

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

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR MARCH 2014**

Kim F. Hassan

*Attorney for:*

**SOUTHERN CALIFORNIA GAS COMPANY**

555 West 5<sup>th</sup> Street, GT14E7

Los Angeles, CA 90013

Telephone: (213) 244-3061

Facsimile: (213) 629-9620

E-Mail: [khassan@semprautilities.com](mailto:khassan@semprautilities.com)

April 21, 2014

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

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR MARCH 2014**

This is the third monthly report of program year (PY) 2014. 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 2014 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

By: \_\_\_\_\_ /s/ Kim F. Hassan

Kim F. Hassan

Attorney for:

**SOUTHERN CALIFORNIA GAS COMPANY**

555 West 5<sup>th</sup> Street, GT14E7

Los Angeles, CA 90013

Telephone: (213) 244-3061

Facsimile: (213) 629-9620

E-Mail: khassan@semprautilities.com

April 21, 2014

**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

## TABLE OF CONTENTS

Title	Page
<b>1. Energy Savings Assistance Program Executive Summary.....</b>	<b>2</b>
1.1 Program Overview.....	2
1.2 Customer Outreach and Enrollment Update.....	2
1.3 Leveraging Success Evaluation, Including CSD.....	5
1.4 Workforce Education and Training.....	6
<b>2. CARE Program Executive Summary.....</b>	<b>8</b>
2.1 Program Summary.....	8
2.2 Outreach.....	9
2.3 Recertification Complaints.....	14
<b>3. Appendix: ESAP and CARE Tables.....</b>	<b>14</b>

## 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.) 12-08-044:

Program Summary through March 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$120,506,165	\$23,147,561	19.21%
Homes Treated	136,836	14,154	10.34%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	417,896	17.27%

\* Program decision D.12-08-044 was issued August 30, 2012; table reflects budgets and goals.

\*\* Reflects authorized levels; does not reflect fund shift transactions.

\*\*\* Value shown represents the estimated energy savings for Program Year 2014 associated with the requested funding in Application (A.) 11-05-018. Funding was increased pursuant to D.11-08-044, which did not contain an associated upward energy savings estimate.

In March, SoCalGas processed and paid contractor invoices for 10,002 treated units, bringing the year-to-date treated enrollment count to 14,154, or approximately 10% of SoCalGas' annual treated goal of 136,836. In addition, SoCalGas paid for the weatherization of 10,879 homes, 1,009 furnace repairs and replacements, and 92 water heater repairs and replacements.

#### 1.2. Energy Savings Assistance Program Customer Outreach and Enrollment Update.

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

##### **Ethnic and Mass Media Campaign**

No ethnic or mass media campaign was deployed during the month of March.

### **E- Newsletter**

No E-Newsletter was deployed during the month of March.

### **Energy Savings Assistance Program - Bill inserts/onserts**

No bill insert was deployed during the month of March.

### **Energy Savings Assistance Program - Direct Mailings**

During the month of March, there was a direct mail campaign deployed to more than 218,000 CARE enrolled and eligible ESA Program customers. The direct mailings were staggered throughout the month to allow ESA Program contractors to schedule customer home visits. A personalized letter was translated into Spanish and included the customer's account number to facilitate the enrollment process. Customers interested in the ESA Program were directed to call the local ESA Program contractor assigned to their area.

### **Energy Savings Assistance Program - Outbound Dialing**

No outbound dialing campaigns were conducted in the month of March.

### **Energy Savings Assistance Program - Web Activities**

SoCalGas included website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. During the month of March, 329 customers completed the on-line English language ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through the SoCalGas ESA Program.

1.2.2. Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program.

**March 19 – Santa Margarita Energy Challenge, San Luis Obispo**

SoCalGas has been working with the County of San Luis Obispo, local weatherization contractors, and Pacific Gas & Electric to host joint-outreach events. These organizations held a joint event for the community at the Santa Margarita Energy Challenge, a one month challenge that asks residents and businesses to save energy and money through no-cost and low-cost energy efficiency programs. 25 people signed up for the ESA Program during the event.

**March 22 – “LIFT LA,” Magnolia Place, Los Angeles**

Magnolia Place is a community resource center in the Pico Union neighborhood in Los Angeles. Approximately 35,000 low-income children live within a few miles of this resource center, which provides education and resources for low income families. Approximately 200 people attended a “LIFT LA” event which showcased organizations in the community that are committed to helping families manage their budgets. SoCalGas staff was on hand to educate on the ESA Program and provide information on Customer Assistance Programs to event attendees.

**March 23 – Assemblywoman Sharon Quirk-Silva Family Health Fair, Buena Park**

This event provided health care information for low-income residents. SoCalGas Customer Assistance Program outreach participated at the event. SoCalGas staff was on hand to educate and provide information on Customer Assistance Programs to event attendees. Approximately 150 people attended the event to receive ESA Program pamphlets, with participants mainly from minority and/or Spanish speaking communities.

### **March 31 – Oceano Energy Challenge, Oceano, San Luis Obispo**

SoCalGas Customer Programs outreach continues to look for grassroots opportunities to spread awareness regarding low-income programs in San Luis Obispo to drive higher enrollment. Similar to the joint outreach event on March 19, SoCalGas sponsored an event on March 31 for an Energy Challenge, a month-long program challenging Oceano residents and businesses to save energy and money through low-cost and no-cost energy efficiency programs that brought together County of San Luis Obispo officials, local weatherization contractors, and Pacific Gas & Electric. More than 50 people attended and learned about energy-saving options, including how to participate in the SoCalGas Customer Assistance Programs.

