

**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 OCTOBER 2012**

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November 20, 2012

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2012**

This is the tenth 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 October 2012 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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November 20, 2012

**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.) 12-08-044:

Program Summary through October 2012			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$109,881,871	\$62,380,903	57%
Homes Treated	136,836	76,115	56%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	4,552,434	902,870	20%

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

In October, SoCalGas processed and paid contractor invoices for 10,394 treated homes. In addition, SoCalGas paid for the installation of 2,891 appliances, including 1,867 furnace repairs/replacements, 156 water heater replacements, and 868 high efficiency clothes washers.

1.2 Whole Neighborhood Approach Evaluation

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

In October, SoCalGas combined efforts to provide its ESA Program contractor network with an additional 157 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 System¹, 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”).

The canvassing lists generated in October were initiated primarily in new Zip+7 areas not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 39,544 customer addresses, of which 18,600 (47%) are potentially eligible based on ESA Program income eligibility criteria. Additionally, based on SoCalGas data, 17,628 of the 39,544 (45%) addresses are in targeted self-certification PRIZM codes².

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Number of WNA Events per City	Contractor
McFarland – 9; Bakersfield – 15;	Garcia & Sons

¹ The HEAT System is SoCalGas’ ESA Program database used to track program activity and expenditures.

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

Reedley – 13	
Duarte – 3	Reliable Energy
San Bernardino – 38; Hemet – 37	Synergy
Compton – 25; Azusa – 5; Rosemead – 12	The East Los Angeles Community Union

Through October 2012, SoCalGas and its ESA Program contractors treated 995 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

During the month of October, SoCalGas’ Public Affairs representatives conducted two Spanish language interviews with Cesar Chavez Jr. of LA Campesina radio station. The interviews focused on SoCalGas’ assistance programs available to families who are struggling to pay their gas bills. The thirty minute interviews discussed the CARE and ESA Programs in detail and were held in the city of Bakersfield. To complement the interviews in Bakersfield, SoCalGas partnered with El Clasificado with a half page advertisements to promote the CARE and ESA Programs in the city of Bakersfield, Delano, Wasco, San Bernardino and Rialto. The ads begun October 24th and will run through November 14th.

Additionally, in the month of October, SoCalGas participated in numerous low income community events where customers were encouraged to bring monthly bills to the events to facilitate enrollment in CARE and completion of ESA Program applications. For the *Taste of Soul* event, an advertisement was taken out with LA Sentinel to signal SoCalGas’ participation and promote the CARE and the ESA Programs. SoCalGas utilized Facebook and Twitter to inform customers about company participation in community events. Other local

publications utilized in October included El Classificado, and LA Focus newspapers. These community-based local newspapers were chosen to educate customers about the SoCalGas low income programs, thus helping qualified families with money and energy savings.

In October, SoCalGas continued to work with an ethnic owned organization named Imprenta to help reach ethnic customers who speak Spanish and Vietnamese with limited English proficiency. To publicize SoCalGas' presence at the Saint Anselm's flu shot event, the company was featured in promotional ads in several major Vietnamese local newspapers: Viet Bao, Vien Dong Daily, and Nguoi Viet Daily News. Additionally, to provide information to the Vietnamese community, SoCalGas showed the ESA Program video to customers visiting the event booth in Vietnamese language.

SoCalGas has also contracted with Breathe LA, which targets outreach to ethnic communities within the Los Angeles Basin. Both of these organizations (Breathe LA and Imprenta) are guiding SoCalGas in reaching out to faith-based organizations and local community groups. The events and workshops conducted in October by Breathe LA are included in section 1.3.2.

Energy Savings Assistance Program Bill inserts/onserts

There were no ESA Program bill inserts/onserts deployed during the month of October.

Energy Savings Assistance Program Direct Mailings

During the month of October, a direct mail campaign was conducted to over 11,000 customers who had previously initiated contact with SoCalGas and shown interest in the ESA program, but did not complete enrollment. This happens for many reasons including missed appointments (no one home), renter/owner permission issues, and other circumstances. SoCalGas made a special effort in this case to offer these "hard to reach" customers another opportunity to consider

ESA Program benefits. The direct mailing response rate will be tracked for evaluation purposes.

Also during October, 4.67 million customers were mailed information about the ESA Program in the SoCalGas fall news insert included in their monthly bill. The insert covered several topics including safety and special assistance to customers who need it most. The article titled “Save on Heating with tips and special assistance” informed customers about the ESA Program which is available to renters and homeowners. Customers were directed to the socialgas.com website and provided the toll free telephone number for more information.

Energy Savings Assistance Program Outbound Dialing

No Automated Voice Messaging Campaigns (AVM) were conducted in October.

Energy Savings Assistance Program Web Activities

SoCalGas includes the website links to its customer assistance programs in all of its communications that specifically promote the ESA Program to customers. For the month of October, 430 customers completed the on-line English ESA Program request form. The email website link encourages low-income customers to apply for no-cost home improvements to reduce their monthly gas bills through SoCalGas’ ESA Program.

E- Newsletter

In October, 2 million customers were sent an e-mail promoting the ESA Program. The side story titled “Save Money with Energy Saving Home Improvements” encouraged customers to apply for the ESA Program’s no-cost home improvements.

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

October 6, 2012 - Mexican Consulate Mes de Salud Health Fair, Huntington Park

In collaboration with SoCalGas, Breathe LA participated in four workshops held in Huntington Park to educate and assist customers with filling out CARE and ESA Program applications. Approximately 150 low income Spanish speaking customers attended the workshops, and 22 were assisted with SoCalGas' customer assistance program applications.

October 9, 2012 - Mexican Consulate Mes de Salud Health Fair, Los Angeles

In collaboration with SoCalGas, Breathe LA participated in three workshops held in Compton to educate and assist customers with filling out CARE and ESA Program applications. A total of 100 low income Spanish speaking customers attended the workshops, and 16 were assisted with SoCalGas' customer assistance program applications.

October 10, 2012 - Hudson Senior Apartments, Pasadena

Breathe LA conducted two workshops for low income seniors at the Hudson Senior Apartments in Pasadena. The workshops were conducted to inform and educate the seniors about the CARE and ESA Programs. 7 customers were assisted with the CARE and ESA Program application process.

October 11, 2012 - Mexican Consulate Mes de Salud Health Fair, Los Angeles

In collaboration with SoCalGas, Breathe LA participated in two workshops held in Los Angeles to educate and assist customers with filling out CARE and ESA Program applications. A total of about 100 low income Spanish speaking

customers attended the workshops, and 11 customers and seniors were assisted with CARE and ESA Program applications.

October 11, 2012 – SCE’s Community Resource Fair, El Monte

In collaboration with Southern California Edison Company (SCE), SoCalGas was invited to participate in a community fair held in the city of El Monte.

Approximately 300 seniors attended the event and visited SoCalGas’ booth to inquire about its programs. SoCalGas ran a booth and presented information on its CARE, ESA and Medical Baseline Programs to interested customers. The information provided to customers was in English and Spanish languages.

October 15, 2012 - St. Filomena’s Church, Carson

In collaboration with Breathe LA efforts to assist in reaching out to faith-based organizations, one workshop was conducted at the St. Filomena Church. 52 customers were provided information regarding SoCalGas’ CARE and ESA Programs.

October 16, 2012 - Mexican Consulate Mes de Salud Health Fair, Los Angeles

In collaboration with SoCalGas, Breathe LA participated in one workshop held in Los Angeles to educate and assist customers with filling out CARE and ESA Program applications. More than 100 low income Spanish speaking customers attended the workshop, and 6 Spanish speaking customers were assisted with CARE and ESA Program applications.

October 16, 2012 - Gay & Lesbian Senior Center, Los Angeles

In collaboration with SoCalGas, Breathe LA participated in one workshop held in Los Angeles to educate and assist customers with filling out CARE and ESA Program applications. 10 seniors attended the workshop, and were assisted with CARE and ESA Program application process.

October 20, 2012 – Mexican American Opportunity (MAOF) Health & Resource Fair, East Los Angeles

SoCalGas' participated in the health and resource fair in East LA. The Mexican American Opportunity Foundation hosted the 6th Annual ¡Vive tu Vida! Get Up! Get Moving! event in East Los Angeles, which promotes Hispanic family physical activity and nutrition for better health and wellness. The event was free to the public and drew in over 1,000 attendees of predominantly Spanish-speaking customers – with a strong concentration of mono-lingual Spanish speakers. Participating in the event provided a venue to directly educate and enroll this target market in the CARE and ESA Programs.

