

**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 (CARE) 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 OCTOBER 2014**

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November 21, 2014

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This is the tenth 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 October 2014 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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

# LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. Energy Savings Assistance Program Executive Summary

#### 1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary through October 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$132,417,191	\$74,384,553	56.17%
Homes Treated	136,836	72,457	52.95%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	2,484,640	102.38%

\* Program Phase I decision 12-08-044 was issued August 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014; table reflects updated 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.

Treated home enrollments during the month of October totaled 8,762, bringing the year-to-date treated enrollment count to 72,457, or nearly 53% of the 2014 annual treated goal of 136,836. Additionally, in October, SoCalGas paid for the weatherization of 8,545 homes, 778 furnace repairs and replacements, 88 water heater repairs and replacements, and 2,131 High Efficiency Washers.

#### 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**

SoCalGas launched an email blast in the month of October to 10,646 previously enrolled CARE participants to specifically promote the ESA Program to customers.

SoCalGas's Media and Communications staff coordinated with CTI Asia (a Chinese/Taiwanese news channel) regarding conducting an interview with an ESA Program participant. CTI Asia reaches several million Asian viewers in Los Angeles County and in Taiwan. CTI Asia's Wendi Ren reported the story on SoCalGas' ESA Program. The interview occurred at the Alhambra home of a SoCalGas Mandarin-speaking ESA Program customer. The ESA Program contractor installed a low-flow shower head, a faucet aerator, weather stripping, a new washer, and performed furnace repair. Ms. Ren also interviewed the contractor about the installed measures. A SoCalGas representative also spoke about the ESA Program and how customers may qualify for services. This interview, which was featured on October 30<sup>th</sup> at 5 p.m, was conducted to encourage the Asian community to sign-up for the ESA Program.

### **E- Newsletter**

No e-newsletter was deployed in the month of October.

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

No bill inserts/onserts was deployed in the month of October

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

In the month of October, there were 45,387 direct mail pieces sent to potentially eligible ESA Program customers.

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

SoCalGas deployed an Automated Voice Messaging (AVM) campaign in October to 16,384 potentially eligible ESA Program customers. This AVM campaign gave customers an option to be contacted to learn more about the ESA Program. There were 2,916 leads generated from the campaign.

### **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. In October, through its online ESA Program lead form, SoCalGas generated 214 online leads.

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

### **October 6 – Corona Community Services Network, Corona**

SoCalGas Regional Public Affairs staff gave a presentation covering Customer Assistance Programs, Energy Efficiency Programs, and the Advanced Meter Initiative (AMI) at the Corona “Community Services Network” meeting at the Corona Chamber of Commerce. There were approximately 20 executive directors and senior staff members from the largest non-profit organizations that serve low-income families and hard-to-reach customers (seniors, non-English speakers, etc.) in attendance.

### **October 11 – 36th Annual Mayor's Celebration for Arts & Innovation in Riverside**

The City of Riverside’s Arts Council and SmartRiverside held the 36th Annual Mayor's Celebration for Arts & Innovation. The event is the region’s largest fundraiser in support of both the arts and innovation, and was a great opportunity for SoCalGas to provide information on its Customer Assistance Programs. The event was filled with exhibitions, demonstrations, and performances. The

celebration included booths available at no cost for those who wished to participate. The SoCalGas display included information on Customer Assistance Programs, Energy Efficiency Programs, Safety information, and AMI. About 750 people were in attendance.

**October 24 – Assemblymember Hernandez AB 60 Town Hall, El Monte**

Assemblymember Roger Hernandez held a California Assembly Bill (AB) 60 Town Hall Forum to provide information to undocumented immigrants on how to obtain a drivers license at a church in the city of El Monte. AB 60 requires beginning in 2015 the California Department of Motor Vehicles to issue a driver license to an applicant who is unable to submit satisfactory proof of legal presence in the United States (but meet all other qualifications for licensure and provide satisfactory proof of identity and California residency).<sup>1</sup> At the Assemblymember’s staff request, SoCalGas provided information regarding its Customer Assistance Programs, as well as coloring books, crayons, and pens for minors in attendance.

**October 25 – Foundation for the Junior Blind, Los Angeles**

SoCalGas participated in a Halloween event for students, families, and friends of the Foundation for the Junior Blind. The organization assists both children and adults with life skills to live independent lives. About 1,000 people from the community attended the event and received information on the Customer Assistance Programs. This event is part of SoCalGas’ ongoing relationship with the Foundation for the Junior Blind.

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<sup>1</sup> See State of California website at: <http://apps.dmv.ca.gov/ab60/>.



**October 25 – West Basin's 16th Annual Water Harvest Festival 2014, El Segundo**

SoCalGas was one of the sponsors at the West Basin Annual Water Harvest Festival in the city of El Segundo. As California continues to suffer from drought conditions, this festival provided information to the public about the importance of a reliable water supply through education, water recycling, and conservation. The Water Harvest was a free family-oriented event that helped organizations come together to reach thousands of attendees and educate them on the value of water. The event had about 3,000 families in attendance. About 750-800 people visited the SoCalGas booth.

