

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

Order Instituting Rulemaking on the  
Commission's Proposed Policies and  
Programs Governing Post-2003 Low Income  
Assistance Programs.

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R 04-01-006, A. 04-06-038; A. 04-07-002;  
A. 04-07-010; A. 04-07-011; A. 04-07-012;  
A. 04-07-013; A. 04-07-014; A. 0407015;  
A. 04-07-020; A. 04-07-027; A. 0407050

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY  
(U 904 G) ON RAPID DEPLOYMENT EFFORTS FOR OCTOBER 2004**

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November 22, 2004

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**I. INTRODUCTION**

In Decision (D.) 01-05-033 the Commission directed Southern California Gas Company (SoCalGas) and the other investor owned utilities (IOUs) to provide monthly status reports on the costs and impacts of their Rapid Deployment (RD) efforts on their California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs. On May 22, 2002, the utilities held a conference call with the Energy Division and the Office of Ratepayer Advocates (ORA) to assess Rapid Deployment Reporting. The parties agreed that the utilities would submit a full monthly RD report to the Commission every three months. The first one being the previously-submitted May report and future reports due in August of 2002, November of 2002, and February of 2003 -- only certain tables and a brief narrative highlight of RD activities were required from the utilities in other months. In April 2004, the utilities met with the Energy Division and ORA to discuss proposed changes to the reports that would eliminate all references to SBX1 5 and combine some information while retaining sufficient information for the programs to be assessed. Table column and row headings have not been changed to avoid confusion if comparisons are made with earlier

reports. In continuing to improve the efficiency of the reporting, information previously reported in Table A (LIEE Outreach /Leveraging Initiatives) will now be reported in Table C (CARE Media Campaign and Outreach Events). Most of the events promote all of the assistance programs available to SoCalGas customers, which include CARE and LIEE. This tenth report for PY2004 contains information on SoCalGas' low-income programs during the month of October 2004 and includes a full set of detailed tables.

In the Assigned Commissioner's Ruling dated 5/5/04, the utilities were directed to include in their October report information on the implementation of automatic enrollment with the Department of Community Services and Development (DCSD), and then to continue to report on automatic enrollment on a quarterly basis. Automatic enrollment information was provided in Table 10.1 of SoCalGas' report filed 10/21/2004 in accordance with that ACR but is also included in this "every three months" report. SoCalGas will continue to include Table 10.1 on automatic enrollment, with each of its rapid deployment reports filed every three months so that the Commission has information in these more extensive reports inclusive of automatic enrollment results.

In D.02-07-033, the Commission authorized the IOUs to update their CARE and LIEE eligibility customer estimates using Census 2000 data. In accordance with that Decision, SoCalGas has updated its eligibility estimates for PY2004 and included them in the "Annual Estimate of CARE Eligible Customers" filed November 3, 2003, and in a subsequent supplemental filing made on December 16, 2003. Southern California Edison, on behalf of the IOUs, made both filings with the Commission. Pending Commission action on

those filings, SoCalGas is using the updated eligibility information to provide information on CARE and LIEE customer participation and penetration for PY2004.

## **II. LOW-INCOME ENERGY EFFICIENCY (LIEE)**

### **October Results – LIEE Installations**

SoCalGas processed and expensed the installation of weatherization measures in 3,192 homes for the month of October, bringing the year-to-date total to 36,427.

The total number of appliances serviced during October was 592, which included 442 furnace repairs, 97 furnace replacements and 53 water heater repairs. Year-to-date, 5,294 appliances have been serviced, which is comprised of 1,915 furnace repairs, 3,176 furnace replacements, 178 water heater repairs and 25 water heater replacements.

For the month of October, SoCalGas processed and expensed reimbursements for 79 Energy Education Workshops with 1,767 participants. Year-to-date, 765 workshops have been conducted and expensed with a total of 17,296 participants.

LIEE measure and appliance installations processed and expensed during the month can be found in SoCalGas' Table 4, LIEE Measure Installations.

### **LIEE Leveraging and Outreach**

During October, SoCalGas leveraged LIEE outreach with other Customer Assistance outreach efforts at the community events discussed in the CARE Outreach & Leveraging section below. The following summarizes additional outreach conducted for the Customer Assistance programs during October:

- On October 1, SoCalGas representatives provided customer assistance information to the Sabor De Mexico Festival coordinator to be included in the KLAX radio station booth. Over 3,000 leave behind brochures were provided for distribution.

- On October 1 and 2, SoCalGas representatives participated in the 2<sup>nd</sup> Annual SoCal Senior Expo at the Ontario Convention Center. Information on SoCalGas' assistance programs was distributed to those in attendance. Over 3,000 CARE applications, DAP postcards and Medical Baseline flyers were distributed.
- On October 7, SoCalGas representatives attended the 6<sup>th</sup> Annual Health Fair and Senior Festival at the Santa Monica Civic Auditorium. Information about the various programs available for SoCalGas customers was distributed to those in attendance. Over 1,800 CARE applications, DAP postcards and Medical Baseline flyers were distributed.
- SoCalGas representatives attended the Aimed to Healthy Start event on October 18 in the City of Redlands. Representatives discussed the various assistance programs currently available to SoCalGas customers. Over 2,400 CARE applications, DAP postcards, senior brochures and Spanish brochures were distributed.
- SoCalGas representatives attended the 6<sup>th</sup> Annual Feria Community Fair & Carnival on October 23. Representatives discussed the programs currently available to SoCalGas customers. Over 1,500 CARE applications, DAP postcards and Medical Baseline flyers were distributed.
- On October 30, SoCalGas representatives attended the Xtreme Halloween event held at the Valencia Community Center in Fullerton. Information about the various programs available for SoCalGas customers was distributed to those in attendance. Over 1,200 CARE applications, DAP postcards and Medical Baseline flyers were provided.

### **LIEE Authorized Funding Versus Actual Expenditures**

SoCalGas' LIEE Program expenditures for October totaled \$1.7 million for services processed and paid during the month, and \$22.2 million year-to-date. An additional \$320 thousand was spent on administration, for a year-to-date administration cost of \$3.4 million. Total costs year-to-date are 66% of budget. (See Table 1)

### **III. CALIFORNIA ALTERNATE RATES FOR ENERGY**

#### **October CARE Enrollment Results**

As of October 2004, 1,039,599 residential customers were enrolled in the CARE program, which is a net decrease of 1,308 customers from September 2004. During the month of October, 22,083 new CARE applications were approved, which included 3,024 from CARE capitation contractors and 5,850 through SoCalGas' interutility agreement with Southern California Edison. (See Table 10).

#### **CARE OUTREACH AND LEVERAGING**

In an effort to continue reaching out to our customer base, below are activities and events that occurred during the month of October in addition to the events reported in the LIEE October Leveraging and Outreach section above. Most of the events promote all of the assistance programs available to SoCalGas customers, which include CARE and LIEE:

- SoCalGas representatives provided customer assistance information to the office of Senator Martha Escutia. The information was for the Southeast College Conference held at Bell Gardens on October 1. Over 4,000 CARE applications and DAP postcards were provided.

- On October 8, SoCalGas representatives provided customer assistance information to the All People Christian Center for distribution to their members. Over 200 CARE applications were provided.
- On October 14, SoCalGas representatives provided customer assistance information to the LA Department of Health and Services (LADHS). The information was requested by the LADHS for distribution to their customers. Over 100 Korean CARE applications were provided.
- SoCalGas representatives attended the Temple City High School Fair on October 16. Information about the various programs available for SoCalGas customers was distributed to those in attendance. Representatives distributed CARE applications, DAP postcards and Medical Baseline flyers.
- On October 23, SoCalGas representatives attended the Mile of Smiles Walk and Sprint event in Encino. Information about SoCalGas' "45 Ways to Save" was distributed.
- SoCalGas representatives attended the Downey Unified School District's True Lasting Connections meeting on October 29. The purpose of this meeting was to provide customers with information about the assistance programs currently available in their area. Representatives distributed senior brochures to those in attendance.

SoCalGas staff members continue to distribute CAP brochures to energy technicians to provide to customers at the field offices in SoCalGas' service territory. In addition, upon the customer's request, Energy Efficiency packets, which include a CARE application and CAP brochure, are also mailed out. SoCalGas continues to communicate CARE information

to its customers through bill inserts, newsletters, and community events. Outreach efforts are conducted in English, Spanish, Korean, Chinese, and Vietnamese. Due to the increased awareness of the low-income programs, SoCalGas continues to receive and respond to requests for CARE applications and/or CAP brochures.

**CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES**

During October, CARE administrative expenses, including outreach, totaled \$115,515. Year-to-date SoCalGas has spent approximately \$3.6 million in administration which is 77% of the authorized 2004 CARE administrative budget. CARE rate and Service Establishment Charge discounts through October are \$59 million, which is 83% of the proposed 2004 CARE discount budget.