### **1.3. Leveraging Success Evaluation, Including CSD**

1.3.1. 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?

As directed by D.12-08-044, SoCalGas is working closely with the California Services Department (CSD) on the deployment of leveraging pilots. In March, SoCalGas participated in a joint monthly meeting focused on the progression of the Investor Owned Utility (IOU)-CSD leveraging pilots. Currently, SoCalGas is working on additional CSD solar water heater marketing campaigns to reach customers that did not respond to the direct mail campaign deployed last year.

In March, SoCalGas maintained its water measure leveraging agreements with three investor owned water utilities, each co-funding High Efficiency (HE) Washers. SoCalGas' three water IOU agreements are with Park

Water Company,<sup>1</sup> San Gabriel Valley Water Company,<sup>2</sup> and Fontana Water Company.<sup>3</sup> SoCalGas has billed over \$73,000 year to date, to these water companies for co-funding of HE Washers installed in joint customer homes.

SoCalGas also has a leveraging agreement with the Eastern Municipal Water District (EMWD)<sup>4</sup> to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers installed at joint customer households. In March, SoCalGas billed EMWD for over \$86,000 for the co-funding of installed measures.

In total, SoCalGas' ESA Program has leveraged approximately \$160,000 in co-funding of installed water measures through its four agreements.

#### **1.4. Workforce Education & Training**

1.4.1. 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 contributes 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:

---

<sup>1</sup> Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

<sup>2</sup> San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

<sup>3</sup> Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

<sup>4</sup> Cities in the EMWD service include Hemet, Menifee, Moreno Valley, Murrieta, Perris, San Jacinto, and Temecula.

SoCalGas Skill-Level Test Results				
	January	February	March	Total
Attended Testing	28	30	20	78
Passed Test	25	27	16	68
Pass Rate	89%	90%	80%	87%

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

SoCalGas Enrollment and Assessment Training				
	January	February	March	Totals
Attended Class	26	24	23**	73
Tested	24	24	21	69
Passed Class	22	23	18	63
Badged	2	0	0	2
Census Attendees	0	0	0	0
Retention Rate*	92%	96%	86%	91%
*Retention Rate is Passed/Tested				
** Two students in March only attended the first day of class.				

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with 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 2. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing

(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 typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2014.

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
<b>Initial</b>	0	0	1	1	5	23	6	24
<b>Refreshers</b>	0	0	0	0	1	1	1	1
<b>NGAT 5-Day</b>	1	10	2	2	1	1	4	13
<b>Grand Total</b>	1	10	3	3	7	25	11	38

## 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)	\$3,750,223	\$682,662	19.12%
Proc., Certification and Verification	\$8,232,248	\$288,625	3.51%
Information Tech./Programming	\$2,937,450	\$246,514	8.39%
Pilots (1)	\$180,000	\$30,000	16.67%
Measurement and Evaluation	\$51,992	\$0	0.00%
Regulatory Compliance	\$242,507	\$90,055	37.13%
General Administration	\$943,426	\$186,991	19.82%
CPUC Energy Division Staff	\$60,000	\$4,901	8.17%
Cooling Centers	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$16,217,846</b>	<b>\$1,529,748</b>	<b>9.43%</b>
<b>Subsidies and Benefits</b>	<b>\$131,142,177</b>	<b>\$38,733,866</b>	<b>29.54%</b>
<b>Total Program Costs and Discounts</b>	<b>\$147,360,023</b>	<b>\$40,263,614</b>	<b>27.32%</b>

\* D. 12-08-044 was issued on Aug. 30, 2012 and is reflected in this table. Values may not sum to totals due to rounding.

<sup>1</sup> Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is based on SoCalGas 25% share of up to \$60,000/month as authorized in D. 12-12-011, OP 1 & 2.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,600,381	1,894,724	84.5%

## **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 1.2.2.).

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

During March, SoCalGas held off Automated Voice Messaging (AVM) campaigns to reevaluate the timing and script of AVM campaigns for better customer response while focusing on sending additional letters to customers whose eligibility is about to expire. Currently, such customers receive only one letter, but SoCalGas believes that program-eligible customers who need to recertify are an important component of maintaining CARE enrollment. In addition, CARE Outreach will be sending direct mail letters to those customers who were recently dropped from the CARE Program because they failed to recertify. The success of this campaign will be reported in future months. There will also be ad hoc campaigns throughout the year designed to minimize the number of customers who fail to recertify. Results will be reported when they become available.

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

SoCalGas references its website in virtually all communications. Because of the increasing number of customers with an email address on file, SoCalGas uses email communication where appropriate.

CARE Outreach sent a welcome email, with a link to the online CARE application, to new customers who have a likelihood of being eligible for the CARE Program and who have an email address on file. CARE Outreach sent 7,100 welcome emails during March.

During March, 6,473 customers used the online CARE application form. The online activity resulted in 2,547 new enrollments and 1,741 recertifications of eligibility.

### **CARE Third-Party Enrollments & Outreach**

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 3,400 applications in March; 2,013 customers were subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directed needy customers to the CARE Program. 211 LA County refers 900 to 1,000 calls a month to the CARE Program. However, during March the number was a slightly higher with 1,300 calls received. As part of its reporting, 211 LA County provides a zip code breakdown of where the calls originated, which assists in ongoing marketing and outreach. 211 LA County also distributes CARE applications at events that they attend.