**October 30 – Mayor Garcetti's Community Forum in Glassell Park, Los Angeles**

The Community Forum held at St Bernard's Catholic Church in the City of Los Angeles included representatives from the Los Angeles Police Department, The Mexican Consulate, and the Department of Motor Vehicles. Many important questions were answered in regards to obtaining drivers licenses for the undocumented immigrant community. SoCalGas Regional Public Affairs staff spoke to the community about the CARE and ESA Programs. There were about 145 people in attendance.

**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 Department of Community Services & Development (CSD) on the deployment of leveraging pilots. SoCalGas attends monthly coordination meetings with CSD and other Investor Owned Utilities (IOUs). SoCalGas has supported the solar water heating pilot by marketing to customers previously treated by the ESA

Program directing them to CSD. CSD has reported 209 solar water heater installs statewide year-to-date.

In October, 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>2</sup> San Gabriel Valley Water Company,<sup>3</sup> and Fontana Water Company.<sup>4</sup> SoCalGas also has leveraging agreements with the Eastern Municipal Water District (EMWD)<sup>5</sup> to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers. Lastly, SoCalGas has a leveraging agreement with Irvine Ranch Water District<sup>6</sup> to co-fund HE Washers installed at joint customer households. SoCalGas has billed \$318,000 year-to-date related to co-funding activities associated with these water leveraging 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.

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<sup>2</sup> Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

<sup>3</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>4</sup> Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

<sup>5</sup> Cities in the EMWD service include Hemet, Menifee, Moreno Valley, Murrieta, Perris, San Jacinto, and Temecula.

<sup>6</sup> The Irvine Ranch Water District is an independent special district serving Central Orange County, California.

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:

SoCalGas Skill-Level Test Results					
	1st Quarter	2nd Quarter	3rd Quarter	October	Total
Attended Testing	78	115	96	13	302
Passed Test	68	100	84	10	262
Pass Rate	87%	87%	88%	77%	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.

	1st Quarter	2nd Quarter	3rd Quarter	October	Total
Attended Class	73	87	73	16	249
Tested	69	86	71	16	242
Passed Class	63	81	63	12	219
Badged	34	57	32**	7	130
Census Attendees	0	0	0	0	0
Retention Rate*	91%	94%	89%	75%	90%
*Retention Rate is Passed/Tested					
** Reflects updated badged students value associated with 3Q, 2014.					

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 130. 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	1st Quarter		2 <sup>nd</sup> Quarter		3 <sup>rd</sup> Quarter		October		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
<b>Initial</b>	6	24	8	25	3	22	4	21	21	92
<b>Refreshers</b>	1	1	3	9	1	10	1	6	6	26
<b>NGAT 5-Day</b>	4	13	5	18	1	3	3	19	13	53
<b>Grand Total</b>	11	38	16	52	5	35	8	46	40	171

## 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)	\$3,750,223	\$3,439,338	91.71%
Proc., Certification and Verification	\$8,232,248	\$1,131,497	13.74%
Information Tech./Programming	\$2,937,450	\$808,310	27.52%
Pilots (1)	\$180,000	\$60,000	33.33%
Measurement and Evaluation	\$18,659	\$63,254	339.00%
Regulatory Compliance (2)	\$242,507	\$316,129	130.36%
General Administration	\$943,426	\$694,265	73.59%
CPUC Energy Division Staff	\$60,000	\$13,814	23.02%
Cooling Centers	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$16,364,513</b>	<b>\$6,526,607</b>	<b>39.88%</b>
Subsidies and Benefits	<b>\$131,142,177</b>	<b>\$88,588,697</b>	<b>67.55%</b>
<b>Total Program Costs and Discounts</b>	<b>\$147,506,690</b>	<b>\$95,115,304</b>	<b>64.48%</b>

\* D. 12-08-044 was issued on Aug. 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014. Values are reflected in this table and 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. 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) In August the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from (\$242,507). This increase is to fund necessary labor expense consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,560,857	1,898,302	82.2%

## **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**

SoCalGas did not conduct an AVM campaign in the month of October. Since March, SoCalGas has been reevaluating the processes associated with recertifications and implemented several pilot initiatives, such as sending a second letter to customers whose eligibility is about to expire and have not responded to the initial recertification request.

Because program-eligible customers who need to recertify are an important component of maintaining CARE enrollment, SoCalGas has also worked on a series of experimental direct mail campaigns with the assistance of two Behavior Economists. The objective of this experiment is to improve empirical understanding of what messages motivates a low-income customer to recertify for the CARE Program. The campaign of 40,000 experimental letters was launched in July. The final batch of letters from this experiment was processed during September. Since this first experiment garnered a 10% recertification return rate, SoCalGas will continue to send out letters to customers who have failed to respond to recerification requests, and continue to experiment with changes in the messaging. This campaign resumed in October, with results to be reported in subsequent months following the return of recertifications.

### **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 has identified a “welcome email” as a channel for encouraging awareness of the CARE Program. During October, 8,500 potential CARE customers received welcome emails.

During October, SoCalGas received 5,900 applications from customers who used the online application. The online activity resulted in 2,393 new enrollments and 1,888 recertifications of eligibility.

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

SoCalGas employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 4,025 applications in October; 2,639 customers were subsequently approved for enrollment into the CARE Program. Year-to-date, almost 26,000 customers have enrolled in the CARE Program through door-to-door canvassing.