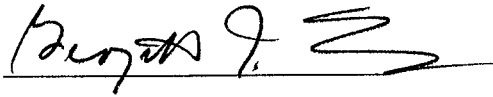
The comparison of actual expenses to the budgeted figures for October is provided in Table 6.



## CONCLUSION

SoCalGas continues to implement its outreach efforts with the goal of providing LIEE services to as many qualified customers as possible and increasing CARE participation during PY2004.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Georgetta J. Baker", written over a horizontal line.

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November 22, 2004

	A	B	E	F	I	J	M	N	Q
1	Table 1 - LIEE Program Expenses								
2	Southern California Gas Company								
3	October 2004								
4									
5	A	B	E	F	I	J	M	N	Q
6	A	F	I	R	AA	AI	AM	AU	AY
7		Gas - Current Month Expenses	Total	Base Program	Gas - YTD Expenses	Base Program	Budget (1)	% YTD / Budget	
8	LIEE Program	Base Program			YTD Total	Base Program	Grand Total	Base Program	Grand Total
9	Energy Efficiency								
10	- Gas Appliances	288,829	288,829	5,132,745	5,132,745	9,830,500	9,830,500	52%	52%
11	- Electric Appliances								
12	- Weatherization	1,056,950	1,056,950	13,643,350	13,643,350	17,747,839	17,747,839	77%	77%
13	- Outreach & Assessment	228,561	228,561	2,610,621	2,610,621	5,060,000	5,060,000	0%	0%
14	-Energy Education								
15	- In-Home & Workshops	83,463	83,463	840,966	840,966	1,122,000	1,122,000	75%	75%
16	Energy Efficiency TOTAL	1,657,804	1,657,804	22,227,681	22,227,681	33,760,339	33,760,339	66%	66%
17	Landlord Rebate Pilots								
18	- Refrigerator	0	0	0	0	0	0	0%	0%
19	-A/C Replacement - Room	0	0	0	0	0	0	0%	0%
20	- A/C Replacement - Central	0	0	0	0	0	0	0%	0%
21	Pilots								
22	- Pilot (NGAT Appliances)		0	0	0	0	0	0%	0%
23	- Pilot (B)	0	0	0	0	0	0	0%	0%
24	Pilots TOTAL	0	0	0	0	0	0	0%	0%
25	Training Center	29,323	29,323	216,984	216,984	16,000	16,000	1356%	1356%
26	Inspections	138,413	138,413	1,082,393	1,082,393	1,690,033	1,690,033	64%	64%
27	Advertising	3,109	3,109	312,590	312,590	540,800	540,800	0%	58%
28	M&E Studies	0	0	82,879	82,879	67,000	67,000	124%	124%
29	Regulatory Compliance	9,009	9,009	73,757	73,757	157,000	157,000	47%	47%
30	Other Administration	109,383	109,383	1,164,105	1,164,105	2,642,981	2,642,981	44%	44%
31	Indirect Costs (2)	30,612	30,612	425,529	425,529	0	0	0%	0%
32	Admin TOTAL	319,849	319,849	3,358,237	3,358,237	5,113,814	5,113,814	66%	66%
33	Oversight Costs								
34	- LIAB Start-up	0	0	0	0	0	0	0%	0%
35	- LIAB PY Past Year	0	0	0	0	0	0	0%	0%
36	- LIAB PY Present Year	0	0	0	0	0	0	0%	0%
37	- CPUC Energy Division	5,757	5,757	24,112	24,112	25,000	25,000	96%	96%
38	Oversight Costs TOTAL	5,757	5,757	24,112	24,112	25,000	25,000	0%	0%
39									
40	TOTAL COSTS	1,983,410	1,983,410	25,610,030	25,610,030	38,899,153	38,899,153	66%	66%
41	CO Tests	90,821	90,821	1,369,973	1,369,973	0	0	0%	0%
42	Total Program Costs	2,074,231	2,074,231	26,980,004	26,980,004	38,899,153	38,899,153	66%	66%
43									
44	(1) Base Budget reflects PY2004 Annual Base plus Carry Over funds. (Estimated Carry Over funds pending Regulatory Accounting verification).								
45	(2) Indirect costs include vacation, sick time and miscellaneous overheads.								
46	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	E	F	I	J	M	N
1	Table 2 - LIEE Direct Purchase and Installation Contractor Expenses							
2	Southern California Gas Company							
3	October 2004							
4								
5		Combined		Combined YTD		Budget		% YTD
6								
7	LIEE Program:	Base Program	Total	Base Program	Total	Base Program	Total	Base Program
8	Contractor Name							
9	- Contractor A			\$55,359	\$55,359	\$0	\$0	0%
10	- Contractor B			\$97,821	\$97,821	\$0	\$0	0%
11	- Contractor C			\$285,693	\$285,693	\$0	\$0	0%
12	- Contractor D	\$113,483	\$113,483	\$1,403,870	\$1,403,870	\$0	\$0	0%
13	- Contractor E			\$37,096	\$37,096	\$0	\$0	0%
14	- Contractor F			\$363,938	\$363,938	\$0	\$0	0%
15	- Contractor G					\$0	\$0	0%
16	- Contractor H	\$240	\$240	\$66,909	\$66,909	\$0	\$0	0%
17	- Contractor I					\$0	\$0	0%
18	- Contractor J	\$369,311	\$369,311	\$6,168,860	\$6,168,860	\$0	\$0	0%
19	- Contractor K			\$391,754	\$391,754	\$0	\$0	0%
20	- Contractor L			\$11,505	\$11,505	\$0	\$0	0%
21	- Contractor M					\$0	\$0	0%
22	- Contractor N			\$12,975	\$12,975	\$0	\$0	0%
23	- Contractor O					\$0	\$0	0%
24	- Contractor P	\$19,241	\$19,241	\$367,619	\$367,619	\$0	\$0	0%
25	- Contractor Q	\$44,953	\$44,953	\$299,284	\$299,284	\$0	\$0	0%
26	- Contractor R	\$80,594	\$80,594	\$877,450	\$877,450	\$0	\$0	0%
27	- Contractor S	\$43,491	\$43,491	\$502,811	\$502,811	\$0	\$0	0%
28	- Contractor T			\$6,558	\$6,558	\$0	\$0	0%
29	- Contractor U	\$379,928	\$379,928	\$4,259,893	\$4,259,893	\$0	\$0	0%
30	- Contractor V	\$18,141	\$18,141	\$211,365	\$211,365	\$0	\$0	0%
31	- Contractor W	\$1,780	\$1,780	\$21,854	\$21,854	\$0	\$0	0%
32	- Contractor X	\$377,600	\$377,600	\$4,711,554	\$4,711,554	\$0	\$0	0%
33	- Contractor Y					\$0	\$0	0%
34	- Contractor Z	\$7,962	\$7,962	\$164,049	\$164,049	\$0	\$0	0%
35	- Contractor AA	\$48,729	\$48,729	\$599,099	\$599,099	\$0	\$0	0%
36	- Contractor BB	\$11,953	\$11,953	\$109,787	\$109,787	\$0	\$0	0%
37	- Contractor CC	\$5,356	\$5,356	\$102,038	\$102,038	\$0	\$0	0%
38	- Contractor DD	\$134,765	\$134,765	\$1,097,829	\$1,097,829	\$0	\$0	0%
39	- Contractor EE	\$31,692	\$31,692	\$345,523	\$345,523	\$0	\$0	0%
40	- Contractor FF	\$106,996	\$106,996	\$737,582	\$737,582	\$0	\$0	0%
41	Total Contractor Payments	\$1,796,217	\$1,796,217	\$23,310,074	\$23,310,074	\$0	\$0	0%
42								
43	Full Weatherization and Appliance budget not allocated.							
44	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD ustments.							

