assistance Program Budget												
27	Indirect Costs ²				\$ -	\$ 310,452	\$ 310,452		\$ 748,001	\$ 748,001			
28													
29	NGAT Costs				\$ 492,810	\$ 492,810		\$ 534,509	\$ 534,509				
30	¹ Budget reflects 6 month Bridge Funding authorized in D.11-11-010 of \$45,188,134 less a reduction for the carry back into PY2011 of \$3,411,020 authorized in the December 1, 2011 Joint Ruling of Assigned Commissioner and Administrative Law Judge on the Joint Emergency Motion of the East Los Angeles Community Union, et al. to continue the Low Income Energy Savings Assistance Program for Southern California Gas Company. (Bridge Funding Budget \$45,188,134 - \$3411,020 = \$41,777,114). The amount carried back into PY 2011 from the 2012 Bridge Funding Budget is \$3,411,020 which was removed from the Gas Appliance sub-category (Gas Appliances = \$12,248,773 - \$3,411,020 = \$8,837,753)												
31	² Current Month and Year to Date Expenses include a First Quarter accrual of \$4,874,377.41 for estimated ESA Program services and installations to be completed by March 31, 2012. (Gas Appliances \$1,388,129.62; In Home Energy Education \$8,940.00; Outreach & Assessment \$390,098.00; Weatherization \$3,086,560.05; Inspections \$152,996.00)												
32	³ 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	
	Energy Savings Assistance Program Table 2								
	Program Expenses and Energy Savings by Measures Installed								
	Southern California Gas Company								
	March 2012								
1									
2				Year-To-Date Completed & Expensed Installations					
3	Measures	Units	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)¹	Expenses	% of Expenditure	
4	Heating Systems								
5	Furnaces	Each	2,723			0	\$1,533,214	16%	
6	Cooling Measures								
7	A/C Replacement - Room	Each							
8	A/C Replacement - Central	Each							
9	A/C Tune-up - Central	Each							
10	A/C Services - Central	Each							
11	Heat Pump	Each							
12	Evaporative Coolers	Each							
13	Evaporative Cooler Maintenance	Each							
14	Infiltration & Space Conditioning								
15	Envelope and Air Sealing Measures	Home	10,266			37,222	\$3,226,993	33%	
16	Duct Sealing	Home	3			0	\$297,120	3%	
17	Attic Insulation	Home	898			6,577	\$996,120	10%	
18	Water Heating Measures								
19	Water Heater Conservation Measures	Home	13,118			0	\$652,710	7%	
20	Water Heater Replacement - Gas	Each	168			0	\$170,503	2%	
21	Water Heater Replacement - Electric	Each							
22	Tankless Water Heater - Gas	Each							
23	Tankless Water Heater - Electric	Each							
24	Lighting Measures								
25	CFLs	Each							
26	Interior Hard wired CFL fixtures	Each							
27	Exterior Hard wired CFL fixtures	Each							
28	Torchiere	Each							
29	Refrigerators								
30	Refrigerators -Primary	Each							
31	Refrigerators - Secondary	Each							
32	Pool Pumps								
33	Pool Pumps	Each							
34	New Measures								
35	Forced Air Unit Standing Pilot Change Out	Each	11			0	\$3,520	0%	
36	Furnace Clean and Tune	Each	1,804			4,660	\$151,118	2%	
37	High Efficiency Clothes Washer	Each	0			0	\$0	0%	
38	Microwave	Each							
39	Thermostatic Shower Valve	Each							
40	LED Night Lights	Each							
41	Occupancy Sensor								
42	Pilots								
43	A/C Tune-up Central	Home							
44	Interior Hard wired CFL fixtures	Each							
45	Ceiling Fans	Each							
46	In-Home Display	Each							
47	Programmable Controllable Thermostat	Each							
48	Forced Air Unit	Each							
49	Microwave								
50	High Efficiency Clothes Washer								
51									
52	Customer Enrollment								
53	Outreach & Assessment	Home	17,974				\$2,448,344	25%	
54	In-Home Education	Home	17,884				\$219,015	2%	
55	Education Workshops	Participant							
56									
57									
58	Total Savings/Expenditures						48,458	\$ 9,698,656	100%
59									
60	Homes Weatherized	Home	13,417						
61									
62	Homes Treated								
63	- Single Family Homes Treated	Home	14,039						
64	- Multi-family Homes Treated	Home	3,219						
65	- Mobile Homes Treated	Home	716						
66	- Total Number of Homes Treated	Home	17,974						
67	# Eligible Homes to be Treated for PY²	Home							
68	% OF Homes Treated	%							
69									
70	- Total Master-Metered Homes Treated	Home	1,386						
71									
72	¹ Energy savings is based on the 2009 Load Impact Evaluation.								