To assist with grassroots outreach in Los Angeles, SoCalGas continues to work with Centro Latino for Literacy to create awareness of low-income programs such as CARE. This organization works with adults in Los

Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that specifically teaches literacy skills to adults. SoCalGas is providing collateral and is being allowed to show an online ad that precedes the computer-based learning of the students.

To assist with outreach to low-income seniors who are house-bound, SoCalGas works with St. Vincent Meals on Wheels (SVMOW). Every month, St Vincent distributes CARE applications and/or CARE give-aways to seniors who receive home-delivered meals. During March, SVMOW distributed CARE information to approximately 3,000 through its delivery program of meals for seniors. This outreach is ongoing, but when the new eligibility guidelines are published during the summer, Meals on Wheels will increase the intensity of its communication efforts.

SoCalGas continues to work with Los Angeles Opportunities Industrialization Centers (in conjunction with the Los Angeles Public Libraries) to inform students and families in low-income areas about the CARE Program.

In addition, SoCalGas is working with FOOD Share, a foodbank and community-based organization in Ventura County, to spread awareness of the CARE Program, especially as part of its CalFresh Program Outreach. SoCalGas also recently began a relationship with the Leukemia & Lymphoma Society to work with low-income schools in Santa Barbara and Ventura counties. The Catholic Charities of Orange County continues to host CalFresh events where SoCalGas distributes materials on its low-income programs. Also in Orange County, the Delhi Center in Santa Ana is working with SoCalGas to provide information on low-income programs to the community.

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

Direct mail campaigns began in March and will continue for two months. There will be a break in direct mail activity when the new CARE eligibility guidelines are implemented, and then the campaigns will resume in full. During March, CARE Outreach sent a direct mail welcome letter to 18,000 new customers with a probability of being eligible for the CARE Program. In addition, CARE Outreach sent out 350,000 letters to existing customers who have a probability of being eligible for the CARE Program. The results of these campaigns will be reported in future months, but the early returns during the month of March show 5,579 returned applications, with 3,786 customers subsequently enrolled onto the CARE Program.

### **CARE Bill Inserts**

CARE Outreach is scheduling its next bill insert for the month of April. There will be a second bill insert in the month of July, which will notify customers of the new program eligibility guidelines.

### **Outreach by Field Employees**

Field service employees distributed Customer Assistance Programs flyers to customers when entering customer premises. Originally this distribution policy covered the “seasonal light” period (October through February), but the distribution currently continues year round. To ensure adequate inventory, CARE Outreach distributed 100,000 Customer Assistance Program flyers to the SoCalGas operating bases. Bases with a high concentration of low-income customers go through the flyers more quickly than those with a lower concentration, the outreach group replenishes flyers to those field operating bases, as requested.

### **CARE Mass Media Campaign**

SoCalGas has an ongoing advertising contract with Radio Campesina

(KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*), and Los Angeles/Orange County (*El Aviso*). These ads are ongoing.

### **Disability Outreach**

SoCalGas has been working with the Westside Center of Independent Living to promote awareness of low-income customers to its community, such as individuals who have disabilities and are trying to live on their own. The organization discusses low-income programs as part of its case worker relationship with its community. The organization and case managers maintain an inventory of CARE Program information to distribute them to its clients.

#### 2.2.2. Describe the efforts taken to reach and coordinate the CARE Program with other related programs to reach eligible customers.

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 and San Diego Gas & Electric. During the month of March, 4,938 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' ESA Program and the Gas Assistance Fund. Intra-utility efforts in March generated 3,142 CARE enrollments.

Coordinating the CARE Program with other related low-income programs not only results in higher program participation rates, it also helps Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance

Program (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, 103 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

### **2.3 CARE Recertification Complaints.**

There were no recertification complaints in the month of March.