	Q
1	
2	
3	
4	
5	/ Budget
6	
7	Total
8	
9	0%
10	0%
11	0%
12	0%
13	0%
14	0%
15	0%
16	0%
17	0%
18	0%
19	0%
20	0%
21	0%
22	0%
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31	0%
32	0%
33	0%
34	0%
35	0%
36	0%
37	0%
38	0%
39	0%
40	0%
41	0%
42	
43	
44	

	A	B	C	F	G	J	K	N
1	Table 4 - LIEE Measure Installations							
2	Southern California Gas Company							
3	October 2004							
4								
5	Measures	Units	Current Month				YTD Completed	
6			Completed and Paid		Initiated - Not Completed (1)		Completed and Paid	
7								
8			Base	Total	Base	Total	Base Jan to Date	Total Jan to Date
9	Furnaces							
10	- Repair - Gas - SF	Each	421	421	0	0	1,715	1,715
11	- Repair - Gas - MF	Each	3	3	0	0	71	71
12	- Repair - Gas - MH	Each	18	18	0	0	129	129
13	- Replacement - Gas - SF	Each	84	84	0	0	2,862	2,862
14	- Replacement - Gas - MF	Each	2	2	0	0	76	76
15	- Replacement - Gas - MH	Each	11	11	0	0	238	238
16	Infiltration & Space Conditioning							
17	- Cover Plates/Gaskets	Home	2,583	2,583	2,275	2,275	29,497	29,497
18	- Evaporative Cooler/Air Cond. Covers - SF	Home	70	70	62	62	1,005	1,005
19	- Evaporative Cooler/Air Cond. Covers - MF	Home	446	446	393	393	1,486	1,486
20	- Evaporative Cooler/Air Cond. Covers - MH	Home	12	12	11	11	238	238
21	- HVAC Air Filter Replacement	Home						
22	Weatherization							
23	- Attic Insulation - SF	Home	76	76	131	131	1,178	1,178
24	- Attic Insulation - MF	Home	27	27	46	46	443	443
25	- Attic Insulation - MH	Home	0	0	0	0	0	0
26	- Water Heater Blanket - SF	Home	197	197	173	173	3,048	3,048
27	- Water Heater Blanket - MF	Home	90	90	79	79	1,245	1,245
28	- Water Heater Blanket - MH	Home	13	13	11	11	164	164
29	- Low Flow Showerhead -SF	Home	1,252	1,252	1,103	1,103	16,104	16,104
30	- Low Flow Showerhead -MF	Home	1,543	1,543	1,359	1,359	15,810	15,810
31	- Low Flow Showerhead -MH	Home	173	173	152	152	1,609	1,609
32	- Door Weatherstripping - SF	Home	1,289	1,289	1,135	1,135	16,888	16,888
33	- Door Weatherstripping - MF	Home	1,600	1,600	1,409	1,409	16,536	16,536
34	- Door Weatherstripping - MH	Home	152	152	134	134	1,653	1,653
35	- Caulking - SF	Home	53	53	47	47	753	753
36	- Caulking - MF	Home	77	77	68	68	635	635
37	- Caulking - MH		25	25	22	22	169	169
38	- Minor Home Repairs - SF	Home	1,268	1,268	1,117	1,117	16,628	16,628
39	- Minor Home Repairs - MF	Home	1,495	1,495	1,317	1,317	15,357	15,357
40	- Minor Home Repairs - MH	Home	76	76	67	67	993	993
41	- Attic Access Weatherstripping (2)	Home						
42	Water Heater Savings							
43	- Water Heater Pipe Wrap - SF	Home	5	5	4	4	124	124
44	- Water Heater Pipe Wrap - MF	Home	0	0	0	0	40	40
45	- Water Heater Pipe Wrap - MH	Home	11	11	10	10	48	48
46	- Faucet Aerators - SF	Home	1,294	1,294	1,140	1,140	16,553	16,553
47	- Faucet Aerators - MF	Home	1,575	1,575	1,387	1,387	16,339	16,339
48	- Faucet Aerators - MH	Home	178	178	157	157	1,731	1,731
49	Miscellaneous Measures(Weatherization -- Electric)	Home	3,192	3,192	2,811	2,811	36,427	36,427
50	- Portable Evaporative Coolers	Each						
51	- Permanent Evaporative Coolers	Each						
52	- Compact Fluorescents	Each						
53	- Porchlights (fixture replacement or CFBs)	Each						
54	- Refrigerators	Each						
55	Landlord Rebate Pilots							
56	- Refrigerators	Each						
57	- Air Conditioner Replacement - Room	Each						
58	- Air Conditioner Replacement - Central	Each						
59	Pilots - Rapid Deployment							
60	- Air Conditioner Replacement - Room	Each						
61	- Air Conditioner Replacement - Central	Each						
62	- Duct Sealing and Repair - SF	Home	0	0		0	0	0
63	- Duct Sealing and Repair - MF	Home	0	0		0	0	0
64	- Whole House Fans	Each	0					
65	- Water Heater Replacement - Gas - SF	Each	0	0	0	0	19	19
66	- Water Heater Replacement - Gas - MF	Each	0	0	0	0	1	1
67	- Water Heater Replacement - Gas - MH	Each	0	0	0	0	5	5
68	- Water Heater Repair	Each	53	53	0	0	178	178
69	- Evaporative Cooler Maintenance	Each						
70	Energy Education							
71	- Outreach & Assessment	Home	3,192	3,192	2,811	2,811	36,427	36,427
72	- In-Home Education	Home	3,176	3,176	0	0	36,240	36,240
73	- Education Workshops <sup>(4)</sup>	Home	1,767	1,767	0	0	17,296	17,296
74	TOTAL HOMES							
75	Total Number of Homes Treated	Home	3,784	3,784			41,721	41,721
76	Total Number of Homes Weatherized	Home	3,192	3,192			36,427	36,427
77								
78								
79	(1) For all measures, estimates of "Initiated but not Completed" are based on the total number of "Initiated but not							
80	Completed" jobs submitted by Contractors and installation patterns recorded YTD.							
81	(2) SoCalGas does not track this measure separately from attic insulation.							
82	(3) Set-back Thermostats are included with installations of Gas FAUs and are not tracked separately.							
83	(4) Represents EE Workshop Participants Processed and Paid during the month.							
84	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							



	A	B	E	J	M	N	Q	V	Y
1	Table 5 - LIEE kWh Savings, kW Demand Reduction, Therm Savings								
2	Southern California Gas Company								
3	October 2004								
4									
5	A	B	E	J	M	N	S	AA	AE
6	Measures	Current Month Completed and Paid				YTD Completed and Paid			
7		kWh		Therms		kWh (Annual)		Therms (Annual)	
8									
9		Base	Total	Base	Total	Base	Total Jan to Date	Base	Total Jan To Date
10	Furnaces								
11	- Repair - Gas - SF	0	0	9,304	9,304	0	0	37,902	37,902
12	- Repair - Gas - MF	0		0	0			0	0
13	- Repair - Gas - MH			391	391			2,799	2,799
14	- Replacement - Gas - SF	0	0	2,789	2,789	0	0	95,018	95,018
15	- Replacement - Gas - MF	0		0	0			0	0
16	- Replacement - Gas - MH	0		296	296			6,375	6,375
17	Infiltration & Space Conditioning								
18	- Cover Plates/Gaskets	0	0	2,066	2,066	0	0	23,598	23,598
19	- Evaporative Cooler/Air Cond. Covers - SF	0	0	133	133	0	0	1,910	1,910
20	- Evaporative Cooler/Air Cond. Covers - MF	0	0	223	223	0	0	743	743
21	- Evaporative Cooler/Air Cond. Covers - MH	0	0	14	14	0	0	286	286
22	- HVAC Air Filter Replacement	0		0					
23	Weatherization								
24	- Attic Insulation - SF	0	0	1,733	1,733	0	0	26,858	26,858
25	- Attic Insulation - MF	0	0	432	432	0	0	7,088	7,088
26	- Attic Insulation - MH	0		0	0			0	0
27	- Water Heater Blanket - SF	0	0	2,226	2,226	0	0	34,442	34,442
28	- Water Heater Blanket - MF	0	0	828	828	0	0	11,454	11,454
29	- Water Heater Blanket - MH	0		120	120			1,509	1,509
30	- Low Flow Showerhead -SF	0	0	10,266	10,266	0	0	132,053	132,053
31	- Low Flow Showerhead -MF	0	0	11,110	11,110	0	0	113,832	113,832
32	- Low Flow Showerhead -MH	0		1,246	1,246			11,585	11,585
33	- Door Weatherstripping - SF	0	0	3,351	3,351	0	0	43,909	43,909
34	- Door Weatherstripping - MF	0	0	1,600	1,600	0	0	16,536	16,536
35	- Door Weatherstripping - MH	0		198	198			2,149	2,149
36	- Caulking - SF	0	0	117	117	0	0	1,657	1,657
37	- Caulking - MF	0	0	46	46	0	0	381	381
38	- Caulking - MH	0		18	18			118	118
39	- Minor Home Repairs - SF	0	0	6,086	6,086	0	0	79,814	79,814
40	- Minor Home Repairs - MF	0	0	2,542	2,542	0	0	26,107	26,107
41	- Minor Home Repairs - MH	0		152	152			1,986	1,986
42	- Attic Access Weatherstripping (2)								
43	Water Heater Savings								
44	- Water Heater Pipe Wrap - SF	0	0	23	23	0	0	570	570
45	- Water Heater Pipe Wrap - MF	0	0	0	0	0	0	144	144
46	- Water Heater Pipe Wrap - MH	0		40	40			173	173
47	- Faucet Aerators - SF	0	0	4,658	4,658	0	0	59,591	59,591
48	- Faucet Aerators - MF	0	0	4,095	4,095	0	0	42,481	42,481
49	- Faucet Aerators - MH	0		463	463			4,501	4,501
50	Miscellaneous Measures	30,005	30,005	0		342,404	342,404		
51	- Portable Evaporative Coolers	0		0					
52	- Permanent Evaporative Coolers	0		0					
53	- Compact Fluorescents	0		0					
54	- Porchlights (fixture replacement or CFBs)	0		0					
55	- Refrigerators	0		0					
56	Landlord Rebate Pilots	0							
57	- Refrigerators	0		0					
58	- Air Conditioner Replacement - Room	0		0					
59	- Air Conditioner Replacement - Central	0		0					
60	Pilots - Rapid Deployment	0							
61	- Air Conditioner Replacement - Room	0		0					
62	- Air Conditioner Replacement - Central	0		0					
63	- Duct Sealing and Repair - SF	0	0	0	0	0	0	0	0
64	- Duct Sealing and Repair - MF	0	0	0	0	0	0	0	0
65	- Duct Sealing and Repair - MH	0	0	0	0			0	0
66	- Whole House Fans	0		0					
67	- Water Heater Replacement - Gas - SF	0	0	0	0	0	0	361	361
68	- Water Heater Replacement - Gas - MF	0		0	0			10	10
69	- Water Heater Replacement - Gas - MH	0		0	0			95	95
70	- Set-back Thermostats (3)		0	0	0	0	0	0	0
71	- Evaporative Cooler Maintenance		0	0					
72	Energy Education								
73	- Outreach & Assessment								
74	- In-Home Education								
75	- Education Workshops								
76	Program Total	30,005	30,005	66,564	66,564	342,404	342,404	788,034	788,034
77									
78									
79	kWh savings are incidental savings derived from the installation of space conditioning measures only.								
80	Per Measure Savings derived from PY2000 Impact Evaluation, Study # 576, June 2, 2002								
81	Furnace Replacement Savingsings calculated at 34% of total installations based on above study's findings related to existing working furnaces.								
82	Duct Sealing and Water Heater Savings are incorporated based on Phase 3, Standardization Team Assessment of Rapid Deployment Measures, July 2001.								
83	Any required corrections/adjustments are reported herein and supersede results reported in prior months and June reflect YTD adjustments.								