A major focus of SoCalGas outreach is to use grass roots tactics to expand and reinforce awareness of the CARE Program (and the importance of recertifying for the program). Community-Based Organizations and Faith-Based Organizations comprise a key component of the grass roots tactics.

211 LA County is a multilingual referral number for Los Angeles County.

Through events and inbound calls, 211 LA County directs needy customers to the CARE Program. As part of its reporting, 211 LA County provides a zip code breakdown of where the calls originated, which assists in ongoing marketing. During October, approximately 1,100 CARE calls were referred by 211 LA County. The organization also distributes CARE applications at events that they attend, such as veteran events, health fairs, candidate forums, and resource fairs. 211 LA County attended 7 events during October and promoted Customer Assistance Programs.

To assist with grassroots outreach in Los Angeles, specifically the Pico Union and Westlake Communities, SoCalGas continues to work with Centro Latino for Literacy to create awareness of the CARE Program. 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.

SoCalGas also works with LIFT LA/Magnolia, a community-based organization in the Pico Union area. Counselors receive regular briefings and materials from SoCalGas. The counselors provide one-on-one counseling to low-income families.

To assist with outreach to low-income seniors who are house-bound in central Los Angeles, SoCalGas works with St. Vincent Meals on Wheels (SVMOW). Every month, SVMOW distributes CARE material and/or CARE give-aways to approximately 3,000 seniors who receive home-delivered meals.

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. Outreach sponsors library workshops that are in low-income neighborhoods. For example, during October, SoCalGas sponsored library workshops in East Los Angeles, Watts, and Pico Union.

SoCalGas also works with counselors from Worksite Wellness, a CBO that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles and neighboring communities. While informing



workers of Medi-CAL eligibility, the counselors also inform the workers of the CARE Program.

In Orange County, SoCalGas is working with Catholic Charities of Orange County, which continues to host CalFresh workshops 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. Several times year, CARE works with the Delhi Center to host an event that informs the community of SoCalGas programs. The events are usually mono-lingual Spanish audiences.

During the summer, SoCalGas began working with the Santa Barbara Foodbank to extend awareness of the CARE Program. The Santa Barabara Foodbank discusses CARE in conjunction with its CalFresh Outreach. Also in Santa Barbara County, SoCalGas has recently been working with Unity Shoppe, a Community-Based Organization that is a non-profit, public benefit corporation that encourages self-sufficiency and independence by providing education and the necessities of life to families, children, seniors, and persons with disabilities. In the city of Santa Barbara itself, Unity Shoppe serves approximately 17,000 low-income customers per year. As part of the assessment interviews, Unity Shoppe informs the residents about SoCalGas' Customer Assistance Programs.

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

During October, SoCalGas refined its direct mail target areas in preparation for a large series of campaigns in November. As a result, the October mailing was reduced. SoCalGas mailed out approximately 20,000 direct mail applications to new customers who were deemed to have a likelihood of being eligible for the CARE Program. Based on direct mail campaigns that SoCalGas sent out during the previous months, SoCalGas received 16,511 returned applications. These applications subsequently resulted in 10,486 new enrollments. Year-to-date,

39,248 customers have enrolled in the CARE Program through direct mail applications.

### **CARE Bill Inserts**

CARE Outreach mailed out a bill insert during the month of June. The bill insert publicized the new eligibility guidelines and was sent to all residential customers who are not currently on the CARE Program (approximately 3,000,000 customers).

In addition, during October, CARE Outreach mailed an annual bill insert to approximately 300,000 Non-Profit Group Living facilities such as the Migrant Farmworker Housing Centers (MFHC), qualified hospices, shelters, or transitional housing.

SoCalGas does not plan to send out any additional bill inserts through the year end. Year-to-date, approximately 8,000 customers have returned bill insert applications with 5,100 subsequently enrolled in the CARE Program.

### **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. Throughout the year, CARE Outreach sends out supplemental deliveries to individual bases on an as-requested basis.

### **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. In addition, SoCalGas works with the Foundation for the Junior Blind and in October sponsored an event for children and families. (Section 1.2.2 describes the October event with this organization.)

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

To ensure new 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 October, 3,707 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 2,564 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, 138 LIHEAP customers were enrolled in SoCalGas' CARE Program.

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

One recertification complaint was received in the month of October. The customer was confused by the form layout and suggested modifications. To prevent customer misinterpretation of the requirements, SoCalGas will revisit the current form design and make revisions as needed when new income eligibility guidelines are established and the form is updated.