### **3. Appendix: Energy Savings Assistance Program Tables and CARE Tables**

**ESA Program** - Table 1- Program Expenses

**ESA Program** - Table 2- Program Expenses & Energy Savings by Measures Installed

**ESA Program** - Table 3- Average Bill Savings per Treated Home

**ESA Program** - Table 4a- Homes Treated

**ESA Program** - Table 4b- Homes Unwilling/Unable to Participate

**ESA Program** - Table 5- Program Customer Summary

**ESA Program** - Table 6- Expenditures for Pilots and Studies

**CARE** - Table 1- CARE Overall Program Expenses

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

**CARE** - Table 3a- CARE Post-Enrollment Verification Results (Model)

**CARE** - Table 3b- CARE Post-Enrollment Verification Results (High Usage)

**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

**CARE** - Table 9- Expenditures for the CHANGES Pilot

**CARE** - Table 10- CHANGES Individual Customer Assistance

**CARE** - Table 11- CHANGES Group Customer Assistance

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>March 2014</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses <sup>2</sup></b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA 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	<b>Energy Efficiency</b>												
7	Appliances	N/A	\$ 6,919,859	\$ 6,919,859	N/A	\$ 5,188,103	\$ 5,188,103	N/A	\$ 5,181,523	\$ 5,181,523	N/A	74.88%	74.88%
8	Domestic Hot Water	N/A	\$ 15,710,853	\$ 15,710,853	N/A	\$ 2,424,477	\$ 2,424,477	N/A	\$ 2,824,211	\$ 2,824,211	N/A	17.98%	17.98%
9	Enclosure	N/A	\$ 41,537,596	\$ 41,537,596	N/A	\$ 4,965,352	\$ 4,965,352	N/A	\$ 5,990,284	\$ 5,990,284	N/A	14.42%	14.42%
10	HVAC	N/A	\$ 18,422,053	\$ 18,422,053	N/A	\$ 2,468,856	\$ 2,468,856	N/A	\$ 2,845,184	\$ 2,845,184	N/A	15.44%	15.44%
11	Maintenance	N/A	\$ 2,550,973	\$ 2,550,973	N/A	\$ 454,965	\$ 454,965	N/A	\$ 485,052	\$ 485,052	N/A	19.01%	19.01%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Customer Enrollment	N/A	\$ 21,023,556	\$ 21,023,556	N/A	\$ 2,845,786	\$ 2,845,786	N/A	\$ 3,414,378	\$ 3,414,378	N/A	16.24%	16.24%
15	In Home Education	N/A	\$ 2,531,184	\$ 2,531,184	N/A	\$ 250,025	\$ 250,025	N/A	\$ 303,725	\$ 303,725	N/A	12.00%	12.00%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	<b>Energy Efficiency TOTAL</b>	N/A	\$ 108,696,074	\$ 108,696,074	N/A	\$ 18,597,564	\$ 18,597,564	N/A	\$ 21,044,358	\$ 21,044,358	N/A	19.36%	19.36%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 25,402	\$ 25,402	N/A	\$ 69,953	\$ 69,953	N/A	10.27%	10.27%
20	Inspections	N/A	\$ 3,155,344	\$ 3,155,344	N/A	\$ 216,263	\$ 216,263	N/A	\$ 383,704	\$ 383,704	N/A	12.16%	12.16%
21	Marketing and Outreach	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 118,807	\$ 118,807	N/A	\$ 223,111	\$ 223,111	N/A	18.62%	18.62%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 21,205	\$ 21,205	N/A	\$ 57,422	\$ 57,422	N/A	19.44%	19.44%
25	General Administration	N/A	\$ 6,202,206	\$ 6,202,206	N/A	\$ 406,069	\$ 406,069	N/A	\$ 1,029,388	\$ 1,029,388	N/A	16.60%	16.60%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 1,740.83	\$ 1,741	N/A	\$ 2,100	\$ 2,100	N/A	2.44%	2.44%
27													
28	<b>TOTAL PROGRAM COSTS</b>	N/A	\$120,506,165	\$ 120,506,165	N/A	\$ 19,387,051	\$ 19,387,051	N/A	\$ 22,810,036	\$ 22,810,036	N/A	18.93%	18.93%
29	<b>Funded Outside of ESA Program Budget</b>												
30	Indirect Costs				N/A	\$ 446,242	\$ 446,242	N/A	\$ 798,593	\$ 798,593			
31	NGAT Costs					\$ 437,901	\$ 437,901		\$ 532,067	\$ 532,067			
32													
33	<sup>1</sup> Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2014 budget amounts and does not include funds shifted from previous												
34	years and/or prior program cycles.												
35	<sup>2</sup> Current month and YTD expenditures include a quarterly accrual of \$8,457,976.06 in the following reporting categories: Appliances \$1,521,394.00, Domestic Hot Water												
36	\$1,161,802.96, Enclosure \$2,323,407.24, HVAC \$1,240,804.98, Maintenance \$323,276.01 Customer Enrollment \$1,334,630.80, In Home Energy Education \$127,265.00,												
37	Inspection \$87,870.00, and a re-accrual of \$337,525.07 for M&E studies related to 2013 activities where invoices are still being anticipated. The re-accrual amount of												
38	\$337,525.07 in March 2014 is offset by an accrual reversal (a credit) of the same amount in January 2014. The quarterly re-accrual was necessary in order to comply with												
39	Company Accounting policy, until SoCalGas receives and processes the M&E billing invoices from lead IOUs.												
40	Note: 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>Energy Savings Assistance Program Table 2</b>							
2	<b>Program Expenses &amp; Energy Savings by Measures Installed</b>							
3	<b>Southern California Gas Company</b>							
4	<b>March 2014</b>							
5	<b>Year-To-Date Completed &amp; Expensed Installation</b>							
6	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>4</sup> (Annual)</b>	<b>kW<sup>5</sup> (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses<sup>7</sup> (\$)</b>	<b>% of Expenditure</b>
7	<b>Appliances</b>							
8	High Efficiency Clothes Washer	Each	5,091			138,984	\$3,816,129.00	28.98%
9	Refrigerators	Each						