	A	B	C	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	<b>Table 5A - Average Bill Savings Per Customer</b> <b>Southern California Gas Company</b> <b>October 2004</b>																			
2																				
3																				
4																				
5			Base		Total															
6			kWh	Therm	kWh	Therm														
7	Annual Savings		30,005	66,564	30,005	66,564														
8	Current Rate		\$ 0.12	\$ 0.72	\$ 0.12	\$ 0.72														
9	Number of Customers		3,784																	
10	Average 1st Year Bill Savings/Customer		\$13.54		\$13.54															
11	Average Lifecycle Bill Savings/Customer		\$109.22		\$109.22															
12																				
13	kWh savings are incidental savings derived from the installation of space conditioning measures only.																			
14	Per Measure Savings derived from PY2000 Impact Evaluation, Study # 576, April 2, 2002																			
15	Furnace Replacement Savings calculated at 34% of total installations based on above study's findings related to existing working furnaces.																			
16	Duct Sealing and Water Heater Savings are incorporated based on Phase 3, Standardization Team Assessment of Rapid Deployment Measures, July 2001.																			
17																				
18	For PY2004, Savings from PY2000 impact evaluation were originally used in April, May, and June and savings from the PY2001																			
19	impact evaluation savings were used January, February, March, and July. Effective with the July report, all																			
20	savings were corrected to reflect the savings from PY2001 impact evaluation.																			
21																				
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																			



	A	B	D	E	G	H	J	K	M
1	<b>Table 6 - CARE Program Expenses</b>								
2	<b>Southern California Gas Company</b>								
3	<b>October 2004</b>								
4	<b>CARE Program</b>	<b>Gas</b>		<b>Year-To-Date</b>		<b>Budget</b>		<b>% YTD / Budget</b>	
5		<b>Base</b>	<b>Total</b>	<b>Base</b>	<b>Total</b>	<b>Base Program</b>	<b>Total</b>	<b>Base Program</b>	<b>Total</b>
6									
7	<b>Outreach/General</b>								
8	General	\$95,143	\$95,143	\$1,233,030	\$1,233,030	\$1,541,182	\$1,541,182	80%	80%
9	Rapid Deployment Capitation Fees	\$19,253	\$19,253	\$542,412	\$542,412	\$725,000	\$725,000	75%	75%
10	Other Outreach/Media*	(\$114,906)	(\$114,906)	\$129,064	\$129,064	\$250,000	\$250,000	52%	52%
11	<b>Total Outreach</b>	<b>(\$510)</b>	<b>(\$510)</b>	<b>\$1,904,505</b>	<b>\$1,904,505</b>	<b>\$2,516,182</b>	<b>\$2,516,182</b>	<b>76%</b>	<b>76%</b>
12	Automatic Enrollment	\$0	\$0	\$27,090	\$27,090	\$0	\$0	n/a	n/a
13	Processing/ Certification/Verification	\$65,127	\$65,127	\$749,192	\$749,192	\$899,164	\$899,164	83%	83%
14	Billing System /Programming	\$2,253	\$2,253	\$220,894	\$220,894	\$240,204	\$240,204	92%	92%
15	<b>Pilots</b>								
16	Pilot A	\$0	\$0	\$0	\$0	\$0	\$0	n/a	n/a
17	Pilot B	\$0	\$0	\$0	\$0	\$0	\$0	n/a	n/a
18	<b>Total Pilot Costs</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>n/a</b>	<b>n/a</b>
19	Measurement & Evaluation	\$0	\$0	\$332,949	\$332,949	\$531,860	\$531,860	63%	63%
20	Regulatory Compliance	\$14,685	\$14,685	\$124,523	\$124,523	\$148,809	\$148,809	84%	84%
21	Other Administration	\$20,527	\$20,527	\$222,608	\$222,608	\$290,090	\$290,090	77%	77%
22	Indirect Costs	\$0	\$0	\$0	\$0	\$0	\$0	n/a	n/a
23	<b>Oversight Costs</b>								
24	LIAB Start-Up	\$0	\$0	\$0	\$0	\$0	\$0	n/a	n/a
25	LIAB PY Past Year	\$0	\$0	\$0	\$0	\$0	\$0	n/a	n/a
26	LIAB PY Present Year	\$0	\$0	\$0	\$0	\$1,000	\$1,000	0%	0%
27	CPUC Energy Division	\$13,432	\$13,432	\$48,056	\$48,056	\$75,000	\$75,000	64%	64%
28	<b>Total Oversight Costs</b>	<b>\$13,432</b>	<b>\$13,432</b>	<b>\$48,056</b>	<b>\$48,056</b>	<b>\$76,000</b>	<b>\$76,000</b>	<b>63%</b>	<b>63%</b>
29	<b>TOTAL PROGRAM COSTS</b>	<b>\$115,515</b>	<b>\$115,515</b>	<b>\$3,629,817</b>	<b>\$3,629,817</b>	<b>\$4,702,309</b>	<b>\$4,702,309</b>	<b>77%</b>	<b>77%</b>
30	CARE Rate Discount	\$6,469,626	\$6,469,626	\$56,629,650	\$56,629,650	\$67,562,000	\$67,562,000	84%	84%
31	Service Establishment Charge Discount	\$226,710	\$226,710	\$2,357,745	\$2,357,745	\$3,519,276	\$3,519,276	67%	67%
32	<b>TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS</b>	<b>\$6,811,851</b>	<b>\$6,811,851</b>	<b>\$62,617,212</b>	<b>\$62,617,212</b>	<b>\$75,783,585</b>	<b>\$75,783,585</b>	<b>83%</b>	<b>83%</b>
33									
34									
35									

\* SCG received mass media services during the September and accrued the costs for the September business. The invoices are expected by December 2004.

	A	B	D	E	G	H	J	K	M	
1	Table 7 - CARE Pilot Program Contractor Expenses Southern California Gas Company October 2004									
2										
3										
4	Contractor	Gas Month		Gas YTD		Budget		% YTD / Budget		
5		Base		Base		Base		Base		
6		Program	Total	Program	Total	Program	Total	Program	Total	
7		1	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%
8		2	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%
9		3	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%
10	4	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	
11	5	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	
12	6	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	
13	TOTAL	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	
14	1 The CARE Pilot Program ended December 2002.									