### **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>October 2014</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses <sup>7</sup></b>			<b>Year to Date Expenses</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 <sup>2,3</sup>	N/A	\$ 17,785,151	\$ 17,785,151	N/A	\$ (710,945)	\$ (710,945)	N/A	\$ 16,100,062	\$ 16,100,062	N/A	90.53%	90.53%
8	Domestic Hot Water	N/A	\$ 16,843,374	\$ 16,843,374	N/A	\$ 150,696	\$ 150,696	N/A	\$ 9,218,958	\$ 9,218,958	N/A	54.73%	54.73%
9	Enclosure	N/A	\$ 41,983,756	\$ 41,983,756	N/A	\$ 205,114	\$ 205,114	N/A	\$ 20,553,049	\$ 20,553,049	N/A	48.95%	48.95%
10	HVAC	N/A	\$ 19,210,885	\$ 19,210,885	N/A	\$ 197,961	\$ 197,961	N/A	\$ 8,883,522	\$ 8,883,522	N/A	46.24%	46.24%
11	Maintenance	N/A	\$ 2,128,846	\$ 2,128,846	N/A	\$ (131,808)	\$ (131,808)	N/A	\$ 1,134,423	\$ 1,134,423	N/A	53.29%	53.29%
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 <sup>4</sup>	N/A	\$ 20,834,354	\$ 20,834,354	N/A	\$ (15,842)	\$ (15,842)	N/A	\$ 11,088,143	\$ 11,088,143	N/A	53.22%	53.22%
15	In Home Education	N/A	\$ 2,531,192	\$ 2,531,192	N/A	\$ (4,400)	\$ (4,400)	N/A	\$ 967,251	\$ 967,251	N/A	38.21%	38.21%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	<b>Energy Efficiency TOTAL</b>	N/A	\$ 121,317,558	\$ 121,317,558	N/A	\$ (309,224)	\$ (309,224)	N/A	\$ 67,945,409	\$ 67,945,409	N/A	56.01%	56.01%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 48,370	\$ 48,370	N/A	\$ 267,801	\$ 267,801	N/A	39.32%	39.32%
20	Inspections	N/A	\$ 3,361,051	\$ 3,361,051	N/A	\$ 37,069	\$ 37,069	N/A	\$ 1,416,910	\$ 1,416,910	N/A	42.16%	42.16%
21	Marketing and Outreach <sup>5</sup>	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 102,189	\$ 102,189	N/A	\$ 1,002,782	\$ 1,002,782	N/A	83.67%	83.67%
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 <sup>6</sup>	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ (1,885)	\$ (1,885)	N/A	-2.06%	-2.06%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 25,516	\$ 25,516	N/A	\$ 210,652	\$ 210,652	N/A	71.33%	71.33%
25	General Administration	N/A	\$ 5,286,041	\$ 5,286,041	N/A	\$ 458,169	\$ 458,169	N/A	\$ 3,536,964	\$ 3,536,964	N/A	66.91%	66.91%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 559	\$ 559	N/A	\$ 5,919	\$ 5,919	N/A	6.88%	6.88%
27													
28	<b>TOTAL PROGRAM COSTS</b>	N/A	\$ 132,417,191	\$ 132,417,191	N/A	\$ 362,647	\$ 362,647	N/A	\$ 74,384,553	\$ 74,384,553	N/A	56.17%	56.17%
29		<b>Funded Outside of ESA Program Budget</b>											
30	Indirect Costs				N/A	\$ 196,553	\$ 196,553	N/A	\$ 2,596,528	\$ 2,596,528			
31	NGAT Costs					\$ 20,258	\$ 20,258		\$ 1,670,774	\$ 1,670,774			
32													
33													
34	<sup>1</sup> Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts and does not include funds shifted from previous years and/or prior												
35	program cycles, and includes \$1,046,575 in the Appliance category related to Phase II authorized Carry Back Funding line item amount allocated as such.												
36	<sup>2</sup> YTD expenditures in Appliance category includes a credit adjustment of (\$4,800) related to Park Water Co. rebates that were inadvertently excluded from the January 2014												
37	numbers as part of contract costs.												
38	<sup>3</sup> In April 2014, SCG increased PY 2014 Appliance category budget by \$10,000,000 to fund contract value increases for vendors providing Appliance services. The shift was funded from the												
39	unspent 2012 balance of \$34,288,722 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Appliances is \$26,738,575. This increases the total EE budget												
40	from \$120,270,983 to \$130,270,983 and the total ESA Program budget from \$132,417,190 to \$142,417,190.												
41	<sup>4</sup> YTD expenditures in Customer Enrollment category includes an add back adjustment of \$15,674.22 that was inadvertently excluded from the January 2014 report as part of contract cost.												
42	<sup>5</sup> YTD expenditures for Marketing and Outreach category includes a credit adjustment of (\$74,874.20) for an accounting reversal related to a December 2013 accrual which was inadvertently												
43	excluded from the January 2014 report.												
44	<sup>6</sup> YTD costs includes an M&E re-accrual reversal balance of (\$1,884.93) due to M&E over-accrual in 2013 where actual payments were less than accrual estimate.												
45	<sup>7</sup> Current month and YTD expenditures include a quarterly accrual/reversal of (\$8,105,474.61) in the following reporting categories: Appliances (\$2,284,545.00), Domestic Hot Water												
46	(\$1,014,349.44), Enclosure (\$2,182,717.45) HVAC (\$819,925.15), Maintenance (\$281,355.34) Customer Enrollment (\$1,304,478.41),												
47	In Home Energy Education (\$101,420.25), Inspection (\$116,683.57).												
48	Note: In January 2014, a manual adjustment was made to exclude \$411,650.32 for contractor costs related to 2013 activities. These costs are reflected as 2013 costs in the annual report.												
49	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 Savings per Treated Home</b>	