73	² Based on Attachment H of D. 08-11-031								
74	³ The Total Savings/Expenditures amount does not include the accrual total for the first quarter of PY2012.								
75									
76	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

PIE CHART 1- Expenses by Measures Category For March 2012



	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company March 2012	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	48,458
6	Lifecycle kWh Savings	n/a
7	Lifecycle Therm Savings	-
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	17,974
11	Average 1st Year Bill Savings / Treated Home	\$ 2.80
12	Average Lifecycle Bill Savings / Treated Home	\$ 19.12
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	Energy Savings Assistance Program Table 4 - Energy Savings Assistance Program Homes Treated Southern California Gas Company March 2012						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	26	10,964	10,990	19	249	268
5	Imperial	17,764	1	17,765	22	3	25
6	Kern	30,216	13,518	43,734	609	88	697
7	Kings	14,168	18	14,186	157	0	157
8	Los Angeles	2,902	1,125,078	1,127,980	95	9360	9455
9	Orange	21	247,915	247,936	0	1423	1423
10	Riverside	139,376	112,211	251,586	174	1724	1898
11	San Bernardino	1,169	167,972	169,140	35	2178	2213
12	San Luis Obispo	18,805	11,085	29,890	134	0	134
13	Santa Barbara	1,331	43,152	44,483	120	77	197
14	Tulare	44,399	10,073	54,472	1035	407	1442
15	Ventura	2,154	62,421	64,575	3	62	65
16							
17	Total	272,331	1,804,407	2,076,738	2,403	15,571	17,974
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	Energy Savings Assistance Program Table 5 - Program Customer Summary Southern California Gas Company March 2012																
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-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-12	0	0	0	0	5878	6,855	0	0	0	0	0	0	5,878	6,855	0	0
7	Mar-12	0	0	0	0	17974	48,458	0	0	0	0	0	0	17,974	48,458	0	0
8	Apr-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	May-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Jun-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Jul-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Aug-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	Sep-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Oct-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	Nov-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Dec-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	March 2012												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2012			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8		\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9													
10	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	Studies:												
13	Non-Energy Benefits	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation ¹	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	Total Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	1 Budget funds are carried over from the 2007-2008 Energy Savings Assistance Program Funding Cycle												
20	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	March 2012				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
7	90631-15 - ACS Group	126	62	45	0
8	90631-22 - ACS Group	105	43	7	2
9	90631-37 - ACS Group	239	105	55	1
10	90631-39 - ACS Group	280	147	28	0
11	90631-40 - ACS Group	195	99	56	2
12	90631-45 - ACS Group	361	169	116	7
13	90631-46 - ACS Group	384	210	146	8
14	90631-47 - ACS Group	408	207	138	2
15	90631-52 - ACS Group	247	125	25	4
16	90631-53 - ACS Group	296	176	92	6
17	90631-54 - ACS Group	191	105	52	3
18	90631-55 - ACS Group	311	155	54	4
19	90631-60 - ACS Group	304	167	61	0
20	90631-61 - ACS Group	202	108	51	2
21	90631-67 - ACS Group	361	124	79	1
22	90631-68 - ACS Group	249	133	74	0
23	90631-89 - ACS Group	290	128	45	1
24	90631-92 - ACS Group	194	92	4	1
25	90631-93 - ACS Group	18	10	1	0
26	90631-94 - ACS Group	25	12	0	0
27	92567-88 - Synergy	26	10	2	0