	A	B	C	D	E	F	G
1	<b>Table 8 - CARE Rapid Deployment Capitation Fees</b>						
2	<b>Southern California Gas Company</b>						
3	<b>October 2004</b>						
4	Contractor	Paid Current Month	Paid YTD	2004 Budget	% Budget	Rapid Deployment Enrollments	
5						Current	YTD
6	11	\$0	\$96	n/a	n/a	0	8
7	12	\$270	\$5,500	n/a	n/a	27	550
8	13	\$4,928	\$26,760	n/a	n/a	448	2,290
9	14	\$12	\$204	n/a	n/a	1	17
10	15	\$0	\$137	n/a	n/a	0	13
11	16	\$360	\$8,640	n/a	n/a	30	720
12	18	\$0	\$110	n/a	n/a	0	11
13	19	\$768	\$5,028	n/a	n/a	64	419
14	22	\$36	\$420	\$1,200	35%	3	35
15	23	\$0	\$38	n/a	n/a	0	5
16	26	\$3,144	\$31,500	\$20,748	152%	262	2,625
17	27	\$0	\$0	\$504	0%	0	0
18	29	\$0	\$20	\$2,350	1%	0	2
19	30	\$0	\$0	\$2,400	0%	0	0
20	34	\$10	\$220	n/a	n/a	1	22
21	35	\$0	\$24	\$7,200	0%	0	2
22	37	\$0	\$190	\$1,060	18%	0	19
23	40	\$0	\$0	\$1,083	0%	0	0
24	41	\$0	\$10	\$3,600	0%	0	1
25	43	\$0	\$9	n/a	n/a	0	1
26	44	\$48	\$900	\$36,000	3%	4	75
27	45	\$0	\$0	\$1,428	0%	0	0
28	48	\$0	\$920	n/a	n/a	0	92
29	50	\$0	\$180	n/a	n/a	0	15
30	51	\$0	\$24	\$1,200	2%	0	2
31	52	\$12	\$264	\$2,172	12%	1	22
32	53	\$0	\$156	\$6,000	3%	0	13
33	54	\$0	\$504	\$12,000	4%	0	42
34	56	\$0	\$0	\$750	0%	0	0
35	57	\$648	\$3,828	n/a	n/a	54	319
36	58	\$0	\$2,316	n/a	n/a	0	193
37	59	\$0	\$12			0	1
38	60	\$0	\$12	\$99,760	0%	0	1
39	63	\$12	\$12			1	1
40	66	\$15,204	\$349,104	\$168,084	208%	1,267	29,092
41	67	\$48	\$288	\$60,000	0%	4	24
42	69	\$0	\$0	\$1,190	0%	0	0
43	77	\$84	\$1,536	\$5,156	30%	7	128
44	78	\$0	\$0	\$6,000	0%	0	0
45	79	\$0	\$180	n/a	n/a	0	15
46	80	\$0	\$0	\$1,440	0%	0	0
47	81	\$0	\$2,196	\$11,800	19%	0	183
48	82	\$0	\$528	\$2,696	20%	0	44
49	86	\$372	\$7,188	\$71,940	10%	31	599
50	87	\$8,916	\$61,560	\$85,528	72%	743	5,130
51	88	\$756	\$14,088	\$54,504	26%	63	1,174
52	89	\$156	\$1,344	\$70,620	2%	13	112
53	TOTAL	\$35,784	\$526,045	\$738,413	71%	3,024	44,017
54	*n/a: have not renew contract for 2004						
55							
56							
57							



	A	B	C	D	E
1	<b>Table 10.1 - DCSD CARE Automatic Enrollment</b> <b>Southern California Gas Company</b> <b>October 2004</b>				
2					
3					
4					
5		<b>Data File 1</b> <b>May 2004</b>	<b>Data File 2</b> <b>Aug 2004</b>	<b>YTD</b>	
6	File As Received:				
7	<b>Number of Records</b>	27,372	9,944	37,316	
8	<b>Number on CARE</b>	15,710	7,708	23,418	
9	<b>Not Active Accounts</b>	8,772	1106	9,878	
10	<b>Name not Matched/Bill</b>				
11	<b>Account Not Matched</b>	109	23	132	
12	<b>Ineligible Accounts</b>	64	35	99	
13	<b>Opt Out Letters Sent</b>	2,717	1,072	3,789	
14	Enrollment Results:				
15	<b>Enrolled on CARE from Other</b>				
16	<b>Sources During Opt-Out Period 1</b>	0	0	0	
17	<b>Number Opting Out</b>	0	0	0	
18	<b>Other Non-Eligible Accounts 2</b>	154	40	194	
19	<b>Pending</b>				
20	<b>Number Enrolled</b>	2,563	1,032	3,595	
21					
22	Note 1: SoCalGas enrolls customers included in the DCSD data file as AE customers even if a CARE				
23	application is received from them during the 30 days after the opt-out letter is mailed. These customers are				
24	not counted separate from other AE customers.				
25	Note 2: "Other Non-Eligible Accounts" include accounts closed during opt out period, and accounts				
	that changed to non-eligible rates during opt out period.				

	A	B	C	D	E	F	G	H	I
1	<b>Table 11 - CARE Standard Program Random Verification Results</b> <b>Southern California Gas Company</b> <b>October 2004</b>								
2									
3									
36	Month/Year	Total CARE Population	# of Requested to Verify	% of Population Total	# of Participants Dropped (Due to no response or incomplete)	# of Participants Dropped (Verified as Ineligible) or (Customer Requested termination) <sup>1</sup>	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
37	January-04	958,581	11,462	1%	6,417	352	6,769	59%	1%
38	February-04	972,411	12,413	1%	5,377	301	5,678	46%	1%
39	March-04	990,800	17,874	2%	6,491	421	6,912	39%	1%
40	April-04	1,004,906	16,679	2%	3,792	474	4,266	26%	0%
41	May-04	1,013,235	14,843	1%	5,273	470	5,743	39%	1%
42	June-04	1,024,614	14,787	1%	7,482	456	7,938	54%	1%
43	July-04	1,025,291	13,648	1%	7,540	461	8,001	59%	1%
44	August-04	1,030,700	14,232	1%	8,266	304	8,570	60%	1%
45	September-04	1,040,907	14,010	1%	7,506	509	8,015	57%	1%
46	October-04	1,039,599	13,644	1%	7,017	420	7,437	55%	1%
47	November-04								
48	December-04								
49	Total For PY 2004	1,039,599	143,592	14%	65,161	4,168	69,329	48%	7%
50	1. SoCalGas random verification process allows customers 90 days to respond to the verification request.								
51	As a result, the number of customers dropped in any given month includes requests for verification that were issued								
52	several months prior.								

	A	B	C	D	E	F	G	H	I	J	K
1	Table 12 - CARE Enrollments Rural / Urban										
2	Southern California Gas Company										
3	October 2004										
4	County	Rural # of Eligible	Urban # of Eligible	Rural CARE Enrollments		Urban CARE Enrollments		Total Participants		Penetration	
5				Current Month	YTD	Current Month	YTD	Rural	Urban	Rural	Urban
6	Los Angeles	3,900	769,993	70	1,058	11,888	200,887	3,671	611,746	94%	79%
7	Fresno	558	7,014	7	119	109	1,461	396	6,353	71%	91%
8	Kings	10,324	11	179	2,643	0	0	7,560	6	73%	54%
9	Tulare	29,058	10,510	409	7,583	232	3,912	24,767	10,579	85%	101%
10	Orange	0	133,137	0	0	2,759	32,657	0	96,296	0%	72%
11	San Bernardino	4,499	113,831	98	1,292	2,107	30,240	3,667	90,168	82%	79%
12	Ventura	3,873	33,223	80	1,126	521	7,413	3,864	24,305	100%	73%
13	Santa Barbara	9,289	18,393	147	2,464	210	2,940	7,672	9,416	83%	51%
14	San Luis Obispo	20,113	123	208	2,737	0	5	8,830	18	44%	15%
15	Riverside	26,249	119,908	299	4,486	1,995	28,776	13,117	86,623	50%	72%
16	Imperial	11,807	184	173	2,167	3	89	7,835	177	66%	96%
17	Kern	21,735	7,736	487	5,574	102	1,863	17,808	4,724	82%	61%
18	TOTAL	141,405	1,214,062	2,157	31,250	19,926	310,244	99,188	940,411	70%	77%

	A	B	C	D	E	F
1	<b>Table 13 - Urban / Rural LIEE Installations</b> <b>Southern California Gas Company</b> <b>October 2004</b>					
2						
3						
4						
5						
6			<b>Rural</b>			
7		<b>Rural</b>	<b>Homes Treated</b>		<b>Homes Weatherized</b>	
8	<b>County</b>	<b># of Eligible</b>	<b>Current Month</b>	<b>YTD</b>	<b>Current Month</b>	<b>YTD</b>
9	Fresno	621	0	29	0	29
10	Imperial	14,002	29	357	29	340
11	Kern	24,379	97	1,518	52	1,066
12	Kings	12,069	0	120	0	110
13	Los Angeles	4,294	21	219	18	202
14	Orange	0	8	55	6	52
15	Riverside	30,584	50	606	42	530
16	San Bernardino	5,990	1	75	0	69
17	San Luis Obispo	24,366	45	359	45	356
18	Santa Barbara	10,932	19	396	19	391
19	Tulare	32,602	15	385	13	340
20	Ventura	4,662	7	26	7	23
21	<b>TOTAL</b>	164,499	292	4,145	231	3,508
22						
23						
24			<b>Urban</b>			
25		<b>Urban</b>	<b>Homes Treated</b>		<b>Homes Weatherized</b>	
26	<b>County</b>	<b># of Eligible</b>	<b>Current Month</b>	<b>YTD</b>	<b>Current Month</b>	<b>YTD</b>
27	Fresno	7,976	0	108	0	101
28	Imperial	202	0	13	0	13
29	Kern	9,085	7	67	7	61
30	Kings	13	2	59	2	54
31	Los Angeles	969,559	2,409	25,648	2,105	22,824
32	Orange	181,997	147	2,012	120	1,738
33	Riverside	145,893	625	5,067	482	4,110
34	San Bernardino	136,835	269	4,150	212	3,589
35	San Luis Obispo	147	0	0	0	0
36	Santa Barbara	24,178	10	178	10	172
37	Tulare	11,774	15	92	15	86
38	Ventura	41,060	8	180	8	170
39	<b>TOTAL</b>	1,528,720	3,492	37,574	2,961	32,918
40						
41	Eligible customers based on 200% FPG eligibility factors applied to total residential gas meters as of January 2002.					
42	Any required corrections/adjustments are reported herein and supersede results reported in prior months and June reflect YTD adjustments.					
43						
44						