10	Microwaves <sup>6</sup>	Each						
11	<b>Domestic Hot Water</b>							
12	Water Heater Blanket	Home	573			2,635	\$31,196.27	0.24%
13	Low Flow Shower Head	Home	13,082			56,368	\$538,743.98	4.09%
14	Water Heater Pipe Insulation	Home	533			1,512	\$11,703.41	0.09%
15	Faucet Aerator	Home	12,721			17,888	\$217,611.19	1.65%
16	Water Heater Repair/Replacement	Each	129			-	\$ 157,319.05	1.19%
17	Thermostatic Shower Valve	Each	10,925			148,580	\$705,834.61	5.36%
18	<b>Enclosure</b>							
19	Air Sealing / Envelope <sup>1</sup>	Home	10,840			37,954	\$2,760,963.10	20.97%
20	Attic Insulation	Home	782			5,837	\$905,914.14	6.88%
21	<b>HVAC</b>							
22	FAU Standing Pilot Conversion	Each	13			546	\$4,552.10	0.03%
23	Furnace Repair/Replacement	Each	1,269			1,269	\$1,351,032.08	10.26%
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each						
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each						
29	Duct Testing and Sealing	Home	334			-	\$248,794.55	1.89%
30	<b>Maintenance</b>							
31	Furnace Clean and Tune	Home	3,225			7,593	\$161,776.48	1.23%
32	Central A/C Tune up	Home						
33	<b>Lighting</b>							
34	Compact Fluorescent Lights (CFL)	Each						
35	Interior Hard wired CFL fixtures	Each						
36	Exterior Hard wired CFL fixtures	Each						
37	Torchiere	Each						
38	Occupancy Sensor	Each						
39	LED Night Lights	Each						
40	<b>Miscellaneous</b>							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	<b>New Measures</b>							
44								
45	<b>Pilots</b>							
46								
47	<b>Customer Enrollment</b>							
48	Outreach & Assessment	Home	14,154				\$ 2,078,676.56	15.79%
49	In-Home Education	Home	14,311				\$176,460.00	1.34%
50								
51	<b>Total Savings/Expenditures</b>					419,165	\$13,166,707	
52								
53	Households Weatherized <sup>2</sup>		14,284					
54								
55	<b>Households Treated</b>							
56	- Single Family Households Treated	Home	10,158					
57	- Multi-family Households Treated	Home	3,314					
58	- Mobile Homes Treated	Home	682					
59	<b>Total Number of Households Treated</b>	Home	<b>14,154</b>					
60	<b># Eligible Households to be Treated for PY<sup>3</sup></b>	Home	<b>136,836</b>					
61	<b>% of Households Treated</b>	%	<b>10.34%</b>					
62	- Master-Meter Households Treated	Home	1,527					
63								
64	<sup>1</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
65	<sup>2</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.							
66	<sup>3</sup> Based on Attachment H of D.12-08-044.							
67	<sup>4</sup> All savings are calculated based on the following sources: ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
68	<sup>5</sup> Costs exclude support costs that are included in ESA Table 1.							
69	<sup>6</sup> Microwave savings are from ECONorthWest Studies received in December of 2011.							
70	<sup>7</sup> The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's.							
71	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill</b>	
2	<b>Savings per Treated Home</b>	
3	<b>Southern California Gas Company</b>	
4	<b>March 2014</b>	
4	<b>Year-to-Date Installations - Expensed</b>	
5	Annual kWh Savings	N/A
6	Annual Therm Savings	419,165
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	4,564,777
9	Current kWh Rate	N/A
10	Current Therm Rate	0.55
11	Number of Treated Households	14,154
12	Average 1st Year Bill Savings / Treated households	\$ 16.36
13	Average Lifecycle Bill Savings / Treated Household	\$ 148.05
14		
15	Note: 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>Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program</b>						
2	<b>Homes Treated</b>						
3	<b>Southern California Gas Company</b>						
	<b>March 2014</b>						
4		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
5	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
6	Fresno	15	11,469	11,484	36	334	370
7	Imperial	19,914	1	19,916	56	0	56
8	Kern	28,660	14,369	43,030	781	77	858
9	Kings	14,497	16	14,513	326	0	326
10	Los Angeles	2,986	1,154,988	1,157,974	71	6,667	6,738
11	Orange	10	252,750	252,760	0	939	939
12	Riverside	143,956	120,981	264,938	135	1,505	1,640
13	San Bernardino	986	187,413	188,399	32	1,333	1,365
14	San Luis Obispo	15,296	9,189	24,485	256	0	256
15	Santa Barbara	1,460	40,947	42,408	117	54	171
16	Tulare	49,776	11,327	61,103	667	123	790
17	Ventura	2,568	63,321	65,889	157	488	645
18	<b>Total</b>	<b>280,126</b>	<b>1,866,772</b>	<b>2,146,898</b>	<b>2,634</b>	<b>11,520</b>	<b>14,154</b>
19							
20	Note: 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>Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate</b>								
2	<b>Southern California Gas Company</b>								
3	<b>March 2014</b>								
4		<b>Reason Provided</b>							
5	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
6	Fresno	3	0	0	0	0	0	0	0
7	Imperial		0	0	0	0	0	1	0
8	Kern	4	3	0	0	0	6	0	1
9	Kings	64	0	0	1	0	10	0	4
10	Los Angeles	196	5	0	34	2	108	26	10
11	Orange	34	1	0	3	1	22	4	3
12	Riverside	89	0	0	6	1	83	36	5
13	San Bernardino	83	1	0	0	0	43	19	6
14	San Luis Obispo		0	0	0	0	2	0	0
15	Santa Barbara	75	0	0	11	0	17	1	3
16	Tulare	11	0	0	1	0	19	3	3
17	Ventura	12	0	0	1	0	3	0	0
18	<b>Total</b>	<b>571</b>	<b>10</b>	<b>0</b>	<b>57</b>	<b>4</b>	<b>313</b>	<b>90</b>	<b>35</b>
19									
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

**Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary  
Southern California Gas Company  
March 2014**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1																		
2																		
3																		
4		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>				
5		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			
6	<b>2014</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Therm</b>
7	January	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
8	February	0	0	0	0	4,152	83,716	0	0	0	0	0	0	0	4,152	83,716	0	0
9	March	0	0	0	0	10,002	335,449	0	0	0	0	0	0	10,002	335,449	0	0	
10	April																	
11	May																	
12	June																	
13	July																	
14	August																	
15	September																	
16	October																	
17	November																	
18	December																	
19	<b>Total</b>	-	-	-	-	<b>14,154</b>	<b>419,165</b>	-	-	-	-	-	-	<b>14,154</b>	<b>419,165</b>	-	-	

Note: 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 ESA Table 2.

Note: 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>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>March 2014</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2014</b>			<b>% of 3-Year Budget Expended</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	N/A	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
8	<b>Studies</b>												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	<b>Total Studies</b>	N/A	<b>\$ 500,000</b>	<b>\$ 500,000</b>	N/A	<b>\$ -</b>	<b>\$ -</b>	N/A	<b>\$ -</b>	<b>\$ -</b>	N/A	0.00%	0.00%
14													
15	Note: 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>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>March 2014</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</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>2</sup>	\$ -	\$ 3,570,223	\$ 3,570,223	\$ -	\$ 435,489	\$ 435,489	\$ -	\$ 682,662	\$ 682,662	N/A	19.12%	19.12%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 93,651	\$ 93,651	\$ -	\$ 245,883	\$ 245,883	N/A	5.48%	5.48%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 11,498	\$ 11,498	\$ -	\$ 42,742	\$ 42,742	N/A	1.14%	1.14%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 130,466	\$ 130,466	\$ -	\$ 246,514	\$ 246,514	N/A	8.39%	8.39%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	NA	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 30,000	\$ 30,000	N/A	16.67%	16.67%
13													
14	Measurement and Evaluation	\$ -	\$ 51,992	\$ 51,992	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 33,427	\$ 33,427	\$ -	\$ 90,055	\$ 90,055	N/A	37.13%	37.13%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 75,143	\$ 75,143	\$ -	\$ 186,991	\$ 186,991	N/A	19.82%	19.82%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 4,062	\$ 4,062	\$ -	\$ 4,901	\$ 4,901	N/A	8.17%	8.17%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,217,846	\$ 16,217,846	\$ -	\$ 798,735	\$ 798,735	\$ -	\$ 1,529,748	\$ 1,529,748	N/A	9.43%	9.43%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 9,986,792	\$ 9,986,792	\$ -	\$ 38,733,866	\$ 38,733,866	N/A	29.54%	29.54%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,360,023	\$ 147,360,023	\$ -	\$ 10,785,527	\$ 10,785,527	\$ -	\$ 40,263,614	\$ 40,263,614	N/A	27.32%	27.32%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 1,152,484	\$ 1,152,484	\$ -	\$ 4,502,663	\$ 4,502,663			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 1,152,484	\$ 1,152,484	\$ -	\$ 4,502,663	\$ 4,502,663			
31													
32	Indirect Costs				\$ -	\$ 136,309	\$ 136,309	\$ -	\$ 340,710	\$ 340,710			
33													
34	<sup>1</sup> Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2014 budget amounts.												
35	<sup>2</sup> Outreach funds were reduced and reclassified as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is based on SoCalGas 25% share of up to \$60,000/month as												
36	authorized in D. 12-12-011, OP 1 & 2.												
37	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration  
Southern California Gas Company  
March 2014**

2014	New Enrollment								Recertification					Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
	Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response to Recert	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)				Gross (K+O)	Net Adjusted (K-T)
	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																
7 <b>January</b>	4,616	2,689	139	7,444	2,198	17,856	714	20,768	0	28,212	19,400	13,934	8,686	42,020	15,255	1,748	619	8,455	26,077	70,232	2,135	1,606,546	1,894,724	84.8%
8 <b>February</b>	5,280	2,720	172	8,172	3,019	13,632	918	17,958	0	26,130	18,033	20,082	8,653	46,768	13,843	1,674	477	12,195	28,189	72,898	-2,059	1,604,487	1,894,724	84.7%
9 <b>March</b>	4,938	3,142	221	8,301	3,019	13,440	591	17,050	0	25,351	15,789	13,123	11,043	39,955	15,373	752	456	12,876	29,457	65,306	-4,106	1,600,381	1,894,724	84.5%
10 <b>April</b>																								
11 <b>May</b>																								
12 <b>June</b>																								
13 <b>July</b>																								
14 <b>August</b>																								
15 <b>September</b>																								
16 <b>October</b>																								
17 <b>November</b>																								
18 <b>December</b>																								
19 <b>Total for 2014</b>	<b>14,834</b>	<b>8,551</b>	<b>532</b>	<b>23,917</b>	<b>8,236</b>	<b>44,928</b>	<b>2,223</b>	<b>55,776</b>	<b>0</b>	<b>79,693</b>	<b>53,222</b>	<b>47,139</b>	<b>28,382</b>	<b>128,743</b>	<b>44,471</b>	<b>4,174</b>	<b>1,552</b>	<b>33,526</b>	<b>83,723</b>	<b>208,436</b>	<b>-4,030</b>	<b>1,600,381</b>	<b>1,894,724</b>	<b>84.5%</b>