28	92567-89 - Synergy	210	78	14	0
29	92567-90 - Synergy	88	30	11	0
30	92567-91 - Synergy	212	74	20	0
31	92567-92 - Synergy	183	59	27	0
32	92567-93 - Synergy	162	54	22	5
33	92567-94 - Synergy	197	67	26	0
34	92567-95 - Synergy	175	58	29	0
35	92567-96 - Synergy	367	130	73	0
36	92567-97 - Synergy	270	88	42	0
37	92557-68 - The East Los Angeles Community Union	301	118	41	1
38	92557-69 - The East Los Angeles Community Union	304	131	82	2
39	90620-39 - ACS Group	76	42	38	0
40	90620-48 - ACS Group	116	52	58	0
41	90621-19 - ACS Group	383	217	109	1
42	90621-20 - ACS Group	265	160	81	0
43	90621-22 - ACS Group	161	100	40	0
44	90621-23 - ACS Group	233	125	58	1
45	90621-24 - ACS Group	195	95	67	1
46	90621-25 - ACS Group	263	113	12	0
47	90621-26 - ACS Group	243	140	34	1
48	90621-27 - ACS Group	406	229	125	5
49	90621-28 - ACS Group	289	151	77	3
50	90621-29 - ACS Group	130	72	45	0
51	90621-30 - ACS Group	271	163	38	0
52	90621-31 - ACS Group	355	206	133	0
53	90621-34 - ACS Group	114	59	41	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	March 2012				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
54	90621-35 - ACS Group	295	164	47	0
55	90621-40 - ACS Group	119	61	16	0
56	90621-41 - ACS Group	83	39	2	0
57	90621-42 - ACS Group	49	27	0	0
58	90621-43 - ACS Group	37	22	4	0
59	90621-44 - ACS Group	15	8	0	0
60	92553-17 - EASE	66	34	49	0
61	92553-20 - EASE	231	0	1	0
62	92553-23 - EASE	133	83	59	0
63	92553-27 - EASE	29	11	13	0
64	92553-28 - EASE	488	328	155	0
65	92553-30 - EASE	175	151	127	0
66	92553-31 - EASE	327	248	178	0
67	92553-34 - EASE	533	252	285	0
68	92553-37 - EASE	392	229	186	0
69	92553-41 - EASE	403	246	164	0
70	92553-42 - EASE	328	176	173	0
71	92553-43 - EASE	449	199	221	0
72	92553-65 - EASE	437	186	51	0
73	92553-75 - EASE	342	255	0	0
74	92553-76 - EASE	138	70	59	0
75	92553-77 - EASE	149	128	113	0
76	92553-80 - EASE	265	210	156	0
77	92553-83 - EASE	234	175	94	0
78	92553-93 - EASE	176	115	81	1
79	92583-27 - EASE	128	78	58	2
80	92583-28 - EASE	134	53	70	0
81	92583-32 - EASE	209	138	138	0
82	92583-33 - EASE	211	148	129	1
83	92583-34 - EASE	83	59	31	2
84	92583-35 - EASE	142	102	63	0
85	92583-36 - EASE	214	144	116	0
86	92583-39 - EASE	135	80	73	2
87	92583-40 - EASE	147	89	73	0
88	92583-41 - EASE	114	69	47	1
89	92583-42 - EASE	186	136	99	0
90	92583-43 - EASE	274	198	112	0
91	92583-46 - EASE	65	44	23	0
92	92583-47 - EASE	269	175	147	3
93	92583-48 - EASE	320	166	96	0
94	92583-50 - EASE	242	176	13	0
95	92583-51 - EASE	293	162	124	6
96	92583-65 - EASE	435	179	53	4
97	92583-67 - EASE	32	14	11	0
98	91786-81 - Quality Conservation Services	407	119	174	0
99	91786-82 - Quality Conservation Services	2	1	0	0
100	91786-85 - Quality Conservation Services	13	5	0	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	March 2012				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
101	91786-86 - Quality Conservation Services	8	3	3	0
102	91786-87 - Quality Conservation Services	2	1	0	0
103	91786-89 - Quality Conservation Services	41	10	3	0
104	91786-94 - Quality Conservation Services	191	93	0	0
105	91752-11 - Synergy	97	56	72	0
106	91752-12 - Synergy	602	345	67	0
107	91752-13 - Synergy	725	418	118	0
108	91752-14 - Synergy	255	22	3	0
109	91752-16 - Synergy	357	27	20	0
110	91752-17 - Synergy	211	35	27	0
111	91752-18 - Synergy	306	121	105	0
112	91752-19 - Synergy	309	123	111	0
113	91752-20 - Synergy	221	36	30	0
114	91752-21 - Synergy	246	46	20	0
115	91752-22 - Synergy	309	86	71	0
116	91752-23 - Synergy	321	91	89	0
117	91752-24 - Synergy	174	67	46	0
118	91752-25 - Synergy	170	65	37	0
119	91752-26 - Synergy	202	66	38	0
120	91752-27 - Synergy	102	39	33	0
121	91752-28 - Synergy	356	205	135	0
122	91752-29 - Synergy	86	5	1	0
123	91752-30 - Synergy	278	53	11	0
124	91752-31 - Synergy	173	51	0	0
125	91752-34 - Synergy	488	39	7	0
126	91752-36 - Synergy	315	92	1	0
127	91752-42 - Synergy	156	46	0	0
128	91752-43- Synergy	487	39	9	0