2	<b>Southern California Gas Company</b>	
3	<b>October 2014</b>	
4	<b>Year-to-Date Installations - Expensed</b>	
5	Annual kWh Savings	N/A
6	Annual Therm Savings	2,484,640
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	26,353,739
9	Current kWh Rate	N/A
10	Current Therm Rate	0.55
11	Number of Treated Households	72,457
12	Average 1st Year Bill Savings / Treated households	\$ 18.94
13	Average Lifecycle Bill Savings / Treated Household	\$ 167.94
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>						
4	<b>October 2014</b>						
5	County	Eligible Households			Households Treated YTD		
Rural		Urban	Total	Rural	Urban	Total	
6	Fresno	15	11,469	11,484	150	897	1,047
7	Imperial	19,914	1	19,915	343	0	343
8	Kern	28,660	14,369	43,029	2,551	460	3,011
9	Kings	14,497	16	14,513	1,382	0	1,382
10	Los Angeles	2,986	1,154,988	1,157,974	396	34,147	34,543
11	Orange	10	252,750	252,760	0	4,608	4,608
12	Riverside	143,956	120,981	264,937	1,450	9,336	10,786
13	San Bernardino	986	187,413	188,399	143	8,581	8,724
14	San Luis Obispo	15,296	9,189	24,485	703	0	703
15	Santa Barbara	1,460	40,947	42,407	629	371	1,000
16	Tulare	49,776	11,327	61,103	3,386	873	4,259
17	Ventura	2,568	63,321	65,889	421	1,630	2,051
18	<b>Total</b>	<b>280,126</b>	<b>1,866,771</b>	<b>2,146,897</b>	<b>11,554</b>	<b>60,903</b>	<b>72,457</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>October 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	156	0	0	14	3	71	0	7
7	Imperial	28	0	0	4	0	4	37	1
8	Kern	42	12	0	5	6	50	4	4
9	Kings	352	0	0	48	4	151	1	15
10	Los Angeles	1,271	65	0	170	11	711	279	64
11	Orange	197	11	0	78	14	130	38	16
12	Riverside	497	3	0	22	12	472	258	39
13	San Bernardino	308	4	0	12	3	230	120	43
14	San Luis Obispo	3	0	0	1	0	6	4	1
15	Santa Barbara	92	0	0	11	0	24	3	6
16	Tulare	1,299	0	0	47	17	775	7	50
17	Ventura	90	1	0	5	1	15	0	4
18	<b>Total</b>	<b>4,335</b>	<b>96</b>	<b>0</b>	<b>417</b>	<b>71</b>	<b>2,639</b>	<b>751</b>	<b>250</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	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																
2	<b>Southern California Gas Company</b>																
3	<b>October 2014</b>																
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>
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	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	0	0	0	0	10,822	329,400	0	0	0	0	0	0	10,822	329,400	0	0
11	May	0	0	0	0	7,277	352,205	0	0	0	0	0	0	7,277	352,205	0	0
12	June	0	0	0	0	7,354	245,926	0	0	0	0	0	0	7,354	245,926	0	0
13	July	0	0	0	0	10,176	329,257	0	0	0	0	0	0	10,176	329,257	0	0
14	August	0	0	0	0	7,702	270,776	0	0	0	0	0	0	7,702	270,776	0	0
15	September	0	0	0	0	6,210	240,151	0	0	0	0	0	0	6,210	240,151	0	0
16	October	0	0	0	0	8,762	297,759	0	0	0	0	0	0	8,762	297,759	0	0
17	November																
18	December																
19	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>72,457</b>	<b>2,484,640</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>72,457</b>	<b>2,484,640</b>	<b>0</b>	<b>0</b>
20																	
21	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>October 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	none	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
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>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>0.00%</b>	<b>0.00%</b>
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>October 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	\$ -	\$ 3,750,223	\$ 3,750,223	\$ -	\$ 279,475	\$ 279,475	\$ -	\$ 3,439,338	\$ 3,439,338	N/A	91.71%	91.71%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 108,758	\$ 108,758	\$ -	\$ 961,714	\$ 961,714	N/A	21.43%	21.43%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 22,374	\$ 22,374	\$ -	\$ 169,783	\$ 169,783	N/A	4.53%	4.53%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 15,829	\$ 15,829	\$ -	\$ 808,310	\$ 808,310	N/A	27.52%	27.52%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	N/A
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ -	\$ -	\$ -	\$ 60,000	\$ 60,000	N/A	33.33%	33.33%
13													
14	Measurement and Evaluation <sup>3</sup>	\$ -	\$ 18,659	\$ 18,659	\$ -	\$ -	\$ -	\$ -	\$ 63,254	\$ 63,254	N/A	339.00%	339.00%
15	Regulatory Compliance <sup>2</sup>	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 37,280	\$ 37,280	\$ -	\$ 316,129	\$ 316,129	N/A	130.36%	130.36%
16	General Administration <sup>2</sup>	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 80,261	\$ 80,261	\$ -	\$ 694,265	\$ 694,265	N/A	73.59%	73.59%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,305	\$ 1,305	\$ -	\$ 13,814	\$ 13,814	N/A	23.02%	23.02%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,364,513	\$ 16,364,513	\$ -	\$ 545,281	\$ 545,281	\$ -	\$ 6,526,607	\$ 6,526,607	N/A	39.88%	39.88%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 6,111,221	\$ 6,111,221	\$ -	\$ 88,588,697	\$ 88,588,697	N/A	67.55%	67.55%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,506,690	\$ 147,506,690	\$ -	\$ 6,656,502	\$ 6,656,502	\$ -	\$ 95,115,304	\$ 95,115,304	N/A	64.48%	64.48%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 584,756	\$ 584,756	\$ -	\$ 9,479,595	\$ 9,479,595			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 584,756	\$ 584,756	\$ -	\$ 9,479,595	\$ 9,479,595			