21 <sup>1</sup> Enrollments via data sharing between the IOUs.  
 22 <sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.  
 23 <sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.  
 24 Note: 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 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>March 2014</b>								
4	<b>2014</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
5	January	1,606,546	3,659	0.23%	5	139	144	3.94%	0.01%
6	February	1,604,487	4,858	0.30%	5	166	171	3.52%	0.01%
7	March	1,600,381	4,323	0.27%	3	16	19	0.44%	0.00%
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD Total</b>	<b>1,600,381</b>	<b>12,840</b>	<b>0.80%</b>	<b>13</b>	<b>321</b>	<b>334</b>	<b>2.60%</b>	<b>0.02%</b>
18									
19	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
25	<b>not applicable to SoCalGas</b>								
26	<b>2014</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	<b>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
40									
41	<sup>1</sup> Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	Note: 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 Southern California Gas Company March 2014</b>						
2							
3							
4		<b>Provided<sup>1</sup></b>	<b>Received</b>	<b>Approved<sup>2</sup></b>	<b>Denied<sup>3</sup></b>	<b>Pending/Never Completed<sup>4</sup></b>	<b>Duplicates<sup>5</sup></b>
5	Total (Y-T-D)	641,360	133,867	95,358	6,115	7,611	24,783
6	Percentage		100.00%	71.23%	4.57%	5.69%	18.51%
7	<p><sup>1</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.</p> <p><sup>2</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications.</p> <p><sup>3</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.</p> <p><sup>4</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.</p> <p><sup>5</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.</p> <p>Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.</p>						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>March 2014</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,050	24	11,074	11,400	17	11,417	103.2%	72.2%	103.1%
7	Imperial	0	18,198	18,198	13	12,717	12,730	N/A	69.9%	70.0%
8	Kern	13,440	27,666	41,106	10,199	27,439	37,638	75.9%	99.2%	91.6%
9	Kings	22	14,251	14,273	20	14,062	14,082	89.4%	98.7%	98.7%
10	Los Angeles	991,646	2,943	994,589	849,896	1,128	851,024	85.7%	38.3%	85.6%
11	Orange	210,357	10	210,367	158,928	20	158,948	75.6%	0.0%	75.6%
12	Riverside	113,775	136,929	250,704	89,313	112,540	201,853	78.5%	82.2%	80.5%
13	San Bernardino	172,409	1,004	173,413	161,013	803	161,816	93.4%	80.0%	93.3%
14	San Luis Obispo	8,045	14,572	22,617	4,406	12,246	16,652	54.8%	84.0%	73.6%
15	Santa Barbara	36,346	1,395	37,741	28,057	642	28,699	77.2%	46.0%	76.0%
16	Tulare	11,071	48,596	59,667	11,266	46,260	57,526	101.8%	95.2%	96.4%
17	Ventura	58,708	2,265	60,974	46,588	1,408	47,996	79.4%	62.2%	78.7%
18	<b>Total</b>	<b>1,626,869</b>	<b>267,855</b>	<b>1,894,724</b>	<b>1,371,099</b>	<b>229,282</b>	<b>1,600,381</b>	<b>84.3%</b>	<b>85.6%</b>	<b>84.5%</b>
19										
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>March 2014</b>							
4	<b>2014</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified</b>	<b>Households De-enrolled</b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	1,606,546	38,685	2.41%	19,401	673	50.15%	0.04%
6	February	1,604,487	30,732	1.92%	16,195	491	52.70%	0.03%
7	March	1,600,381	38,506	2.41%	4,546	208	11.81%	0.01%
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	<b>YTD</b>	<b>1,600,381</b>	<b>107,923</b>	<b>6.74%</b>	<b>40,142</b>	<b>1,372</b>	<b>37.20%</b>	<b>0.09%</b>
18								
19	Note: 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 7 - Capitation Contractors</b>						
2	<b>Southern California Gas Company</b>						
3	<b>March 2014</b>						
4		<b>Contractor Type</b>				<b>Year-to-Date</b>	
5	<b>Contractor Name<sup>1</sup></b>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Current Month</b>	<b>Year-to-Date</b>
6	Community Action Partnership of Orange County		X	X	X	0	0
7	ELA Communications Energy ED Program		X			0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
9	Proteus, Inc.		X			0	0
10	Community Pantry of Hemet		X			0	0
11	Community Action Partnership of San Bernardino		X		X	0	0
12	LA Works		X			0	0
13	Children's Hospital of Orange County		X			0	0
14	The Companion Line		X			0	0
15	Across Amer Foundation		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Starbright Management Services		X			0	0
31	Hermandad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	BroadSpectrum		X			0	0
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	0
45	Visalia Emergency Aid Council		X			0	0
46	<b>Total Enrollments</b>					<b>0</b>	<b>0</b>
47							
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: 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 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>March 2014</b>								
4	<b>2014</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</b>	<b>Total Residential Accounts</b>
5	January	N/A	1,606,546	N/A	1,606,546	1,894,724	84.8%	0.1%	100.0%
6	February	N/A	1,604,487	N/A	1,604,487	1,894,724	84.7%	-0.1%	100.0%
7	March	N/A	1,600,381	N/A	1,600,381	1,894,724	84.5%	-0.3%	100.0%
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD</b>	<b>N/A</b>	<b>1,600,381</b>	<b>N/A</b>	<b>1,600,381</b>	<b>1,894,724</b>	<b>84.5%</b>	<b>-0.3%</b>	<b>100.0%</b>
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Program Table 9 - Expenditures for CHANGES Pilot</b>												
2	<b>Southern California Gas Company</b>												
3	<b>March 2014</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2014</b>			<b>% of 2013-2014 Budget Expensed<sup>1</sup></b>		
5		<b>Total</b>			<b>Total</b>			<b>Total</b>			<b>Total</b>		
6	<b>Pilots</b>												
7	CHANGES	\$540,000			\$15,000			\$30,000			50%		
8	Total Pilots	\$540,000			\$15,000			\$30,000			50%		
9													
10	<sup>1</sup> % of 2013-14 Budget Expensed is the sum of CHANGES 2013 total annual expenses of \$150,000 and January, 2014 expense of \$15,000 over the two year budget of \$360,000.												
11	Note: 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
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through January 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from February 2014 through end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and O which will be completed by the Utilities														
5	Date	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.		Calls to Dedicated 800 #Recorded by IOU		
6				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#		Dedicated Toll-Free Number Used	
7										1 = Yes 0 = No	Reason 800 # Not Used			1 = Yes 0 = No	Reason 800 # Not Used
8	2/4/2014	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	SoCalGas customer service	0	0	0	0	1					
9	2/12/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0	0	0	0	0	Meeting with client.				
10	2/12/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Branch Payment Office	0	0	0	0	0	Meeting with client.				
11	2/12/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	LIHEAP	0	0	0	0	0	Meeting with client.				
12	2/12/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	LIHEAP	0	0	0	0	0	Meeting with client.				
13	2/12/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	IVR	0	0	0	0	0	Meeting with client.				
14	2/12/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Self cert	0	0	0	0	0	Meeting with client.				
15	2/12/2014	Spanish	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	GAF	0	0	0	0	0			Meeting with client.		
16	2/12/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Edison	0	0	0	0	0			Meeting with client.		
17	2/12/2014	English	Gas Assistance Fund Application Assistance	1	IVR	0	0	0	0	0	Meeting with client.				
18	2/18/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	GAF	0	0	0	0	0	Meeting with client.				
19	2/18/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	LIHEAP	0	0	0	0	0	Meeting with client.				
20	2/18/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Rate Transfer	0	0	0	0	0	Meeting with client.				
21	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Bill Insert	0	0	0	0	0	Meeting with client.				
23	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	Branch Payment Office	0	0	0	0	0	Meeting with client.				
24	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	LIHEAP	0	0	0	0	0	Meeting with client.				
25	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	0	Meeting with client.				
26	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	Branch Payment Office	0	0	0	0	0	Meeting with client.				
27	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	0	Meeting with client.				
28	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0	0	0	0	0	Meeting with client.				
29	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	CARE customer service	0	0	0	0	0	Meeting with client.				
30	2/19/2014	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Edison	0	0	0	0	0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>														
2	Through January 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from February 2014 through end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and O which will be completed by the Utilities														
5	Date	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.		Calls to Dedicated 800 #Recorded by IOU	
1 = Yes 0 = No				How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
31	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Rate Transfer	0	0	0	0	0	0	0	0	0	0
32	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	0	0	0	0	0	0
33	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	CARE customer service	0	0	0	0	0	0	0	0	0	0
34	2/19/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	0	0	0	0	0	0
35	2/25/2014	Vietnamese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	0	0	0	0	0	0
36	2/26/2014	Spanish	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Rate Transfer	0	0	0	0	0	0	0	0	0	0
37	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Web	0	0	0	0	0	0	0	0	0	0
38	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	GAF	0	0	0	0	0	0	0	0	0	0
39	2/26/2014	Vietnamese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Rate Transfer	0	0	0	0	0	0	0	0	0	0
40	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0	0	0	0	0	0	0	0	0	0
41	Current Month Total			30		0	Not Applicable	0	0	1		0	0		0
42	Year-to-Date Total			47	0	0	Not Applicable	0	0			0	0		0
43															
44	1 Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.														
45	2 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.														
46	3 Detailed information for Column C available through table provided by SHE organization.														
47	4 Table reflects new monthly activity and may include information from prior months not previously reported.														
48	5 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.														