October 20, 2012 – Taste of Soul, Los Angeles

SoCalGas' Public Affairs and Customer Assistance Programs staff participated in the *Taste of Soul* event which drew over 200,000 people. The annual celebration brings together the community for a day of great good and live entertainment, and showcases the cultural diversity that represents the diversity of Los Angeles. Approximately 1,500 Los Angeles County residents visited the SoCalGas booth for information about the CARE and ESA Programs, and Safety and Advanced Meter program information as well. SoCalGas' information was available in both English and Spanish.

October 21, 2012 - Mexican Consulate Mes de Salud Health Fair, Compton

In collaboration with SoCalGas, Breathe LA participated in three workshops held in Compton to educate and assist customers with filling out CARE and ESA Program applications. Approximately 100 low income Spanish speaking customers attended the workshops, and 21 were assisted with SoCalGas' customer assistance program applications.

October 22, 2012 – Abilities Awareness Fair, Whittier

To assist in reaching out to customers with disabilities that may be eligible for CARE and the ESA Program, Breathe LA participated in one workshop in the city

of Whittier. Approximately 200 customers attended this fair. Eight customers who attended were assisted with SoCalGas' customer assistance programs.

October 25, 2012 - Mexican Consulate, Worksource Center, Monterey Park

In collaboration with SoCalGas, Breathe LA participated in four workshops held in Monterey Park to educate and assist customers with filling out CARE and ESA Program applications. The groups were small and a total of about 10 low income customers attended the workshops, and were assisted with SoCalGas' customer assistance programs.

October 25, 2012 - Carson Harbor Village HOA, Carson

Breathe LA conducted a workshop for low income seniors at the Carson Harbor Village residences in Carson. The workshop was conducted to inform and educate the seniors about the CARE and ESA Programs. 27 customers and seniors were present to learn about the CARE and ESA Program application process.

October 27, 2012 – Multiple Sclerosis (MS) Walk, Bakersfield

SoCalGas' Public Affairs and Customer Assistance Programs staff participated in the MS Walk in Bakersfield. Approximately 1,500 people attended this event. SoCalGas' information about the CARE and ESA Programs was distributed to approximately 100 people to provide a better understanding of SoCalGas programs. Information was available in both English and Spanish.

October 28, 2012 - Wings, Wheels and Rotors, Los Alamitos

SoCalGas Public Affairs staff participated in the Wings, Wheels and Rotors, an event to raise funds for the military at the Joint Forces Training base. More than 10,000 spectators came to the free show. SoCalGas ran a booth and promoted the CARE, ESA, and Energy Efficiency Programs, and disseminated safety and energy conservation tips to interested

customers. More than 300 customers were educated on the CARE and ESA Programs.

October 30, 2012 - Mexican Consulate Ventanilla de Salud Health Fair, Los Angeles

In collaboration with SoCalGas, Breathe LA participated in three workshops held in Los Angeles to educate and assist customers with filling out CARE and ESA Program applications. 92 low income Spanish speaking customers attended the workshops, and 45 customers were assisted in filling out CARE and ESA Program forms.

October 30, 2012 – St. Anselm’s Flu Shot Event, Orange

SoCalGas’ participated in the flu shot event which was hosted by St. Anselm’s Cross Cultural Center in the city of Orange. The free flu shots were provided by the Orange County Health Care Agency. Over 150 attended this event, which also included the Council on Aging, HICAP, and Asians for Miracle Marrow Matches. Approximately 150 Vietnamese customers who visited SoCalGas’ booth received assistance on filling out the CARE and ESA Program forms. The information provided to customers was primarily Vietnamese, English and Spanish.

October 30, 2012 – Pacific Asian Consortium in Employment (PACE) 7th Annual Career & Job Fair, Pasadena

SoCalGas’ Human Resources and Customer Assistance Program staff participated in the PACE 7th annual career and job fair in Pasadena. PACE is a non-profit organization that aims to create economic solutions to meet challenges of employment, education and housing. The job fair was a an effective venue for local and national companies to reach active, motivated individuals and business owners in the ethnic minority communities of Los Angeles County. Congresswoman Judy Chu and California State Controller John Chiang were in attendance and gave a warm welcome to the attendees. Over 600 participants

attended the event, and over 300 customers visited SoCalGas' booth to inquire about its programs. Additionally, an article about SoCalGas' participation at the fair was featured in The Epoch times, which is an ethnic owned Chinese newspaper. Click on the link to view article.

<<http://www.epochtimes.com/b5/12/11/6/n3723015.htm>> SoCalGas ran a booth and presented information on its CARE and ESA Programs to interested customers.

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?

At the end of October, CSD offered the utilities drafts of several potential 'pilot' activities they will prioritize in November. Coordination with IOU energy efficiency and low income programs are underway to facilitate the pilot evaluation process. There are no other updates from leveraging with CSD for the month of October. 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 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.

To this end, SoCalGas and Riverside Public Utilities (RPU) have signed an Inter-Utility Agreement that will allow customers residing in both utilities' overlapping service territory to benefit from SoCalGas' low-income energy efficiency program services and from RPU'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. In the month of October, SoCalGas coordinated the delivery of electric measures to participating ESA Program contractors that will be installed under the Agreement. Also, lists of joint RPU and SoCalGas customers potentially eligible for the ESA Program will be delivered to ESA Program contractors in November, with initial installations for this effort expected shortly thereafter.

SoCalGas is in the process of re-negotiating its leveraging agreements with Imperial Irrigation District (IID) and Burbank Water and Power (BWP). Discussions are on-going with IID on how to craft a new low-income program leveraging agreement for 2013. IID has contracted directly with a SoCalGas ESA Program contractor which will represent both utilities as it did in the previous agreement, the only difference being that the contractor will directly bill IID rather than using SoCalGas as a pass through. Additionally, SoCalGas has been in meetings with BWP and believes that the low-income leveraging contract renewal is imminent and will hopefully be in place before year-end.

Lastly, SoCalGas and Eastern Municipal Water District (EMWD) have 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 have continued throughout 2012. As a result of this agreement SoCalGas' ESA Program will receive rebates totaling more than \$253,000 for High Efficiency Clothes Washers installed in SoCalGas and EMWD joint service territory in 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					
	1 st Quarter	2 nd Quarter	3 rd Quarter	October	Totals
Attended Testing	55	50	57	25	187
Passed Test	52	46	53	24	175
Pass Rate	95%	92%	93%	96%	94%

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.

	1 st Quarter	2 nd Quarter	3 rd Quarter	October	Totals
Attended Class	51	37	55	27	170
Tested	50	31	54	27	162
Passed Class	48	29	52	27	156
Badged	47	13	21	8	94
Census Attendees	2	0	0	0	2
Retention Rate*	96%	94%	96%	100%	96%

*Retention Rate is Passed/Tested

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 94. 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	1 st Quarter		2 nd Quarter		3 rd Quarter		October		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	No of Classes	No of Students
Initial	10	26	1	4	3	11	2	17	16	58
Refreshers	5	41	1	8	0	0	0	0	6	49
NGAT 5-Day	1	10	1	9	0	0	0	0	2	19
Grand Total	16	77	3	21	3	11	2	17	24	126

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2. CARE Executive Summary

2.1. CARE Program Summary - October

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach ⁽¹⁾	\$3,909,220	\$2,073,151	53%
Proc., Certification and Verification	\$8,223,171	\$1,035,397	13%
Information Tech./Programming	\$3,204,520	\$608,631	19%
Pilots ⁽¹⁾	\$180,000	\$62,868	35%
Measurement and Evaluation	\$50,972	\$0	0%
Regulatory Compliance	\$227,412	\$233,503	103%
General Administration	\$887,541	\$543,624	61%
CPUC Energy Division Staff	\$60,000	\$24,444	41%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,742,836	\$4,582,218	27%
Subsidies and Benefits	\$128,773,189	\$84,801,932	64%
Total Program Costs and Discounts	\$145,516,025	\$89,384,150	61%

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

(1) Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,675,302	1,830,118	91.5%

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 1.3.2.)

CARE Telephone Enrollments and Recertification

SoCalGas is working with its vendor to change the programming for its recertification calls. Previously, customers were able to recertify based on their participation in a designated assistance program (“categorical eligibility”). Per D.12-08-044, SoCalGas will only use income to recertify its customers. SoCalGas intends to resume telephone (AVM) recertification of its customers next month.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all communications, and CARE continues to be one of the top “search” topics on the company website. More than 6,500 customers submitted CARE applications via the company website during October (as opposed to 5,000 during September), and this activity resulted in 2,633 new enrollees and 1,764 renewing customers.

CARE Third-Party Enrollments & Outreach

To reach customers who are “missed” by traditional outreach (bill inserts, phone campaigns, and direct mail, among others), SoCalGas’ employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The representatives are bilingual (English and Spanish). Door-to-door outreach returned applications for 4,319 applications in October. From the applications received, 3,448 customers were subsequently approved for enrollment into the CARE program. For the year-to-date, almost 32,000 customers have enrolled in the CARE program through door-to-door canvassing.