31													
32	Indirect Costs				\$ -	\$ 111,975	\$ 111,975	\$ -	\$ 1,181,521	\$ 1,181,521			
33													
34	<sup>1</sup> Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts.												
35	<sup>2</sup> In August the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from (\$242,507). This increase is to fund necessary labor expense												
36	consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.												
37	<sup>3</sup> Total 3-year M&E costs equates to \$63,254 vs. 3-year Phase II authorized budget of \$74,448 per D. 14-08-030.												
38	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	P	Q	R	S	T	U	V	W	X	Y
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																								
2	<b>Southern California Gas Company</b>																								
3	<b>October 2014</b>																								
4		New Enrollment								Recertification					Attrition (Drop Offs)					Enrollment					
5		Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+H)	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)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
6	2014	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	January	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	84.79%
8	February	5,280	2,720	172	8,172	2,204	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	84.68%
9	March	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	84.47%
10	April	4,536	3,147	240	7,923	2,617	16,688	890	20,195	0	28,118	16,345	11,253	12,885	40,483	12,444	2,654	319	12,640	28,057	68,601	61	1,600,444	1,898,175	84.31%
11	May	4,346	2,912	324	7,582	2,162	15,086	858	18,106	0	25,688	17,273	11,060	6,934	35,267	16,096	1,890	425	18,798	37,009	60,955	-11,321	1,589,127	1,898,175	83.72%
12	June	4,204	2,535	322	7,061	2,649	18,479	601	21,729	0	28,790	29,308	17,576	9,351	56,235	13,024	2,494	498	16,029	32,045	85,025	-3,255	1,585,872	1,898,175	83.55%
13	July	5,633	2,457	269	8,359	2,288	20,513	918	23,719	0	32,078	34,181	16,439	15,119	65,739	14,777	1,976	378	12,816	29,947	97,817	2,131	1,588,004	1,896,764	83.72%
14	August	5,888	2,310	203	8,401	2,501	15,525	592	18,618	0	27,019	35,301	13,998	19,903	69,202	14,386	1,842	557	15,106	31,891	96,221	-4,872	1,583,140	1,896,764	83.47%
15	September	708	2,336	212	3,256	2,354	15,373	776	18,503	7	21,766	32,995	11,511	17,708	62,214	20,524	1,435	480	18,174	40,613	83,980	-18,847	1,564,293	1,896,764	82.47%
16	October	3,707	2,564	138	6,409	2,204	17,697	1,338	21,239	0	27,648	37,138	26,939	12,512	76,589	22,881	1,745	571	5,887	31,084	104,237	-3,436	1,560,857	1,898,302	82.22%
17	November																								
18	December																								
19	<b>Total for 2014</b>	<b>43,856</b>	<b>26,812</b>	<b>2,240</b>	<b>72,908</b>	<b>24,196</b>	<b>164,289</b>	<b>8,196</b>	<b>197,885</b>	<b>7</b>	<b>270,800</b>	<b>255,763</b>	<b>155,915</b>	<b>122,794</b>	<b>534,472</b>	<b>158,603</b>	<b>18,010</b>	<b>4,780</b>	<b>132,976</b>	<b>314,369</b>	<b>805,272</b>	<b>-43,569</b>	<b>1,560,857</b>	<b>1,898,302</b>	<b>82.22%</b>
20																									
21	Enrollments via data sharing between the IOUs.																								
22	Enrollments via data sharing between departments and/or programs within the utility.																								
23	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>October 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%	1,695	162	1,857	50.75%	0.12%
6	February	1,604,487	4,858	0.30%	2,426	234	2,660	54.76%	0.17%
7	March	1,600,381	4,323	0.27%	2,238	204	2,442	56.49%	0.15%
8	April	1,600,444	3,792	0.24%	2,117	203	2,320	61.18%	0.14%
9	May	1,589,127	2,517	0.16%	1,273	103	1,376	54.67%	0.09%
10	June	1,585,872	3,519	0.22%	1,774	167	1,941	55.16%	0.12%
11	July	1,588,004	4,599	0.29%	1,976	262	2,238	48.66%	0.14%
12	August	1,583,140	3,483	0.22%	3	126	129	3.70%	0.01%
13	September	1,564,293	3,937	0.25%	9	122	131	3.33%	0.01%
14	October	1,560,857	4,437	0.28%	5	26	31	0.70%	0.00%
15	November								
16	December								
17	<b>YTD Total</b>	<b>1,560,857</b>	<b>39,124</b>	<b>2.51%</b>	<b>13,516</b>	<b>1,609</b>	<b>15,125</b>	<b>38.66%</b>	<b>0.97%</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 participant to respond.								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
22									
23	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
24	<b>not applicable to SoCalGas</b>								
25	<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>
26	January								
27	February								
28	March								
29	April								
30	May								
31	June								
32	July								
33	August								
34	September								
35	October								
36	November								
37	December								
38	<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>
39									
40	<sup>1</sup> Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
41	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
42	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
43									