**CARE Table 11 CHANGES Group Customer Assistance Session<sup>2</sup>  
Reporting Period February 1, 2014 through February 28, 2014**

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length <sup>1</sup> (Hours)	Number of Attendees	Description of Information / Literature Provided
Not Available	Cantonese	Understanding Your Bill	2	0.5	25	N/A
Not Available	Spanish	Understanding Your Bill	1	0.5	10	N/A
Not Available	Vietnamese	Understanding Your Bill	1	0.5	36	N/A
Not Available	Spanish	Energy Conservation	1	0.5	5	N/A
Not Available	Vietnamese	Energy Conservation	2	0.5	38	N/A
Not Available	Tagalog	Energy Conservation	1	0.5	3	N/A
Not Available	Cantonese	Energy Conservation	1	0.5	4	N/A
Not Available	N/A	Safety Tips	4	0.5	49	N/A
Not Available	English (Native American)	Avoiding Disconnection	4	0.5	86	N/A
Not Available	Spanish	Avoiding Disconnection	1	0.5	10	N/A
Not Available	Cantonese	Avoiding Disconnection	1	0.5	29	N/A
Not Available	Cantonese	CARE/FERA and Other	1	0.5	5	N/A
Not Available	Spanish	CARE/FERA and Other	8	0.5	87	N/A
Not Available	Lao	CARE/FERA and Other	1	0.5	3	N/A
Not Available	Amharic	CARE/FERA and Other	1	0.5	1	N/A
Not Available	Dari	CARE/FERA and Other	1	0.5	1	N/A
Not Available	Cambodian/Khmer	CARE/FERA and Other	4	0.5	26	N/A
Not Available	Arabic	CARE/FERA and Other	4	0.5	34	N/A
Not Available	Farsi	CARE/FERA and Other	1	0.5	5	N/A
Not Available	Pashto	CARE/FERA and Other	1	0.5	2	N/A
Not Available	English (Native American)	CARE/FERA and Other	4	0.5	86	N/A
Not Available	Spanish	Level Pay Plan	3	0.5	39	N/A
Current Month Total			48		584	
Year-to-Date			59		728	

<sup>1</sup> This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SCG tables.

<sup>2</sup> Contractor states all sessions at least 30 minutes.

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