Additionally, SoCalGas has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and through inbound calls, they direct customers in need of payment assistance to the CARE program.

SoCalGas continues to contract with two organizations (Imprenta and Breathe LA) to further grass roots communications within Orange County and the LA Basin. Both organizations are guiding SoCalGas in reaching out to faith-based organizations and local community groups. Activities from these collaborations are reported in Section 1.3.2.

CARE Direct Mail Activity and Enrollments

Mailings will resume next month and ramp up fully next year.

CARE Bill Inserts

During July, SoCalGas mailed a bill insert to approximately 2.9 million residential customers who are not currently enrolled in the CARE program. To reinforce this bill insert, SoCalGas placed advertisements in a variety of local and print publications that are predominately ethnic-owned. The ad copy called attention to the July bill insert so as to reinforce the impact of the bill insert. During October, an additional 324 customers enrolled in the program using this method. Thus far, 2,643 customers have enrolled from the bill insert campaign; there will be a follow-up campaign in November.

During September SoCalGas mailed a bill insert to commercial facilities (non-profit group living facilities and migrant worker housing). During November SoCalGas will mail out another residential bill insert. Similar to the July campaign, ethnic-owned, print media will play a major role in reinforcing the bill insert.

Outreach by Field Employees

Beginning in October field employees resumed distributing Customer Assistance Programs flyers on all entered orders. This policy will continue until February. (During the off-season, field personnel may still leave the flyer, but it is on a discretionary basis.)

At the beginning of October more than 100,000 flyers were shipped to the operating bases.

CARE Mass Media Campaign

SoCalGas received results from its online media campaign, which ran 9 weeks – from late July through September. Based on internal and secondary research, SoCalGas determined that young customers (up to age 35) who are Spanish speaking and online represent an important segment of potential CARE enrollees. Even if these customers do not directly enroll in the program, they are an important advocacy group within their communities; therefore, SoCalGas launched a nine-week campaign that uses “age and geo-targeting” technology to reach young, Spanish-speaking customers. Over a 9 week period, the campaign drove 65,000 visits to socalgas.com and 1,259 application submissions. The detailed findings from this campaign will be developed into another campaign during the first quarter of 2013.

SoCalGas worked with Radio Campesina in Bakersfield (KMYX) to publicize customer assistance programs. The station has a strong reach with migrants and customers who are primarily Spanish speaking. The October campaign involved radio spots and an interview in Spanish with a member of Regional Public Affairs concerning safety and assistance programs. In addition, SoCalGas took out ads in *El Clasificado* to reinforce the radio messages.

Disability Outreach

SoCalGas has hired a contractor whose responsibility is outreach to persons with disabilities. The contractor, who is visually impaired, is discussing SoCalGas’ assistance programs in chapter meetings and in small group discussions throughout Southern California (primarily Los Angeles, Orange, and Santa Barbara counties).

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 the Los Angeles Department of Water and Power (LADWP), SCE, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of October, 7,636 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 October generated 1,499 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 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 October, 127 LIHEAP customers were enrolled in SoCalGas' CARE program.

2.3 CARE Recertification Complaints

There were no recertification complaints during the month of October.