	A	B	C	D	E	F	G
1	<b>Table 14 - CARE Participation Rural</b> <b>Southern California Gas Company</b> <b>October 2004</b>						
2							
3							
4	Month/Year	Rural Estimated Eligible	Rural Monthly Enrolled By Capitation	Rural Monthly Enrolled By Non- Capitation	Total Enrolled by Month	Rural Total # of CARE Participants	Rural Penetration Rate
5	Jan-04	139,897	1,351	2,280	3,631	93,241	67%
6	Feb-04	140,266	279	3,080	3,359	94,517	67%
7	Mar-04	139,853	1,196	3,163	4,359	96,425	69%
8	Apr-04	140,544	383	2,728	3,111	97,733	70%
9	May-04	140,711	56	2,118	2,174	97,442	69%
10	Jun-04	140,623	126	2,214	2,340	97,484	69%
11	Jul-04	140,944	129	3,335	3,464	97,427	69%
12	Aug-04	141,004	60	2,395	2,455	97,539	69%
13	Sep-04	141,187	1,017	3,183	4,200	99,287	70%
14	Oct-04	141,405	492	1,665	2,157	99,188	70%
15	Nov-04						
16	Dec-04						

	A	B	C	D	E	F	G
1	<b>Table 15 - CARE Participation Urban</b> <b>Southern California Gas Company</b> <b>October 2004</b>						
2							
3							
4	Month/Year	Urban Estimated Eligible	Urban Monthly Enrolled By Capitation	Urban Monthly Enrolled By Non- Capitation	Urban Total Enrolled by Month	Urban Total # of CARE Participants	Urban Penetration Rate
5	Jan-04	1,208,061	6,954	25,013	31,967	865,340	72%
6	Feb-04	1,210,397	6,588	25,699	32,287	877,894	73%
7	Mar-04	1,211,803	7,406	33,712	41,118	894,375	74%
8	Apr-04	1,211,753	4,801	25,970	30,771	907,173	75%
9	May-04	1,210,314	959	31,135	32,094	915,793	76%
10	Jun-04	1,210,683	4,204	28,867	33,071	927,130	77%
11	Jul-04	1,209,769	1,762	29,712	31,474	927,864	77%
12	Aug-04	1,210,486	1,774	22,474	24,248	933,161	77%
13	Sep-04	1,212,193	1,948	31,340	33,288	941,620	78%
14	Oct-04	1,214,062	2,532	17,394	19,926	940,411	77%
15	Nov-04						
16	Dec-04						

	A	B	C	D	E	F	G	H
1	<b>Table 16 - CARE Participation - Combined Rural and Urban</b>							
2	<b>Southern California Gas Company</b>							
3	<b>October 2004</b>							
4	Month/Year	Estimated Eligible	Monthly Enrolled by Capitation	Monthly Enrolled By Non- Capitation	Total Enrolled by Month	YTD Enrollments	Total # of CARE Participants	Penetration Rate
5	Jan-04	1,347,957	8,305	27,293	35,598	35,598	958,581	71%
6	Feb-04	1,350,663	6,867	28,779	35,646	71,244	972,411	72%
7	Mar-04	1,351,656	8,602	36,875	45,477	116,721	990,800	73%
8	Apr-04	1,352,297	5,184	28,698	33,882	150,603	1,004,906	74%
9	May-04	1,351,025	1,015	33,253	34,268	184,871	1,013,235	75%
10	Jun-04	1,351,306	4,330	31,081	35,411	220,282	1,024,614	76%
11	Jul-04	1,350,712	1,891	33,047	34,938	255,220	1,025,291	76%
12	Aug-04	1,351,490	1,834	24,869	26,703	281,923	1,030,700	76%
13	Sep-04	1,353,381	2,965	34,523	37,488	319,411	1,040,907	77%
14	Oct-04	1,355,467	3,024	19,059	22,083	341,494	1,039,599	77%
15	Nov-04							
16	Dec-04							



**Summary Table 21 - Rural Homes Treated  
Southern California Gas Company  
October 2004  
Base Funding**

	A	B	C	D	E	F	G	H	I	J
1	Summary Table 21 - Rural Homes Treated									
2	Southern California Gas Company									
3	October 2004									
4	Base Funding									
5										
6	A	B	C	D	E	F	G	H	I	J
7	2004	Total Homes Eligible	Rural Homes Eligible	Rural as a % of Total Eligible	Total Homes Treated in Month	Total Rural Homes Treated in Month	Rural Homes Treated in Month as a % of Total Homes Treated in Month	Total Homes Treated YTD	Rural Homes Treated YTD	Rural Homes Treated YTD as a % of Total Homes Treated YTD
8	January	1,685,038	162,902	10%	1,114	108	10%	1,114	108	10%
9	February	1,687,925	163,296	10%	3,798	419	11%	4,912	527	11%
10	March	1,689,063	162,848	10%	5,538	820	15%	10,450	1,347	13%
11	April	1,689,737	163,576	10%	3,752	293	8%	14,202	1,640	12%
12	May	1,688,339	163,754	10%	3,389	327	10%	17,591	1,967	11%
13	June	1,688,620	163,674	10%	5,679	552	10%	23,270	2,519	11%
14	July	1,688,035	164,002	10%	5,057	565	11%	28,327	3,084	11%
15	August	1,688,868	164,074	10%	4,796	456	10%	33,123	3,540	11%
16	September	1,690,936	164,268	10%	4,814	313	7%	37,937	3,853	10%
17	October	1,693,219	164,499	10%	3,784	292	8%	41,721	4,145	10%
18	November									
19	December									
20										
21	Eligible customers based on 200% FPG eligibility factors applied to total residential gas meters as of January 2003.									
22	Homes Treated = Appliance Installation and Homes Weatherized.									
23	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									



	A	B	C
1	<b>Table 29 - Rapid Deployment Contractors</b> <b>Rural and Urban Presence</b> <b>October 2004</b>		
2			
3			
4			
5	<b>Contractor</b>	<b>Rural</b>	<b>Urban</b>
6	11	√	√
7	12		√
8	13	√	√
9	14		√
10	15		√
11	16	√	√
13	18	√	√
14	19	√	√
17	22	√	
18	23	√	√
19	26		√
20	27		√
21	29	√	√
22	30		√
25	34	√	√
26	35	√	√
27	37		√
29	40		√
30	41	√	√
32	43	√	√
33	44		√
34	45	√	
36	48	√	
37	50		√
38	51	√	√
39	52		√
40	53		√
41	54		√
42	56		√
43	57		√
44	58	√	√
45	60		√
48	66		√
49	67		√
50	69		√
54	77		√
55	78		√
56	79		√
57	80		√
58	81		√
59	82		√
62	86		√
63	87		√
64	88		√
65	89		√

	A	B	C	D	E
1	<b>Summary Table 30 - LIEE Penetration</b> <b>Southern California Gas Company</b> <b>October 2004</b>				
2					
3					
4					
5	A	B	C	D	E
6		Estimated Eligible in 2003	Homes Treated	Homes Weatherized	2004 Penetration Rate for Homes Treated
7	1992		36,761	27,327	
8	1993		35,732	32,227	
9	1994		28,674	20,731	
10	1995		21,535	18,784	
11	1996		23,672	21,542	
12	1997		22,891	21,101	
13	1998		24,549	22,203	
14	1999		28,113	25,249	
15	2000		25,613	22,617	
16	2001		37,619	32,869	
17	2002		49,464	42,343	
18	2003		57,179	47,673	
19	2004 YTD		41,721	36,427	
20	Total Homes Treated in 12 Years	1,693,219	433,523	371,093	26%
21					
22					