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications</b>						
2	<b>Southern California Gas Company</b>						
3	<b>October 2014</b>						
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)	8,226,679	478,886	360,883	25,839	31,389	60,775
6	Percentage		100.00%	75.36%	5.40%	6.55%	12.69%
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							
14							

	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>October 2014</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,045	24	11,068	11,242	18	11,260	101.8%	76.5%	101.7%
7	Imperial	0	18,256	18,256	14	12,503	12,517	N/A	68.5%	68.6%
8	Kern	13,508	27,832	41,340	10,131	26,915	37,046	75.0%	96.7%	89.6%
9	Kings	22	14,221	14,243	20	13,911	13,931	91.4%	97.8%	97.8%
10	Los Angeles	992,032	2,962	994,994	828,542	1,060	829,602	83.5%	35.8%	83.4%
11	Orange	211,059	10	211,069	151,247	19	151,266	71.7%	0.0%	71.7%
12	Riverside	114,305	137,765	252,070	87,558	110,798	198,356	76.6%	80.4%	78.7%
13	San Bernardino	173,100	996	174,097	157,775	802	158,577	91.1%	80.5%	91.1%
14	San Luis Obispo	8,038	14,644	22,682	4,122	11,756	15,878	51.3%	80.3%	70.0%
15	Santa Barbara	36,363	1,408	37,770	27,200	589	27,789	74.8%	41.8%	73.6%
16	Tulare	11,301	48,408	59,709	11,236	46,579	57,815	99.4%	96.2%	96.8%
17	Ventura	58,731	2,272	61,003	45,419	1,401	46,820	77.3%	61.7%	76.7%
18	<b>Total</b>	<b>1,629,504</b>	<b>268,799</b>	<b>1,898,302</b>	<b>1,334,506</b>	<b>226,351</b>	<b>1,560,857</b>	<b>81.9%</b>	<b>84.2%</b>	<b>82.2%</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>October 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	<b>January</b>	1,606,546	38,685	2.41%	19,860	19,001	51.34%	1.18%
6	<b>February</b>	1,604,487	30,732	1.92%	18,357	12,561	59.73%	0.78%
7	<b>March</b>	1,600,381	38,506	2.41%	20,424	18,329	53.04%	1.15%
8	<b>April</b>	1,600,444	35,396	2.21%	20,242	15,446	57.19%	0.97%
9	<b>May</b>	1,589,127	38,601	2.43%	21,641	17,517	56.06%	1.10%
10	<b>June</b>	1,585,872	69,047	4.35%	36,067	33,781	52.24%	2.13%
11	<b>July</b>	1,588,004	38,011	2.39%	20,340	13,874	53.51%	0.87%
12	<b>August</b>	1,583,140	36,355	2.30%	21,247	931	58.44%	0.06%
13	<b>September</b>	1,564,293	35,005	2.24%	15,965	647	45.61%	0.04%
14	<b>October</b>	1,560,857	33,872	2.17%	3,619	168	10.68%	0.01%
15	<b>November</b>							
16	<b>December</b>							
17	<b>YTD</b>	<b>1,560,857</b>	<b>394,210</b>	<b>25.26%</b>	<b>197,762</b>	<b>132,255</b>	<b>50.17%</b>	<b>8.47%</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>October 2014</b>						
4		<b>Contractor Type</b>				<b>Year-to-Date</b>	
5		<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	1
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	2
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	19
45	Visalia Emergency Aid Council		X			0	0
46	<b>Total Enrollments</b>					<b>0</b>	<b>22</b>
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
49							