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

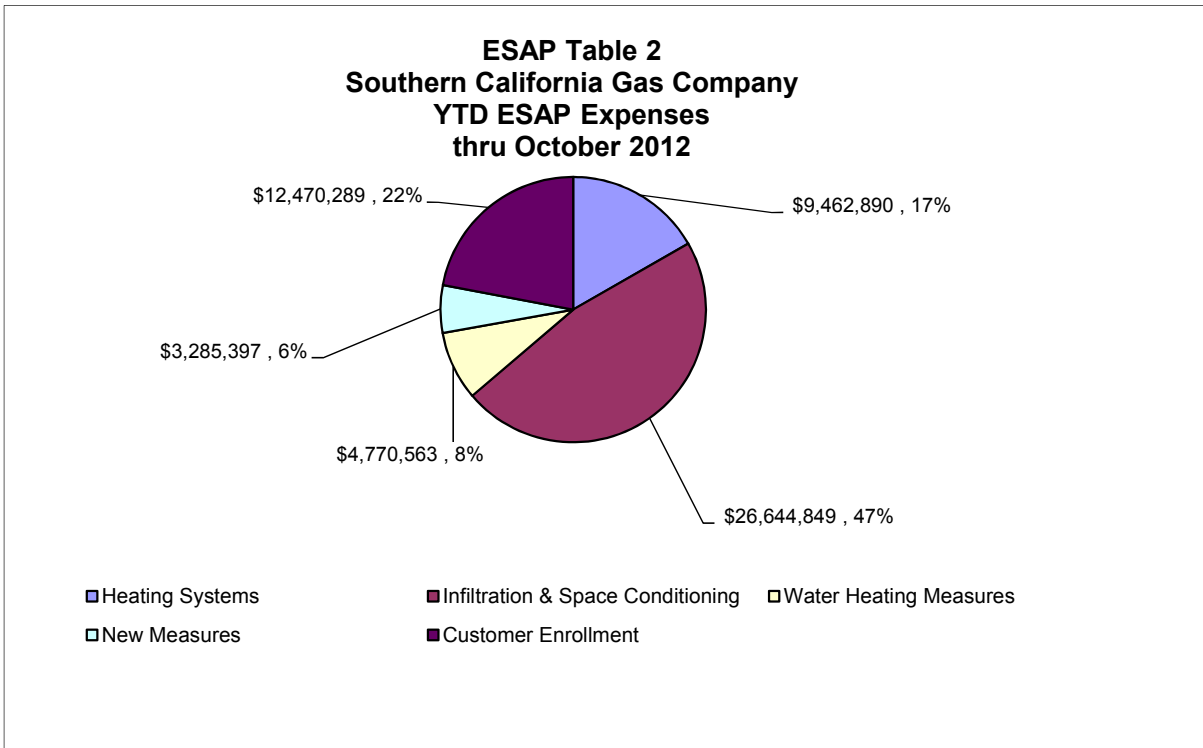
CARE- Table 7- Capitation Contractors

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	October 2012												
4		Authorized Budget¹			Current Month Expenses³			Year-To-Date Expenses³			% of Budget Spent Year-To-Date		
5	Energy Savings Assistance Program	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 22,084,142	\$ 22,084,142	\$ -	\$ (358,885)	\$ (358,885)	\$ -	\$ 12,556,268	\$ 12,556,268	0%	57%	57%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 53,550,541	\$ 53,550,541	\$ -	\$ (30,992)	\$ (30,992)	\$ -	\$ 31,406,279	\$ 31,406,279	0%	59%	59%
10	- Outreach and Assessment	\$ -	\$ 20,704,408	\$ 20,704,408	\$ -	\$ 441,082	\$ 441,082	\$ -	\$ 11,545,865	\$ 11,545,865	0%	56%	56%
11	- In Home Energy Education	\$ -	\$ 2,572,984	\$ 2,572,984	\$ -	\$ (14,800)	\$ (14,800)	\$ -	\$ 1,114,768	\$ 1,114,768	0%	43%	43%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL		\$ 98,912,075	\$ 98,912,075	\$ -	\$ 36,405	\$ 36,405	\$ -	\$ 56,623,180	\$ 56,623,180	0%	57%	57%
16													
17	Training Center	\$ -	\$ 535,360	\$ 535,360	\$ -	\$ 24,977	\$ 24,977	\$ -	\$ 234,261	\$ 234,261	0%	44%	44%
18	Inspections	\$ -	\$ 2,959,003	\$ 2,959,003	\$ -	\$ (24,797)	\$ (24,797)	\$ -	\$ 1,244,648	\$ 1,244,648	0%	42%	42%
19	Marketing	\$ -	\$ 1,173,652	\$ 1,173,652	\$ -	\$ 82,984	\$ 82,984	\$ -	\$ 362,939	\$ 362,939	0%	31%	31%
20	M&E Studies ²	\$ -	\$ 316,667	\$ 316,667	\$ -	\$ -	\$ -	\$ -	\$ 31,631	\$ 31,631	0%	10%	0%
21	Regulatory Compliance	\$ -	\$ 295,333	\$ 295,333	\$ -	\$ 29,717	\$ 29,717	\$ -	\$ 196,212	\$ 196,212	0%	66%	66%
22	General Administration	\$ -	\$ 5,603,781	\$ 5,603,781	\$ -	\$ 380,859	\$ 380,859	\$ -	\$ 3,677,556	\$ 3,677,556	0%	66%	66%
23	CPUC Energy Division	\$ -	\$ 86,000	\$ 86,000	\$ -	\$ 568	\$ 568	\$ -	\$ 10,476	\$ 10,476	0%	12%	12%
24													
25	TOTAL PROGRAM COSTS³	\$ -	\$ 109,881,871	\$ 109,881,871	\$ -	\$ 530,713	\$ 530,713	\$ -	\$ 62,380,903	\$ 62,380,903	0%	57%	57%
26	Funded Outside of Energy Savings Assistance Program Budget												
27	Indirect Costs				\$ -	\$ 194,075	\$ 194,075	\$ -	\$ 2,692,939	\$ 2,692,939			
28													
29	NGAT Costs				\$ 30,635	\$ 30,635		\$ 2,012,264	\$ 2,012,264				
30	¹ Budget reflects 2012 budget authorized in D.12-08-044 of \$113,292,891 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. The amount carried back into PY 2011 from the 2012 Authorized Budget is \$3,411,020 which was removed from the Gas Appliance sub-category (Gas Appliances = \$25,495,162- \$3,411,020 = \$22,084,142), Total 2012 Budget as authorized = \$113,292,891 - \$3,411,020 = \$109,881,871.												
31	² Payment to PG&E for ESAP Process Evaluation Study at 25% share; invoice received in 2012 for work budgeted and completed in 2011.												
32	³ The Current Month and Year To Date Expenses include the reversal of the 3rd quarter accrual of \$11,543,280.54 in the following reporting categories: Gas Appliances - \$3,325,617.10 ; Weatherization - \$6,561,852.10 ; Outreach & Assessment \$1,324,906.00 ; In Home Energy Education \$149,707.50 ; Inspections \$181,197.84.												
33	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								
	October 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	8,587				\$9,462,890	17%	
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	75,524			260,992	\$19,654,423	35%	
16	Duct Sealing	Home	1,749			0	\$1,904,907	3%	
17	Attic Insulation	Home	4,706			34,500	\$5,085,519	9%	
18	Water Heating Measures								
19	Water Heater Conservation Measures	Home	75,078			479,032	\$3,853,349	7%	
20	Water Heater Replacement - Gas	Each	879			0	\$917,214	0%	
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	60			2,520	\$19,313	0%	
36	Furnace Clean and Tune	Each	16,078			43,134	\$993,568	2%	
37	High Efficiency Clothes Washer	Each	3,029			82,692	\$2,272,516	4%	
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	76,115				\$11,528,311	20%	
54	In-Home Education	Home	78,174				\$941,978	2%	
55	Education Workshops	Participant							
56									
57									
58	Total Savings/Expenditures ²					902,870	\$56,633,987	98%	
59									
60	Homes Weatherized	Home	79,413						
61									
62	Homes Treated								
63	- Single Family Homes Treated	Home	55,516						
64	- Multi-family Homes Treated	Home	13,936						
65	- Mobile Homes Treated	Home	6,663						
66	- Total Number of Homes Treated	Home	76,115						
67	# Eligible Homes to be Treated for PY³	Home	136,836						
68	% OF Homes Treated	%	56%						
69									
70	- Total Master-Metered Homes Treated	Home	9,758						
71									
72	¹ Energy savings is based on the 2009 Load Impact Evaluation.								
73	² The Total Savings/Expenditures amount does not include a credit of \$199,012.50 from EMWD, an expense of \$172,790.71 related to Energy Education guides in In-Home Education, an expense of \$17,375 related to forms in Outreach & Assessment, charges pending correction in the amount of \$4 and \$105 for capitation fees in the Outreach and Assessment category pending correction to \$0, a charge of \$1,020 to the Weatherization IO pending correction to be moved to the General Admin IO, and a pending correction charge of \$3,085 to the Furnace and Envelope & Air Sealing Measures Categories.								
74	³ Based on Appendix F of D. 12-08-044 issued 8/30/2012.								
75	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

PIE CHART 1- Expenses by Measures Category For October 2012



	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company October 2012	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	902,870
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	76,115
11	Average 1st Year Bill Savings / Treated Home	\$ 12.30
12	Average Lifecycle Bill Savings / Treated Home	\$ 93.03
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 October 2012						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	26	10,964	10,990	93	858	951
5	Imperial	17,764	1	17,765	289	17	306
6	Kern	30,216	13,518	43,734	2,178	936	3114
7	Kings	14,168	18	14,186	777	-	777
8	Los Angeles	2,902	1,125,078	1,127,980	434	38,953	39387
9	Orange	21	247,915	247,936	-	5,218	5218
10	Riverside	139,376	112,211	251,586	1,146	9,028	10174
11	San Bernardino	1,169	167,972	169,140	138	9,545	9683
12	San Luis Obispo	18,805	11,085	29,890	623	2	625
13	Santa Barbara	1,331	43,152	44,483	536	354	890
14	Tulare	44,399	10,073	54,472	3,236	1,035	4271
15	Ventura	2,154	62,421	64,575	183	536	719
16							
17	Total	272,331	1,804,407	2,076,738	9,633	66,482	76,115
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 October 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	5,878	17,548	0	0	0	0	0	0	5,878	17,548	0	0
7	Mar-12	0	0	0	0	17,974	145,439	0	0	0	0	0	0	17,974	145,439	0	0
8	Apr-12	0	0	0	0	29,804	242,508	0	0	0	0	0	0	29,804	242,508	0	0
9	May-12	0	0	0	0	38,776	343,693	0	0	0	0	0	0	38,776	343,693	0	0
10	Jun-12	0	0	0	0	48,676	441,338	0	0	0	0	0	0	48,676	441,338	0	0
11	Jul-12	0	0	0	0	54,657	557,113	0	0	0	0	0	0	54,657	557,113	0	0
12	Aug-12	0	0	0	0	60,353	635,733	0	0	0	0	0	0	60,353	635,733	0	0
13	Sep-12	0	0	0	0	65,720	706,324	0	0	0	0	0	0	65,720	706,324	0	0
14	Oct-12	0	0	0	0	76,115	902,870	0	0	0	0	0	0	76,115	902,870	0	0
15	Nov-12																
16	Dec-12																
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	October 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	Total Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19													
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	October 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 ¹
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	3
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	9
13	90631-46 - ACS Group	384	210	146	14
14	90631-47 - ACS Group	408	207	138	6
15	90631-52 - ACS Group	247	125	25	7
16	90631-53 - ACS Group	296	176	92	7
17	90631-54 - ACS Group	191	105	52	7
18	90631-55 - ACS Group	311	155	54	5
19	90631-60 - ACS Group	304	167	61	0
20	90631-61 - ACS Group	202	108	51	3
21	90631-67 - ACS Group	361	124	79	1
22	90631-68 - ACS Group	249	133	74	1
23	90631-89 - ACS Group	290	128	45	3
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	10
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	10
38	92557-69 - The East Los Angeles Community Union	304	131	82	7
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	2
48	90621-27 - ACS Group	406	229	125	8
49	90621-28 - ACS Group	289	151	77	8
50	90621-29 - ACS Group	130	72	45	2
51	90621-30 - ACS Group	271	163	38	1
52	90621-31 - ACS Group	355	206	133	0
53	90621-34 - ACS Group	114	59	41	0
54	90621-35 - ACS Group	295	164	47	1
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	1