**Table B**  
**CARE Outreach/Leveraging Initiatives**  
**Southern California Gas Company**  
**For October 2004**

CARE Initiative	Summary	Timeline	Status/Results/ Cost
Visalia Emergency Aid Council	Provided 500 postage paid self mailer applications	October 19, 2004	
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 600 postage-paid self mailer applications	October 14, 2004	
Winegard Energy CPS, Inc.	Provided 3,000 postage-paid self mailer applications	September 30, 2004	
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 10,000 postage-paid self mailer applications	September 13, 2004	
Energy Conservation Consultants	Provided 600 postage-paid self mailer applications	August 26, 2004	
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 3,000 postage-paid self-mailer applications	July 30, 2004	
Salvation Army – Atascadero	Provided 600 postage-paid self-mailer applications.	July 27, 2004	
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 3,000 postage-paid self mailer applications	July 27, 2004	
Winegard Energy	Provided 20 postage-paid self mailer applications.	July 20, 2004	
Energy Conservation Consultants	Provided 500 postage-paid self-mailer applications.	July 1, 2004	
Glendale Youth Alliance	Provided 3,000 postage-paid self mailer applications	June 30, 2004	
Catholic Charities – El Monte	Provided 1,500 postage-paid self mailer applications	June 30, 2004	
Veterans in Community Service	Provided 500 postage-paid self mailer applications	June 29, 2004	
Energy Conservation Consultants	Provided 200 pens for giveaways	May 11, 2004	
CPS, Inc.	Provided 1,000 postage-paid self-mailer applications	May 10, 2004	
CPS, Inc.	Provided 2,160 postage-paid self-mailer applications.	May 4, 2004	
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 12,600 postage-paid self-mailer applications.	March 24, 2004	
Energy Conservation Consultants	Provided 8,400 postage-paid self-mailer applications.	March 3, 2004	
Community Services and Employment Training	Provided 500 postage-paid self-mailer applications.	February 24, 2004	
Reliable Energy Management	Provided 4,200 postage-paid self-mailer applications.	February 18, 2004	
PAK Mail Centers of America	Provided 10,800 postage-paid self-mailer applications.	February 10, 2004	
CPS, Inc.	Provided 1000 postage-paid self-mailer applications	February 5, 2004	
Ventura County Commission on Human Concerns	Provided 1,000 postage-paid self-mailer applications.	February 2, 2004	
Veterans in Community Services	Provided 2,100 postage-paid self-mailer applications.	January 28, 2004	
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 10,800 postage-paid self-mailer applications.	January 20, 2004	
Glendale Youth Alliance	Provided 500 postage-paid self-mailer applications.	January 16, 2004	
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 200 postage-paid self-mailer applications.	January 13, 2004	
Energy Conservation Consultants	Provided 800 postage-paid self-mailer applications.	January 12, 2004	
Glendale Youth Alliance	Provided 200 postage-paid self mailer applications.	January 7, 2004	
HABBM – Hispanic Association of Bilingual/Bicultural Ministries, Inc.	Provided 500 postage-paid self-mailer applications.	January 7, 2004	

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Branch Payment Offices –</b> Hollywood, Compton, Baldwin Hills, Anaheim, Covina.	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customers request. Provided 850 English, 850 Spanish, and Vietnamese Customer Assistance Brochures.	10/1-10/31
<b>Orange County Food Bank</b>	6,000 CARE applications and literature requested to be distributed to customers at the OC Food Bank.	On-going
<b>Xtreme Halloween</b>	Event to be held at the Valencia Community Center in Fullerton. Geared towards limited income children and their parents. 400 CARE applications, 400 DAP postcards, 400 medical baseline flyers distributed	10/30/04
<b>Downey Unified School District</b>	Presented Customer Assistance information to members of the Downey Unified School District's True Lasting Connections group. Provided 500 English Senior Brochures and 500 key chains.	10/29/04
<b>Inland Valley Council of Churches</b>	Provided sponsorship for the Council's "Walk for the Hungry."	10/24/04
<b>6th Annual Feria Community Fair &amp; Carnival</b>	Event theme, Information is Power. In 2003, more than 2500 persons attended and more than 60 government and public/private companies and services were represented. 500 CARE applications, 500 DAP postcards, 500 medical baseline flyers distributed.	10/23/04
<b>SCG Credit Union</b>	Tired Iron Classic Car & Motorcycle Show III. 150 bags with Customer Assistance brochure and key chain provided.	10/23/04
<b>Mile of Smiles Walk and Sprint – Encino.</b>	Event sponsored by ONEgeneration to support their Daycare, Senior Enrichment Center, Nutrition Programs, etc. 500 "45 Ways to Save" brochures distributed.	10/23/04
<b>City of Redlands</b>	Partnership meeting between SCG Customer Assistance and city of Redlands "Aimed to Healthy Start" program.. 800 CARE applications, 800 DAP postcards, 400 English Senior brochures and 400 Spanish brochures were provided.	10/18/04
<b>Temple City High School Fair</b>	Temple City Chamber of Commerce in partnership with Temple City School District hosted an all day festival. 40 CARE applications, 40 DAP postcards, and 40 medical baseline flyers were distributed.	10/16/06

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>LA Dept of Health and Services</b>	A representative from LADHS visited the SCG booth at an event and asked for 100 Korean CARE applications to be distributed at their LA facility.	10/14/04
<b>Redlands Community Home &amp; Garden Fair</b>	Fair offered by City of Redlands, Provided 100 CAP brochures.	10/9/04
<b>FBO - All People Christian Center</b>	CARE applications to be displayed at the Center. 200 CARE applications were distributed.	10/8/04
<b>6<sup>th</sup> Annual Health Fair and Senior Festival</b>	One day Senior Fair held at the Santa Monica Civic Auditorium. 600 CARE applications, 600 DAP postcards, 600 medical baseline flyers distributed.	10/7/04
<b>KLAX – FM La Raza</b>	3,000 CA literatures delivered to Sabor De Mexico Festival coordinator to be distributed at the KLAX booth.	10/1/04
<b>SCDC/Southeast College Conference</b>	Conference held in Bell Gardens – Senator Martha Escutia’s office asked for Customer Assistance literature. 2000 bags with CARE applications and DAP cards were delivered to event.	10/1/04
<b>2<sup>nd</sup> Annual SoCal Senior Expo</b>	Two day Senior Fair held at the Ontario Convention Center. 1000 CARE applications 1000 DAP postcards, 1000 medical baseline flyers distributed.	10/1/04-10/2/04
<b>Branch Office – Santa Maria</b>	Ongoing process of supplying branch offices with Customer Assistance literature. 50 English and 100 Spanish Customer Assistance brochures provided .	9/1/04
<b>Branch Office – Santa Fe Springs</b>	Ongoing process of supplying branch offices with Customer Assistance literature - 300 English Customer Assistance brochures.	9/20/04
<b>Branch Office – Van Nuys</b>	Ongoing process of supplying branch offices with Customer Assistance literature - 300 English/Spanish Customer Assistance brochures.	9/23/04
<b>Public Affairs</b>	Ongoing process of supplying Public Affairs personnel with Customer Assistance literature. 100 Customer Assistance brochures, 100 leave behinds, 100 Senior brochures.	9/23/04
<b>Recycle LA</b>	Pilot Program offering free recycling program materials for multifamily residential complexes in LA. Tote bags will be given to all customers and Recycle LA agreed to include Customer Assistance information, 20,000 brochures.	9/24/04

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>LA County Fair – Event</b>	Provided Customer Assistance materials to Mass Markets staff - 6400 DAP postcards, 1600 CARE applications, 1800 Customer Assistance English brochures, and 900 Spanish Customer Assistance brochures	9/8 – 9/30/04
<b>BizCon Conference, Garden Grove - Event</b>	Collaborative effort between prominent chambers and business organizations of the Orange County Presidents Council. Public Affairs sponsored. 200 Customer Assistance brochures, DAP postcards, CARE applications, 45 Ways to Save brochures, key chains and pens were given to attendees.	9/9/04
<b>Latino Book &amp; Family Festival, Los Angeles - Event</b>	Over 700 booths. Festival vendors offer the following: Books, Career, Education and Technology info, Culture and Travel info, Health and Children's story telling. Mass Markets sponsored. 40k attendees overall at this event.	9/11 - 9/12
<b>2<sup>nd</sup> Annual Celebrating Seniors (County of San Bernardino) - Event</b>	Event offers education and healthy aging information as well as many other topics of value to Seniors. Cost of Event - \$200. Distributed at event: 1000 Customer Assistance English brochures, 500 Spanish, 1000 DAP postcards, 500 medical baseline flyers, and 900 CARE applications.	9/16/04
<b>Independent Living Center of So Cal – Burbank - Event</b>	Community Resource Fair offering customers with disabilities a multitude of information. Cost of Event - \$500. Distributed 50 DAP postcards, CARE applications, and medical baseline applications.	9/17/04
<b>Route 66 Rendezvous – San Bernardino - Event</b>	Huge Car Show. Cost of event \$3000. Over four day event, distributed 400 Customer Assistance English brochures, 400 DAP postcards, and 400 CARE applications.	9/16 – 9/19