129	91752-44 - Synergy	215	14	4	0
130	91752-66 - Synergy	195	57	0	0
131	91752-73 - Synergy	249	20	0	0
132	91752-76 - Synergy	105	31	3	0
133					86
134					
135					
136					
137					
138					
139					
140					
141					
142					
143					
144					
145					
146					
147					

	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	March 2012												
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]	\$ -	\$1,892,966	\$1,892,966		\$410,975	\$410,975		\$507,569	\$507,569	0%	27%	27%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$624,464	\$624,464	\$ -	\$105,280	\$105,280	\$ -	\$293,149	\$293,149	0%	47%	47%
9	Information Technology / Programming	\$ -	\$261,277	\$261,277	\$ -	\$68,856	\$68,856	\$ -	\$188,000	\$188,000	0%	72%	72%
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]	\$ -	\$8,596	\$8,596	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$118,460	\$118,460	\$ -	\$23,636	\$23,636	\$ -	\$63,496	\$63,496	0%	54%	54%
19	General Administration	\$ -	\$302,482	\$302,482	\$ -	\$47,165	\$47,165	\$ -	\$171,641	\$171,641	0%	57%	57%
20	CPUC Energy Division	\$ -	\$85,750	\$85,750	\$ -	\$0	\$0	\$ -	\$9,578	\$9,578	0%	11%	11%
21													
22	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 3,293,995	\$ 3,293,995	\$ -	\$ 655,912	\$655,912	\$ -	\$1,233,433	\$1,233,433	0%	37%	37%
23													
24	CARE Rate Discount	\$ -	\$66,356,094	\$66,356,094	\$ -	\$10,377,780	\$10,377,780	\$ -	\$37,889,114	\$37,889,114	0%	57%	57%
25	Service Establishment Charge Discount	\$ -	\$1,594,731	\$1,594,731	\$ -	\$300,795	\$300,795	\$ -	\$931,126	\$931,126	0%	58%	58%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ -	\$ 71,244,820	\$ 71,244,820	\$ -	\$11,334,487	\$11,334,487	\$ -	\$40,053,673	\$40,053,673	0%	56%	56%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption				\$ -	\$2,191,593	\$2,191,593		\$7,517,277	\$7,517,277			
32	California Solar Initiative Exemption ^[3]												
33	kWh Surcharge Exemption												
34	TOTAL - OTHER CARE RATE BENEFITS				\$ -	\$2,191,593	\$2,191,593	\$ -	\$7,517,277	\$7,517,277			
35													
36	Indirect Costs					\$115,351	\$115,351	\$ -	\$315,001	\$315,001			
37	¹ Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media. The total reflects a reversal of a 2011 yearend accrual still pending receipt of invoices expected later in Jan.												
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													

	A	B	C	D	E	F	G	H	I	J	K	L	M
42	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	March 2012																		
4		Gross Enrollment												Enrollment					
5		Automatic Enrollment																	
6	2012	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	5,471	2,170	102	0	0	7,743	33	12,360	20,136	45,131	65,267	23,805	41,462	-3,669	1,712,826	1,826,972	93.8%	
8	February	6,282	2,316	169	0	0	8,767	16	15,442	24,225	45,308	69,533	25,140	44,393	-915	1,711,911	1,826,972	93.7%	
9	March	5,935	1,971	171	0	0	8,077	50	13,278	21,405	48,899	70,304	35,116	35,188	-13,711	1,698,200	1,826,972	93.0%	
10	April																		
11	May																		
12	June																		
13	July																		
14	August																		
15	September																		
16	October																		
17	November																		
18	December																		
19	Total for 2012	17,688	6,457	442	0	0	24,587	99	41,080	65,766	139,338	205,104	84,061	121,043	-18,295				
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	March 2012								
4	2012	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	1,712,826	4,630	0.27%	10	182	192	4%	0.01%
6	February	1,711,911	4,882	0.29%	4	73	77	2%	0.00%
7	March	1,698,200	5,923	0.35%	1	11	12	0%	0.00%
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	Total for 2012	1,698,200	15,435	0.91%	15	266	281	2%	0.02%
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	March 2012						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	568,140	263,671	205,104	7,006	51,561	