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
61	92553-20 - EASE	231	0	1	0
62	92553-23 - EASE	133	83	59	1
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	2
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	2
75	92553-77 - EASE	149	128	113	2
76	92553-80 - EASE	265	210	156	0
77	92553-83 - EASE	234	175	94	0
78	92553-93 - EASE	176	115	81	0
79	92583-27 - EASE	128	78	58	4
80	92583-28 - EASE	134	53	70	6
81	92583-32 - EASE	209	138	138	2
82	92583-33 - EASE	211	148	129	5
83	92583-34 - EASE	83	59	31	6
84	92583-35 - EASE	142	102	63	10
85	92583-36 - EASE	214	144	116	2
86	92583-39 - EASE	135	80	73	3
87	92583-40 - EASE	147	89	73	3
88	92583-41 - EASE	114	69	47	2
89	92583-42 - EASE	186	136	99	4
90	92583-43 - EASE	274	198	112	1
91	92583-46 - EASE	65	44	23	1
92	92583-47 - EASE	269	175	147	4
93	92583-48 - EASE	320	166	96	5
94	92583-50 - EASE	242	176	13	30
95	92583-51 - EASE	293	162	124	13
96	92583-65 - EASE	435	179	53	16
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
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	1
110	91752-17 - Synergy	211	35	27	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
111	91752-18 - Synergy	306	121	105	0
112	91752-19 - Synergy	309	123	111	3
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	1
120	91752-27 - Synergy	102	39	33	0
121	91752-28 - Synergy	356	205	135	1
122	91752-29 - Synergy	86	5	1	0
123	91752-30 - Synergy	278	53	11	1
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	90670-44 - ACS Group	222	110	1	0
134	90670-59 - ACS Group	110	55	36	0
135	90670-71 - ACS Group	101	50	17	0
136	91732-23 - ACS Group	425	228	170	4
137	91732-24 - ACS Group	464	269	196	0
138	91732-26 - ACS Group	434	245	224	0
139	91732-27 - ACS Group	433	263	250	0
140	91732-28 - ACS Group	457	261	229	1
141	91732-30 - ACS Group	305	177	165	1
142	91732-31 - ACS Group	130	63	72	0
143	91732-33 - ACS Group	474	270	284	3
144	91732-34 - ACS Group	612	400	342	7
145	91732-35 - ACS Group	506	295	251	2
146	91732-36 - ACS Group	581	276	287	7
147	91732-37 - ACS Group	396	199	268	2
148	91732-39 - ACS Group	472	228	320	6
149	91732-42 - ACS Group	265	158	111	0
150	91732-45 - ACS Group	75	44	32	0
151	91732-46 - ACS Group	76	40	38	0
152	91732-47 - ACS Group	75	33	53	0
153	91767-48 - Quality Conservation Services	435	194	261	11
154	91767-49 - Quality Conservation Services	334	178	211	4
155	91767-50 - Quality Conservation Services	347	199	227	4
156	91767-52 - Quality Conservation Services	206	142	149	0
157	91767-56 - Quality Conservation Services	168	94	72	0
158	91767-57 - Quality Conservation Services	106	63	73	0
159	93223-11 - Synergy	185	113	151	3
160	93223-12 - Synergy	159	75	110	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
161	93223-13 - Synergy	244	113	180	0
162	93223-14 - Synergy	246	157	152	1
163	93223-15 - Synergy	131	83	108	0
164	93223-16 - Synergy	132	83	116	0
165	93223-17 - Synergy	172	108	141	0
166	93223-18 - Synergy	153	101	128	0
167	93223-19 - Synergy	156	100	98	0
168	93223-20 - Synergy	219	143	84	1
169	93654-23 - Synergy	382	185	256	1
170	93654-26 - Synergy	85	60	50	0
171	93654-29 - Synergy	51	35	39	0
172	93654-30 - Synergy	167	119	118	0
173	93654-31 - Synergy	369	284	250	1
174	93654-32 - Synergy	370	210	196	0
175	93654-33 - Synergy	155	64	104	0
176	93654-34 - Synergy	116	83	90	0
177	93654-35 - Synergy	327	179	237	0
178	93654-40 - Synergy	381	276	156	0
179	93654-42 - Synergy	164	82	111	0
180	93654-43 - Synergy	72	52	65	0
181	93654-53 - Synergy	182	89	144	0
182	92543-17 - The East Los Angeles Community Union	278	141	75	7
183	92543-18 - The East Los Angeles Community Union	230	133	109	1
184	92543-26 - The East Los Angeles Community Union	373	292	150	5
185	92543-27 - The East Los Angeles Community Union	263	201	130	1
186	92543-28 - The East Los Angeles Community Union	153	115	29	1
187	92543-29 - The East Los Angeles Community Union	131	88	72	2
188	92543-30 - The East Los Angeles Community Union	491	306	232	2
189	92543-31 - The East Los Angeles Community Union	14	7	4	0
190	92543-38 - The East Los Angeles Community Union	63	48	24	0
191	92543-39 - The East Los Angeles Community Union	159	119	64	1
192	92543-40 - The East Los Angeles Community Union	144	106	71	1
193	92543-41 - The East Los Angeles Community Union	221	162	114	1
194	92543-42 - The East Los Angeles Community Union	63	35	15	0
195	92543-43 - The East Los Angeles Community Union	208	111	65	7
196	92543-44 - The East Los Angeles Community Union	33	16	15	2
197	92543-45 - The East Los Angeles Community Union	75	42	43	0
198	92543-46 - The East Los Angeles Community Union	31	24	16	0
199	92543-48 - The East Los Angeles Community Union	63	35	18	0
200	92543-51 - The East Los Angeles Community Union	39	22	18	0
201	92543-58 - The East Los Angeles Community Union	454	259	128	9
202	92543-59 - The East Los Angeles Community Union	446	251	205	24
203	92543-60 - The East Los Angeles Community Union	430	238	160	12
204	92543-61 - The East Los Angeles Community Union	384	208	148	4
205	92543-62 - The East Los Angeles Community Union	48	18	27	0
206	92543-67 - The East Los Angeles Community Union	19	15	7	0
207	92543-68 - The East Los Angeles Community Union	442	213	228	17
208	92543-69 - The East Los Angeles Community Union	670	356	293	13
209	92543-70 - The East Los Angeles Community Union	406	218	180	2
210	92543-72 - The East Los Angeles Community Union	391	144	151	3

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
211	92543-74 - The East Los Angeles Community Union	32	23	8	0
212	92543-79 - The East Los Angeles Community Union	167	104	38	2
213	92543-81 - The East Los Angeles Community Union	133	48	57	0
214	92543-86 - The East Los Angeles Community Union	83	62	43	0
215	92543-88 - The East Los Angeles Community Union	162	120	113	1
216	90280-20 - ACS Group	333	205	214	2
217	90280-21 - ACS Group	699	411	515	9
218	90280-22 - ACS Group	705	339	471	1
219	90280-23 - ACS Group	340	188	200	2
220	90280-26 - ACS Group	316	211	229	0
221	90280-27 - ACS Group	594	384	441	1
222	90280-28 - ACS Group	569	350	369	2
223	90280-29 - ACS Group	634	392	363	0
224	90280-30 - ACS Group	441	252	265	0
225	90280-31 - ACS Group	523	274	326	1
226	90280-32 - ACS Group	278	153	187	0
227	90280-39 - ACS Group	663	439	488	0
228	90280-40 - ACS Group	623	281	432	0
229	90280-41 - ACS Group	589	347	385	1
230	90280-42 - ACS Group	353	205	217	4
231	90280-43 - ACS Group	233	122	163	1
232	90280-44 - ACS Group	395	208	270	0
233	90280-45 - ACS Group	392	202	274	1
234	90280-46 - ACS Group	379	194	247	1
235	90280-47 - ACS Group	528	257	346	0
236	90280-48 - ACS Group	334	162	230	0
237	90280-49 - ACS Group	404	201	247	0
238	90280-55 - ACS Group	192	108	124	1
239	90280-57 - ACS Group	229	104	171	0
240	90280-58 - ACS Group	385	170	243	0
241	90280-59 - ACS Group	473	240	307	2
242	90280-60 - ACS Group	267	122	150	0
243	90280-65 - ACS Group	503	223	334	1
244	92404-65 - American Insulation	184	125	78	0
245	90501-41 - Avalon-Carver	359	219	27	2
246	90501-42 - Avalon-Carver	285	181	42	5
247	90501-48 - Avalon-Carver	216	127	40	6
248	90501-49 - Avalon-Carver	488	274	51	10
249	90501-50 - Avalon-Carver	283	164	62	1
250	90501-56 - Avalon-Carver	164	30	4	0
251	90249-15 - Reliable Energy Management	367	182	84	1
252	90249-16 - Reliable Energy Management	324	94	47	2
253	90249-17 - Reliable Energy Management	355	95	77	1
254	90249-18 - Reliable Energy Management	391	137	49	0
255	90249-19 - Reliable Energy Management	140	40	50	0
256	90249-23 - Reliable Energy Management	369	169	46	2
257	90249-27 - Reliable Energy Management	249	83	34	0
258	90249-31 - Reliable Energy Management	266	88	57	5
259	90249-32 - Reliable Energy Management	290	83	17	0
260	90249-33 - Reliable Energy Management	405	148	49	4