	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>October 2014</b>								
4	2014	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
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	N/A	1,600,444	N/A	1,600,444	1,898,175	84.3%	0.0%	100.0%
9	May	N/A	1,589,127	N/A	1,589,127	1,898,175	83.7%	-0.7%	100.0%
10	June	N/A	1,585,872	N/A	1,585,872	1,898,175	83.5%	-0.2%	100.0%
11	July	N/A	1,588,004	N/A	1,588,004	1,896,764	83.7%	0.1%	100.0%
12	August	N/A	1,583,140	N/A	1,583,140	1,896,764	83.5%	-0.3%	100.0%
13	September	N/A	1,564,293	N/A	1,564,293	1,896,764	82.5%	-1.2%	100.0%
14	October	N/A	1,560,857	N/A	1,560,857	1,898,302	82.2%	-0.2%	100.0%
15	November								
16	December								
17	<b>YTD</b>	<b>N/A</b>	<b>1,560,857</b>	<b>N/A</b>	<b>1,560,857</b>	<b>1,898,302</b>	<b>82.2%</b>	<b>-2.7%</b>	<b>100.0%</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	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>October 2014</b>												
4		<b>Authorized 3-Year Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2014</b>	<b>% of 2013-14 Budget Expended <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	\$0	\$60,000	58%								
8	Total Pilots	\$540,000	\$0	\$60,000	58%								
9													
10	<sup>1</sup> % of 2013-14 budget expensed is the sum of 2013 total annual expenses of \$150,000 + October y-t-d 2014 expense of \$60,000 over the two year budget of												
11	\$360,000.												
12	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	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>													
2	Through December 2014 - Southern California Gas Company													
3	(Provide Cumulative Data from September 2014 - end of Reporting Month)													
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities													
5		Description of the session content identifying service provided. (e.g. 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	CHANGES Participants' Self-Identified language of preference		1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
7									Date	1 = Yes Reason 800 # Not Used		Reason 800 #		1 = Yes Reason 800 #
8	9/2/2014	Spanish	Set Up/Change Payment Extension	1	SoCalGas customer service	0	0	0	0	User did not specify if 1-800 number is used when calling the IOU.				
9	9/4/2014	Spanish	Educated on CARE/FERA Set Up/Change Payment Extension Stop Disconnection	0	Direct mail. CARE customer effective 10/21/14	0	0		1	0				
10	9/5/2014	Spanish	Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Set Up/Change Payment Plan Stop Disconnection	1	Direct mail	0	0		1	0				
11	9/8/2014	Spanish	HEAP/LiHeap Application Assistance	1	SoCalGas customer service	0	0		0	Meeting with client.				
12	9/12/2014	Spanish	ESAP Application Assistance Bill Education	1	No longer CARE as of 9/17/14. Did not return recert letter	0	0		0	Meeting with client.				
13	9/18/2014	Korean	HEAP/LiHeap Application Assistance Educated on CARE/FERA	0	Not CARE		0		0	Meeting with client.				
14	9/18/2014	Korean	HEAP/LiHeap Application Assistance	1	Direct mail	0	0		0	Meeting with client.				
15	9/19/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance	N/A	SoCalGas customer service	0	0		0	Meeting with client.				
16	9/22/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation Stop Disconnection	1	Not CARE		0		0	Meeting with client.				
17	Current Month Total			6		0	0							68
18	Year-to-Date Total			186		0	0							706
19														
20	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.													
21	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.													
22	Detailed information for Column C available through table provided by SHE organization.													
23	Table reflects new monthly activity and may include information from prior months not previously report													
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
1	<b>CARE Table 11 - CHANGES Group Customer Assistance Sessions<sub>2</sub></b>						
2	<b>Reporting Period September 1, 2014 through September 30, 2014</b>						
3				<b>Session Logistics</b>			
4	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b># of Sessions</b>	<b>Length <sup>1</sup> (Hours)</b>	<b>Number of Attendees</b>	<b>Description of Information / Literature Provided</b>
5	Not Available	Cantonese	Understanding Your Bill	2	0.5	24	Not Available
6	Not Available	English	Understanding Your Bill	2	0.5	3	Not Available
7	Not Available	Indonesian	Understanding Your Bill	1	0.5	3	Not Available
8	Not Available	Japanese	Understanding Your Bill	3	0.5	19	Not Available
9	Not Available	Korean	Understanding Your Bill	1	0.5	6	Not Available
10	Not Available	Persian	Understanding Your Bill	1	0.5	6	Not Available
11	Not Available	Spanish	Understanding Your Bill	3	0.5	70	Not Available
12	Not Available	Tagalog	Understanding Your Bill	1	0.5	10	Not Available
13	Not Available	Thai	Understanding Your Bill	1	0.5	1	Not Available
14	Not Available	Vietnamese	Understanding Your Bill	2	0.5	21	Not Available
15	Not Available	Cantonese	Safety Tips	1	0.5	12	Not Available
16	Not Available	Farsi	Safety Tips	1	0.5	3	Not Available
17	Not Available	Japanese	Safety Tips	1	0.5	5	Not Available
18	Not Available	Spanish	Safety Tips	1	0.5	17	Not Available
19	Not Available	Tagalog	Safety Tips	3	0.5	35	Not Available
20	Not Available	Cantonese	Energy Conservation	1	0.5	17	Not Available
21	Not Available	English	Energy Conservation	2	0.5	12	Not Available
22	Not Available	Japanese	Energy Conservation	1	0.5	10	Not Available
23	Not Available	Korean	Energy Conservation	1	0.5	2	Not Available
24	Not Available	Spanish	Energy Conservation	3	0.5	31	Not Available
25	Not Available	Vietnamese	Energy Conservation	1	0.5	16	Not Available
26	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	13	Not Available
27	Not Available	English	CARE/FERA and Other Assistance Programs	1	0.5	2	Not Available
28	Not Available	Farsi	CARE/FERA and Other Assistance Programs	1	0.5	2	Not Available
29	Not Available	Japanese	CARE/FERA and Other Assistance Programs	3	0.5	40	Not Available
30	Not Available	Japanese	CARE/FERA and Other Assistance Programs	3	0.5	34	Not Available
31	Not Available	Spanish	CARE/FERA and Other Assistance Programs	10	0.5	116	Not Available
32	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	2	0.5	21	Not Available
33	Not Available	Cantonese	Avoiding Disconnection	2	0.5	24	Not Available
34	Not Available	Spanish	Avoiding Disconnection	1	0.5	7	Not Available
35	Current Month Total			57		582	
36	Year-to-Date			305		4,267	
37							
38	<sup>1</sup> Contractor states all sessions at least 30 minutes.						
39	<sup>2</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						
40	consistent appearance and format with existing SCG tables.						
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						