6	Percentage		100.00%	77.79%	2.66%	19.56%	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.						
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	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	March 2012									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban ¹	Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,557	25	10,582	12,269	17	12,286	116%	68%	116%
7	Imperial	0	16,128	16,128	20	13,586	13,606	#DIV/0!	84%	84%
8	Kern	12,924	28,684	41,608	11,140	28,270	39,410	86%	99%	95%
9	Kings	21	13,934	13,956	19	14,752	14,771	89%	106%	106%
10	Los Angeles	963,611	2,453	966,064	917,125	1,207	918,332	95%	49%	95%
11	Orange	205,218	0	205,218	168,744	22	168,766	82%	0%	82%
12	Riverside	106,322	131,820	238,142	93,240	114,593	207,833	88%	87%	87%
13	San Bernardino	154,514	1,084	155,598	165,142	875	166,017	107%	81%	107%
14	San Luis Obispo	10,369	17,324	27,693	5,353	13,941	19,294	52%	80%	70%
15	Santa Barbara	37,689	1,174	38,863	30,425	709	31,134	81%	60%	80%
16	Tulare	9,918	43,338	53,257	11,390	45,792	57,182	115%	106%	107%
17	Ventura	57,825	1,900	59,725	48,109	1,460	49,569	83%	77%	83%
18										
19	Total	1,568,969	257,864	1,826,833	1,462,976	235,224	1,698,200	93%	91%	93.0%
20	¹ Define Urban vs Rural									
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	March 2012							
4	2012	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	1,712,826	27,257	1.59%	17,118	561	63%	0.03%
6	February	1,711,911	22,728	1.33%	7,596	265	33%	0.02%
7	March	1,698,200	28,733	1.69%	2,179	83	8%	0.00%
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2012	1,698,200	78,718	4.64%	26,893	909	34%	0.05%
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.							

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors							
2	Southern California Gas Company							
3	March 2012							
4		Contractor Type				Year-to-Date		
5	Contractor Name ¹	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	0	0
7	ELA Communications Energy ED Program		X			0	0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
9	Proteus, Inc.		X			0	1	1
10	Community Pantry of Hemet		X			0	0	0
11	Community Action Partnership of San Bernardino		X		X	0	20	20
12	LA Works		X			0	0	0
13	Children’s Hospital of Orange County		X			0	0	0
14	The Companion Line		X			0	0	0
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	0	0
17	LA County 211		X			0	12	12
18	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
19	Coachella Valley Housing Coalition		X			0	0	0
20	HABBM		X			0	0	0
21	Second Harvest Food Bank of Orange County		X			0	0	0
22	Southeast Community Development Corp.		X			0	0	0
23	Latino Resource Organization		X			0	0	0
24	Independent Living Center of Southern California		X			0	0	0
25	Community Action Partnership - Kern County		X			0	0	0
26	El Concilio del Condado de Ventura		X			0	0	0
27	Blessed Sacrament Church		X			0	0	0
28	Starbright Management Services		X			0	0	0
29	Hermanidad Mexicana		X			0	0	0
30	CSET		X			0	0	0
31	Crest Forest Family and Community Service		X			0	0	0
32	CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
33	Veterans in Community Service		X	X	X	0	0	0
34	Chinatown Service Center		X			0	0	0
35	Koreatown Youth and Community Center		X			0	0	0
36	MEND		X			0	0	0
37	Armenian Relief Society		X			0	0	0
38	Catholic Charities of LA – Brownson House		X			0	1	1
39	BroadSpectrum		X			0	0	0
40	OCCC, Inc. (Orange County Community Center)		X			0	1	1
41	Green Light Shipping	X				0	0	0
42	APAC Service Center		X			0	64	64
43	Visalia Emergency Aid Council		X			0	0	0
44	Total Enrollments					0	99	99
45	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
46	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	March 2012							
4	2012	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	n/a	1,712,826	n/a	1,712,826	1,826,972	93.8%	9.8%
6	February	n/a	1,711,911	n/a	1,711,911	1,826,972	93.7%	-0.1%
7	March	n/a	1,698,200	n/a	1,698,200	1,826,972	93.0%	-0.8%
8	April	n/a		n/a				
9	May	n/a		n/a				
10	June	n/a		n/a				
11	July	n/a		n/a				
12	August	n/a		n/a				
13	September	n/a		n/a				
14	October	n/a		n/a				
15	November	n/a		n/a				
16	December	n/a		n/a				
17	Total for 2012							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							