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
261	90249-34 - Reliable Energy Management	315	204	131	1
262	90249-36 - Reliable Energy Management	283	95	48	29
263	90249-37 - Reliable Energy Management	241	51	13	1
264	90249-38 - Reliable Energy Management	246	77	19	2
265	90249-40 - Reliable Energy Management	312	100	19	3
266	90249-42 - Reliable Energy Management	277	93	7	0
267	90249-43 - Reliable Energy Management	133	55	1	0
268	90249-46 - Reliable Energy Management	376	70	13	1
269	90249-47 - Reliable Energy Management	284	101	14	0
270	90249-48 - Reliable Energy Management	219	38	6	0
271	90249-60 - Reliable Energy Management	29	11	7	0
272	92530-5 - Synergy	203	118	36	11
273	92530-46 - Synergy	300	168	46	8
274	92595-85 - Synergy	277	67	28	1
275	92595-91 - Synergy	331	79	29	19
276	92595-92 - Synergy	315	80	29	4
277	92595-93 - Synergy	250	62	38	3
278	92595-94 - Synergy	249	55	31	4
279	92595-96 - Synergy	312	60	50	5
280	92595-97 - Synergy	249	53	42	7
281	91784-17 - The East Los Angeles Community Union	684	90	25	3
282	91784-18 - The East Los Angeles Community Union	549	68	12	0
283	91784-19 - The East Los Angeles Community Union	301	37	5	0
284	91784-20 - The East Los Angeles Community Union	448	83	9	2
285	91784-88 - The East Los Angeles Community Union	18	2	0	0
286	91786-21 - The East Los Angeles Community Union	368	19	7	0
287	91786-22 - The East Los Angeles Community Union	385	36	8	0
288	91786-23 - The East Los Angeles Community Union	405	73	13	0
289	91786-25 - The East Los Angeles Community Union	447	56	16	1
290	91786-26 - The East Los Angeles Community Union	376	66	48	0
291	91786-27 - The East Los Angeles Community Union	458	56	10	1
292	91786-29 - The East Los Angeles Community Union	235	132	11	1
293	91786-30 - The East Los Angeles Community Union	228	46	24	0
294	91786-31 - The East Los Angeles Community Union	315	47	11	0
295	91786-32 - The East Los Angeles Community Union	330	76	20	0
296	91786-33 - The East Los Angeles Community Union	247	61	25	3
297	91786-39 - The East Los Angeles Community Union	299	110	34	2
298	91786-44 - The East Los Angeles Community Union	267	52	112	0
299	91786-45 - The East Los Angeles Community Union	237	51	27	1
300	91786-46 - The East Los Angeles Community Union	321	76	37	3
301	91786-47 - The East Los Angeles Community Union	222	78	10	1
302	91786-48 - The East Los Angeles Community Union	280	104	63	3
303	91786-50 - The East Los Angeles Community Union	160	54	26	1
304	91786-52 - The East Los Angeles Community Union	364	117	189	1
305	91786-60 - The East Los Angeles Community Union	31	13	4	0
306	91786-63 - The East Los Angeles Community Union	236	88	59	0
307	91786-74 - The East Los Angeles Community Union	55	11	0	0
308	91786-77 - The East Los Angeles Community Union	69	41	33	0
309	91786-85 - The East Los Angeles Community Union	13	5	0	0
310	92532-19 - Synergy	124	63	19	1

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
311	92532-20 - Synergy	333	172	35	6
312	92532-22 - Synergy	143	66	12	1
313	90004-17 - The East Los Angeles Community Union	438	207	47	1
314	90004-18 - The East Los Angeles Community Union	372	165	92	0
315	90004-19 - The East Los Angeles Community Union	501	287	141	3
316	90004-20 - The East Los Angeles Community Union	385	224	82	0
317	90004-21 - The East Los Angeles Community Union	359	182	50	1
318	90004-22 - The East Los Angeles Community Union	471	258	70	0
319	90004-23 - The East Los Angeles Community Union	419	242	49	0
320	90004-25 - The East Los Angeles Community Union	440	183	36	1
321	90004-26 - The East Los Angeles Community Union	154	78	24	0
322	90004-27 - The East Los Angeles Community Union	371	164	39	2
323	90004-28 - The East Los Angeles Community Union	435	262	128	0
324	90004-29 - The East Los Angeles Community Union	408	243	126	0
325	90004-30 - The East Los Angeles Community Union	265	102	3	0
326	90004-31 - The East Los Angeles Community Union	342	135	16	1
327	90004-32 - The East Los Angeles Community Union	352	202	84	4
328	90004-33 - The East Los Angeles Community Union	358	181	44	1
329	90004-34 - The East Los Angeles Community Union	173	92	67	0
330	90004-35 - The East Los Angeles Community Union	57	35	23	0
331	90004-36 - The East Los Angeles Community Union	354	148	52	0
332	90004-41 - The East Los Angeles Community Union	60	35	0	0
333	90004-42 - The East Los Angeles Community Union	126	75	17	0
334	90004-43 - The East Los Angeles Community Union	330	169	51	0
335	90004-44 - The East Los Angeles Community Union	214	116	33	1
336	90004-45 - The East Los Angeles Community Union	402	217	113	5
337	90004-46 - The East Los Angeles Community Union	368	245	80	0
338	90004-47 - The East Los Angeles Community Union	270	178	52	1
339	90004-48 - The East Los Angeles Community Union	32	16	3	0
340	90004-51 - The East Los Angeles Community Union	298	178	152	0
341	90004-52 - The East Los Angeles Community Union	272	160	57	0
342	90004-53 - The East Los Angeles Community Union	282	171	112	0
343	90004-54 - The East Los Angeles Community Union	324	191	116	0
344	90004-55 - The East Los Angeles Community Union	280	170	59	0
345	90004-56 - The East Los Angeles Community Union	208	133	73	0
346	90004-57 - The East Los Angeles Community Union	259	168	38	1
347	90004-58 - The East Los Angeles Community Union	260	160	64	0
348	90004-59 - The East Los Angeles Community Union	57	30	24	0
349	90004-60 - The East Los Angeles Community Union	319	152	66	4
350	90004-61 - The East Los Angeles Community Union	160	62	23	0
351	90004-62 - The East Los Angeles Community Union	335	194	23	0
352	90004-63 - The East Los Angeles Community Union	79	46	34	0
353	90004-65 - The East Los Angeles Community Union	55	34	3	0
354	90004-66 - The East Los Angeles Community Union	18	12	3	0
355	90004-67 - The East Los Angeles Community Union	205	117	66	0
356	90004-68 - The East Los Angeles Community Union	101	57	18	0
357	90004-69 - The East Los Angeles Community Union	72	27	10	0
358	90004-70 - The East Los Angeles Community Union	32	17	0	0
359	90004-71 - The East Los Angeles Community Union	5	2	0	0
360	90004-72 - The East Los Angeles Community Union	10	6	0	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
361	90004-73 - The East Los Angeles Community Union	7	5	0	0
362	90004-74 - The East Los Angeles Community Union	3	2	0	0
363	90004-75 - The East Los Angeles Community Union	16	7	0	0
364	90004-76 - The East Los Angeles Community Union	1	0	0	0
365	90004-77 - The East Los Angeles Community Union	4	2	0	0
366	91701-64 - The East Los Angeles Community Union	103	27	1	0
367	91730-31 - The East Los Angeles Community Union	321	108	48	1
368	91730-32 - The East Los Angeles Community Union	403	138	57	5
369	91730-33 - The East Los Angeles Community Union	486	168	48	1
370	91730-44 - The East Los Angeles Community Union	192	64	8	0
371	91730-45 - The East Los Angeles Community Union	22	2	5	0
372	91730-47 - The East Los Angeles Community Union	688	180	61	2
373	91730-50 - The East Los Angeles Community Union	318	110	46	4
374	91730-52 - The East Los Angeles Community Union	202	72	125	2
375	91730-65 - The East Los Angeles Community Union	32	11	1	0
376	91730-70 - The East Los Angeles Community Union	24	6	2	0
377	91730-71 - The East Los Angeles Community Union	488	168	22	1
378	91730-81 - The East Los Angeles Community Union	290	44	0	0
379	91739-96 - The East Los Angeles Community Union	405	127	160	7
380	92840-13 - The East Los Angeles Community Union	110	61	23	0
381	92840-43 - The East Los Angeles Community Union	138	68	7	0
382	92840-44 - The East Los Angeles Community Union	133	69	12	0
383	92840-45 - The East Los Angeles Community Union	218	109	111	0
384	92840-49 - The East Los Angeles Community Union	90	45	26	0
385	92840-50 - The East Los Angeles Community Union	420	120	20	0
386	92840-53 - The East Los Angeles Community Union	302	94	9	2
387	92840-60 - The East Los Angeles Community Union	355	163	78	0
388	92843-15 - The East Los Angeles Community Union	204	117	42	0
389	92843-16 - The East Los Angeles Community Union	295	143	14	3
390	92843-18 - The East Los Angeles Community Union	211	123	43	3
391	92843-29 - The East Los Angeles Community Union	123	72	2	0
392	92843-41 - The East Los Angeles Community Union	336	131	13	2
393	92843-43 - The East Los Angeles Community Union	111	55	13	0
394	92843-44 - The East Los Angeles Community Union	48	33	34	8
395	92843-56 - The East Los Angeles Community Union	19	9	5	0
396	92223-14 - EASE	161	50	26	1
397	92223-16 - EASE	315	129	75	1
398	92223-17 - EASE	559	232	163	14
399	92223-18 - EASE	267	129	51	1
400	92223-19 - EASE	254	118	49	8
401	92223-21 - EASE	95	59	19	1
402	92223-22 - EASE	96	63	19	3
403	92223-23 - EASE	226	141	51	0
404	92223-24 - EASE	473	181	88	1
405	92223-25 - EASE	307	103	103	0
406	92223-26 - EASE	52	0	10	0
407	92223-28 - EASE	21	4	3	0
408	92223-29 - EASE	16	0	6	1
409	92223-31 - EASE	461	130	45	2
410	92223-41 - EASE	91	27	5	1

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
411	92223-42 - EASE	96	29	14	0
412	92223-54 - EASE	372	127	87	12
413	92223-55 - EASE	332	114	21	6
414	92223-56 - EASE	93	32	24	2
415	92223-57 - EASE	156	47	38	0
416	92223-59 - EASE	194	123	50	0
417	92223-60 - EASE	56	19	1	0
418	92223-64 - EASE	201	65	14	2
419	92223-77 - EASE	48	21	5	0
420	92399-15 - Synergy	265	0	15	5
421	92399-16 - Synergy	126	0	16	0
422	92399-17 - Synergy	439	0	102	1
423	92399-18 - Synergy	448	0	96	0
424	92399-19 - Synergy	267	0	37	0
425	92399-20 - Synergy	239	0	19	0
426	92399-21 - Synergy	272	0	26	0
427	92399-22 - Synergy	427	0	27	0
428	92399-23 - Synergy	229	0	53	0
429	92399-24 - Synergy	135	0	63	0
430	92399-25 - Synergy	342	0	52	0
431	92399-26 - Synergy	338	0	127	0
432	92399-27 - Synergy	259	0	63	3
433	92399-28 - Synergy	487	0	72	1
434	92399-29 - Synergy	194	0	4	0
435	92399-30 - Synergy	84	0	11	1
436	92399-31 - Synergy	193	0	12	0
437	92399-32 - Synergy	74	0	2	0
438	92399-33 - Synergy	210	0	6	1
439	92399-34 - Synergy	731	0	6	5
440	92399-35 - Synergy	299	0	43	7
441	92399-36 - Synergy	31	0	0	2
442	92399-37 - Synergy	19	0	1	0
443	92399-38 - Synergy	251	0	47	0
444	92399-39 - Synergy	454	0	29	0
445	92399-40 - Synergy	124	0	12	0
446	92399-41 - Synergy	159	0	55	4
447	92399-42 - Synergy	243	0	64	0
448	92399-43 - Synergy	212	0	62	1
449	92399-44 - Synergy	484	0	96	0
450	92399-45 - Synergy	540	0	137	0
451	92399-46 - Synergy	79	0	16	1
452	92399-47 - Synergy	199	0	38	0
453	92399-48 - Synergy	317	0	36	0
454	92399-49 - Synergy	344	0	17	0
455	92399-50 - Synergy	260	0	28	1
456	92399-51 - Synergy	247	0	16	0
457	92399-52 - Synergy	372	0	22	2
458	92399-53 - Synergy	289	0	70	4
459	92399-54 - Synergy	285	0	34	0
460	92399-55 - Synergy	403	0	18	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
461	92399-56 - Synergy	84	0	16	0
462	92399-57 - Synergy	181	0	1	0
463	92399-58 - Synergy	174	0	1	0
464	92399-59 - Synergy	180	0	4	0
465	92399-60 - Synergy	75	0	2	4
466	92399-61 - Synergy	67	0	39	0
467	92399-62 - Synergy	28	0	6	2
468	92399-63 - Synergy	47	0	0	6
469	92399-64 - Synergy	212	0	3	0
470	92399-66 - Synergy	43	0	7	0
471	92399-67 - Synergy	31	0	0	0
472	92399-68 - Synergy	578	0	8	0
473	92399-69 - Synergy	621	0	4	0
474	92399-70 - Synergy	190	45	2	0
475	92399-72 - Synergy	44	0	0	0
476	92399-77 - Synergy	17	0	4	0
477	92399-92 - Synergy	3	0	0	0
478	92399-93 - Synergy	31	0	0	0
479	92399-94 - Synergy	160	0	1	0
480	92399-95 - Synergy	140	0	2	0
481	92399-96 - Synergy	246	0	4	0
482	92399-97 - Synergy	250	0	3	0
483	92399-98 - Synergy	14	0	1	0
484	91744-29 - The East Los Angeles Community Union	271	136	135	8
485	91744-30 - The East Los Angeles Community Union	349	99	159	4
486	91744-31 - The East Los Angeles Community Union	217	37	93	5
487	91744-32 - The East Los Angeles Community Union	345	123	145	9
488	91744-33 - The East Los Angeles Community Union	451	91	185	15
489	91744-40 - The East Los Angeles Community Union	361	157	115	5
490	91744-41 - The East Los Angeles Community Union	413	103	179	17
491	91744-42 - The East Los Angeles Community Union	414	100	175	13
492	91744-46 - The East Los Angeles Community Union	149	64	75	5
493	91744-47 - The East Los Angeles Community Union	205	82	54	2
494	91744-48 - The East Los Angeles Community Union	332	94	86	1
495	91744-49 - The East Los Angeles Community Union	455	139	228	4
496	91744-50 - The East Los Angeles Community Union	245	130	108	4
497	91744-51 - The East Los Angeles Community Union	28	14	15	0
498	91744-54 - The East Los Angeles Community Union	116	42	43	0
499	91744-55 - The East Los Angeles Community Union	341	112	139	5
500	92630-41 - The East Los Angeles Community Union	213	14	6	0
501	92630-42 - The East Los Angeles Community Union	208	14	1	0
502	92630-46 - The East Los Angeles Community Union	311	21	16	0
503	90713-10 - ACS Group	659	106	26	1
504	90713-11 - ACS Group	246	42	5	0
505	90713-12 - ACS Group	401	61	10	0
506	90713-13 - ACS Group	218	36	12	0
507	90713-14 - ACS Group	359	34	10	0
508	90713-15 - ACS Group	206	24	7	0
509	90713-16 - ACS Group	292	86	10	0
510	90713-17 - ACS Group	533	77	19	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
511	90713-18 - ACS Group	649	120	21	0
512	90713-19 - ACS Group	407	57	11	0
513	90713-20 - ACS Group	182	29	7	0
514	90713-21 - ACS Group	272	32	3	0
515	90713-22 - ACS Group	233	28	4	0
516	90713-23 - ACS Group	470	70	9	0
517	90713-24 - ACS Group	482	72	8	0
518	90713-25 - ACS Group	584	106	12	0
519	90713-26 - ACS Group	353	55	10	0
520	90713-27 - ACS Group	532	87	14	0
521	90713-28 - ACS Group	420	52	7	0
522	90713-29 - ACS Group	522	80	5	0
523	90713-30 - ACS Group	297	21	4	0
524	90713-31 - ACS Group	339	51	11	0
525	90713-32 - ACS Group	486	108	10	0
526	90713-33 - ACS Group	448	52	8	0
527	90715-10 - ACS Group	215	37	20	1
528	90715-11 - ACS Group	280	43	13	8
529	90715-12 - ACS Group	381	110	47	0
530	90715-13 - ACS Group	608	239	177	0
531	90715-14 - ACS Group	480	127	103	0
532	90715-15 - ACS Group	442	111	67	0
533	90715-16 - ACS Group	490	127	59	0
534	90715-18 - ACS Group	266	66	19	0
535	90715-19 - ACS Group	254	63	13	0
536	90715-20 - ACS Group	400	60	18	0
537	90715-21 - ACS Group	304	86	69	0
538	90715-22 - ACS Group	5	2	0	0
539	90715-23 - ACS Group	291	79	24	0
540	90715-24 - ACS Group	319	86	5	0
541	90715-25 - ACS Group	133	22	6	0
542	90715-26 - ACS Group	89	22	18	0
543	90715-28 - ACS Group	148	35	3	0
544	90715-34 - ACS Group	10	4	0	0
545	90715-36 - ACS Group	8	2	0	0
546	91761-16 - ACS Group	22	13	9	7
547	91761-17 - ACS Group	113	64	52	0
548	91761-18 - ACS Group	91	52	28	0
549	91761-19 - ACS Group	33	18	17	0
550	91761-25 - ACS Group	258	146	105	0
551	91761-33 - ACS Group	313	171	135	0
552	91761-34 - ACS Group	334	165	147	0
553	91761-42 - ACS Group	450	248	227	0
554	91761-43 - ACS Group	481	187	287	0
555	91761-44 - ACS Group	84	26	28	0
556	91761-53 - ACS Group	243	122	114	0
557	91761-57 - ACS Group	511	237	206	0
558	91010-14 - LA Works	272	40	28	1
559	91010-15 - LA Works	266	35	9	3
560	91010-18 - LA Works	204	93	16	0

	A	B	C	D	E
1	Energy Savings Assistance Program Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	October 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 ¹
561	91010-19 - LA Works	318	94	28	0
562	92555-23 - Synergy	15	2	5	2
563	92555-24 - Synergy	22	7	8	0
564	92555-25 - Synergy	4	1	1	0
565	92555-33 - Synergy	17	4	1	0
566	92555-38 - Synergy	8	1	0	0
567	92555-41 - Synergy	7	2	1	0
568	92555-47 - Synergy	5	1	0	0
569	92555-49 - Synergy	5	1	0	0
570	92555-57 - Synergy	9	2	0	0
571	92555-58 - Synergy	11	2	0	0
572	92555-62 - Synergy	5	1	0	0
573	92555-63 - Synergy	8	2	0	0
574	92555-70 - Synergy	5	1	0	0
575	92555-72 - Synergy	5	1	1	0
576	92555-83 - Synergy	9	2	2	0
577	93250-10 - Garcia & Sons	412	66	269	0
578	93250-11 - Garcia & Sons	344	59	200	0

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	October 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	N/A	\$3,909,220	\$3,909,220	N/A	\$44,169	\$44,169	N/A	\$2,073,751	\$2,073,751	0%	53%	53%
7	Automatic Enrollment	N/A	\$0	\$0	N/A	\$0	\$0	N/A	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	N/A	\$8,223,171	\$8,223,171	N/A	\$114,215	\$114,215	N/A	\$1,035,397	\$1,035,397	0%	13%	13%
9	Information Technology / Programming	N/A	\$3,204,520	\$3,204,520	N/A	\$57,557	\$57,557	N/A	\$608,631	\$608,631	0%	19%	19%
10													
11	Pilots												
12	- CHANGES Pilot	N/A	\$ 180,000	\$ 180,000	N/A	\$ 1,267	\$ 1,267	N/A	\$ 62,868	\$ 62,868	0%	35%	35%
13	- Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	0%	0%	0%
14	- Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	0%	0%	0%
15	Total Pilots	N/A	\$ 180,000	\$ 180,000	N/A	\$ 1,267	\$ 1,267	N/A	\$ 62,868	\$ 62,868	0%	35%	35%
16													
17	Measurement & Evaluation	N/A	\$50,972	\$50,972	N/A	\$0	\$0	N/A	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	N/A	\$227,412	\$227,412	N/A	\$39,074	\$39,074	N/A	\$ 233,503	\$ 233,503	0%	103%	103%
19	General Administration	N/A	\$887,541	\$887,541	N/A	\$75,895	\$75,895	N/A	\$ 543,624	\$ 543,624	0%	61%	61%
20	CPUC Energy Division	N/A	\$60,000	\$60,000	N/A	\$1,326	\$1,326	N/A	\$ 24,444	\$ 24,444	0%	41%	41%
21													
22	SUBTOTAL MANAGEMENT COSTS	N/A	\$16,742,836	\$16,742,836	N/A	\$333,503	\$333,503	N/A	\$4,582,218	\$4,582,218	0%	27%	27%
23													
24	CARE Rate Discount	N/A	\$124,418,470	\$124,418,470	N/A	\$5,572,319	\$5,572,319	N/A	\$81,793,051	\$81,793,051	0%	66%	66%
25	Service Establishment Charge Discount	N/A	\$4,354,719	\$4,354,719	N/A	\$288,075	\$288,075	N/A	\$3,008,881	\$3,008,881	0%	69%	69%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$145,516,025	\$145,516,025	N/A	\$6,193,897	\$6,193,897	N/A	\$89,384,150	\$89,384,150	0%	61%	61%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption					\$887,790	\$887,790		\$15,462,240	\$15,462,240			
32	California Solar Initiative Exemption												
33	kWh Surcharge Exemption												
34	TOTAL - OTHER CARE RATE BENEFITS				\$ -	\$887,790	\$887,790		\$15,462,240	\$15,462,240			
35													
36	Indirect Costs					\$122,876	\$122,876		\$1,109,541	\$1,109,541			
37													
38	1. Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2012 budget amounts.												
39	2. The Processing/Certification/Verification category includes 2012 budget dollars for Post Enrollment Verification (\$3,744,000)												
40													
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																	
2	Southern California Gas Company																	
3	October 2012																	
4	Gross Enrollment																	
5	Enrollment																	
6	2012																	
7	January																	
8	February																	
9	March																	
10	April																	
11	May																	
12	June																	
13	July																	
14	August																	
15	September																	
16	October																	
17	November																	
18	December																	
19	Total for 2012																	
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	⁸ Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results								
2	Southern California Gas Company								
3	October 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%	2,378	211	2,589	56%	0.15%
6	February	1,711,911	4,882	0.29%	2,451	202	2,653	54%	0.15%
7	March	1,698,200	5,923	0.35%	3,030	218	3,248	55%	0.19%
8	April	1,703,693	412	0.02%	33	6	39	9%	0.00%
9	May	1,721,081	451	0.03%	34	7	41	9%	0.00%
10	June	1,719,356	4,126	0.24%	2,587	170	2,757	67%	0.16%
11	July	1,715,366	4,517	0.26%	1,752	166	1,918	42%	0.11%
12	August	1,713,798	5,984	0.35%	9	230	239	4%	0.01%
13	September	1,709,377	4,548	0.27%	4	78	82	2%	0.00%
14	October	1,675,302	7,378	0.44%	5	14	19	0%	0.00%
15	November								
16	December								
17	Total for 2012	1,675,302	42,851	2.56%	12,286	1,302	13,588	32%	0.81%
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	October 2012						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	4,695,333	923,586	717,011	28,466	178,109	
6	Percentage		100.00%	77.63%	3.08%	19.28%	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	October 2012									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban ¹	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,571	24	10,595	12,088	14	12,102	114%	58%	114%
7	Imperial	0	16,117	16,117	20	13,423	13,443	#DIV/0!	83%	83%
8	Kern	12,954	28,714	41,667	11,000	27,997	38,997	85%	98%	94%
9	Kings	24	13,975	13,999	18	14,660	14,678	76%	105%	105%
10	Los Angeles	964,495	2,479	966,974	895,910	1,190	897,100	93%	48%	93%
11	Orange	206,165	0	206,165	164,960	21	164,981	80%	0%	80%
12	Riverside	106,683	132,430	239,113	92,363	115,705	208,068	87%	87%	87%
13	San Bernardino	154,654	1,083	155,736	166,288	854	167,142	108%	79%	107%
14	San Luis Obispo	10,355	17,368	27,722	4,825	13,621	18,446	47%	78%	67%
15	Santa Barbara	37,758	1,176	38,934	29,850	714	30,564	79%	61%	79%
16	Tulare	9,896	43,400	53,297	11,460	48,358	59,818	116%	111%	112%
17	Ventura	57,891	1,907	59,798	48,501	1,462	49,963	84%	77%	84%
18										
19	Total	1,571,446	258,672	1,830,118	1,437,283	238,019	1,675,302	91%	92%	91.5%
20										
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	October 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%	19,999	11,118	73%	0.65%
6	February	1,711,911	22,728	1.33%	13,048	9,781	57%	0.57%
7	March	1,698,200	28,733	1.69%	16,397	13,360	57%	0.79%
8	April	1,703,693	650	0.04%	539	120	83%	0.01%
9	May	1,721,081	729	0.04%	699	129	96%	0.01%
10	June	1,719,356	99,716	5.80%	63,083	48,877	63%	2.84%
11	July	1,715,366	35,698	2.08%	20,364	14,233	57%	0.83%
12	August	1,713,798	30,272	1.77%	13,280	1,135	44%	0.07%
13	September	1,709,377	29,611	1.73%	3,470	419	12%	0.02%
14	October	1,675,302	38,397	2.29%	2,155	202	6%	0.01%
15	November							
16	December							
17	Total for 2012	1,675,302	313,791	18.73%	153,034	99,374	49%	5.93%
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	October 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	23	23
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	20	20
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	8	8
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	2	2
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	138	138
43	Visalia Emergency Aid Council		X			0	0	0
44	Total Enrollments					0	205	205
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	October 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	1,703,693	n/a	1,703,693	1,830,476	93.1%	0.3%
9	May	n/a	1,721,081	n/a	1,721,081	1,830,476	94.0%	1.0%
10	June	n/a	1,719,356	n/a	1,719,356	1,830,476	93.9%	-0.1%
11	July	n/a	1,715,366	n/a	1,715,366	1,828,168	93.8%	-0.2%
12	August	n/a	1,713,798	n/a	1,713,798	1,828,168	93.7%	-0.1%
13	September	n/a	1,709,377	n/a	1,709,377	1,828,168	93.5%	-0.3%
14	October	n/a	1,675,302	n/a	1,675,302	1,830,118	91.5%	-2.0%
15	November							
16	December							
17	Total for 2012							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							