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Corona Business Expo - Event</b>	110 exhibits hosted by businesses, philanthropic, and government agencies. Public Affairs sponsored. 1,100 Customer Assistance brochures were distributed.	9/21/04
<b>Harvest Moon Festival - Event</b>	Asian Festival. Mass Markets sponsored. 200 Korean Customer Assistance brochures and CARE applications, 200 Vietnamese Customer Assistance brochures and CARE applications, and 200 Chinese Customer Assistance brochures and CARE applications distributed jointly.	9/25/04
<b>Branch Payment Offices – Riverside, Ontario, San Luis Obispo, and Huntington Park</b>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customers request. Provided 5250 English and 450 Spanish Customer Assistance Brochures.	8/1-31/04
<b>Burbank Department of Water and Power</b>	Burbank Department of Water and Power requested information on Customer Assistance Programs. Information will be posted in the lobby where customers pay their bills. Provided them with 100 CARE applications, and 100 English and 100 Spanish Customer Assistance brochures.	8/12/04
<b>47th Assembly District Annual Senior Appreciation Event - Event</b>	Provided the 47 <sup>th</sup> Assembly District with Senior Customer Assistance information for their event. Information included Senior Customer Assistance brochures and CARE applications. Provided them with 400 CARE applications, and 400 English and 400 Spanish Senior Customer Assistance brochures.	8/13/04
<b>Super Senior Saturday – City of Buena Park - Event</b>	Customer Assistance participated in the annual Super Senior Saturday event in the City of Buena Park. This event gives Customer Assistance the opportunity to promote all our assistance programs. Distributed 400 English and 100 Spanish Senior Customer Assistance brochures, 500 English/Spanish CARE applications, 300 Medical Baseline flyers, and 300 DAP interest cards.	8/21/04
<b>Southern California Native American POW WOW - Event</b>	Customer Assistance participated in the Southern California Native American POW WOW in Costa Mesa, California. This gave The Gas Company, along with SDG&E, the opportunity to discuss programs and services provided to Native American Indians. Distributed 2,200 Customer Assistance brochures, CARE applications, and DAP interest cards.	8/26-29/04
<b>Mother's In Action 6<sup>th</sup> Annual Back to School Health &amp; Family Festival - Event</b>	Customer Assistance participated in the Mother's In Action Back to School Health & Family Festival. The event took place at Jesse Brewer Park in South Los Angeles. Customer Assistance distributed information on Customer Assistance and Energy Efficiency. Distributed 300 English and 100 Spanish CAP brochures, 400 CARE applications, and 400 DAP interest cards.	8/28/04

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>United Way of Greater Los Angeles Tomorrow's Leaders Program</b>	Customer Assistance provided Tomorrow's Leaders Program participants with information on CARE and DAP. These are after school organizations that participate in the Tomorrow's Leaders program. Provided 53 organizations with CARE/DAP POPs, 2,650 CARE applications, and 2,650 inserts with information on DAP.	8/31/04
<b>City of Los Angeles – Department on Aging</b>	Customer Assistance provided the City of Los Angeles – Department on Aging CARE Managers with information on Customer Assistance programs. This information will be displayed at their sites and also used on in-home CARE visits. Provided them with 16 CARE/DAP POPs, 800 CARE applications, 800 inserts on DAP, 800 English, and 800 Spanish Senior CAP brochures.	8/31/04
<b>Branch Payment Offices – Dinuba, Bellflower, South Gate, and Glendale</b>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customers request. Provided 300 English and 350 Spanish Customer Assistance Brochures.	7/1-31/04
<b>Garden Grove Chamber of Commerce</b>	Orange Coast Public Affairs arranged for Garden Grove Chamber of Commerce to have an ad featured on CARE. Distributed to 600 members of the chamber.	7/1-31/04
<b>Foundation For The Junior Blind</b>	Customer Assistance the independent living program at the Foundation For The Junior Blind. Customer Assistance had the opportunity to distribute information on Customer Assistance programs. Distributed 150 English Senior CAP brochures and 150 English/Spanish CARE applications.	7/2/04
<b>Chino Valley Unified School District</b>	Orange Coast Public Affairs referred us to the Chino Valley Unified School District parent resource center. The center requested information on Customer Assistance programs. The district plans on distributing the information to needy parents via their parent resource center. Supplied them with 100 English/Spanish CARE applications, and 50 Spanish and 50 English CAP brochures	7/7/04
<b>Ventura County Energy Resource Alliance</b>	As part of a partnership Mass Markets has with the Ventura County Energy Resource Alliance, Customer Assistance program information was also supplied to them. The information will be distributed to constituents of Ventura County as a part of informing them on ways to save energy and money. Supplied them with 100 English/Spanish CARE applications, and 100 English, 50 Spanish, 10 Chinese, 10 Korean, and 10 Vietnamese CAP brochures.	7/7/04

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

Media and Outreach	Summary	Timeline
<p style="text-align: center;"><b>Orange County Community Housing Corporation</b></p>	<p>As part of Customer Assistance's partnership with Orange County Community Housing Corporation, OCCHC agreed to distribute Customer Assistance information to all their housing facilities. They also agreed to survey their housing facilities, to survey how many people signed up for the programs. Supplied them with 200 English/Spanish, 50 Vietnamese, and 50 Korean CARE applications. Also, supplied them with 150 English, 150 Spanish, 50 Korean, 50 Vietnamese CAP brochures. In addition, 150 medical baseline flyers, 150 DAP response cards, and 200 Customer Assistance magnets were supplied.</p>	<p style="text-align: center;">7/13/04</p>
<p style="text-align: center;"><b>South Bay Energy Resource Alliance</b></p>	<p>As part of a partnership Mass Markets has with the South Bay Energy Resource Alliance, Customer Assistance program information was also supplied to them. The information will be distributed to constituents of the South Bay area as a part of informing them on ways to save energy and money. Supplied them with 100 English/Spanish CARE brochures, and 100 English, 50 Spanish, 50 Chinese, 50 Vietnamese, and 50 Korean CAP brochures.</p>	<p style="text-align: center;">7/15/04</p>
<p style="text-align: center;"><b>Jewish Family Services and Bet Tzedek Legal Services</b></p>	<p>Pacific Region Public Affairs met with Bet Tzedek Legal Services and Jewish Family Services to discuss programs and services offered by The Gas Company. Public Affairs discussed Customer Assistance programs and agreed to schedule a presentation at a later date. Supplied them with 50 English CAP brochures.</p>	<p style="text-align: center;">7/20/04</p>
<p style="text-align: center;"><b>Foundation For The Junior Blind</b></p>	<p>Customer Assistance the independent living program at the Foundation For The Junior Blind. Customer Assistance had the opportunity to distribute information on Customer Assistance programs. Distributed 200 English Senior CAP brochures and 200 English/Spanish CARE applications.</p>	<p style="text-align: center;">7/30/04</p>
<p style="text-align: center;"><b>Summer Science Camp Open House--City of Orange</b></p>	<p>Orange Coast Public Affairs participated in the City of Orange Summer Science Camp and Open House. Students and parents had the opportunity to receive information on programs and services offered by The Gas Company. Distributed 10 English/Spanish CARE applications.</p>	<p style="text-align: center;">7/31/04</p>
<p style="text-align: center;"><b>Orange County Housing Corporation</b></p>	<p>Customer Assistance met with Orange County Housing Corporation to discuss a possible partnership with the corporation. The meeting consisted of discussing various ways to potentially distribute information to their cases. All cases they work with fall into low-income housing. Customer Assistance supplied them with CARE applications and customer assistance brochures, and also discussed training their volunteer staff of programs and including CARE applications in the cases' rent bills.</p>	<p style="text-align: center;">June 30, 2004</p>

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Hope Through Housing Foundation – Victorville</b>	SCG provided the Victorville Hope Through Housing Foundation facility with Customer Assistance information for their health and resource fair including 100 English/Spanish CARE applications 100 English CAP brochures, 50 Spanish CAP brochures, and 100 Medical Baseline Flyers.	June 29, 2004
<b>KCCD Home Ownership Fair</b>	Mass Markets participated in a Korean Homeownership Fair in Los Angeles. Attendees of the fair were allowed to receive information on programs offered by The Gas Company. SCG distributed 400 Korean CAP brochures.	June 29, 2004
<b>California Dream Foundation...to end poverty Conference</b>	Customer Assistance attended the California Dream Foundation...to end poverty Conference by State Senator Richard Alarcon at USC. Customer Assistance had the opportunity to distribute information on Energy Efficiency and Customer Assistance programs to those in attendance, including 15 CARE applications, 15 English CAP brochures and 15 DAP response cards.	June 18, 2004
<b>San Bernardino County Office of Education</b>	Customer Assistance and Inland Empire Public Affairs attended the monthly meeting of assistant Superintendents with the San Bernardino County Office of Education. Public Affairs and Customer Assistance had the opportunity to discuss Customer Assistance programs with the assistant superintendents, and how a partnership could be started amongst some of the school districts. They presented information and distributed brochures on programs.	June 17, 2004
<b>County of Los Angeles – Department on Aging</b>	Customer Assistance and Regional Public Affairs met with the Program Manager from the County of Los Angeles – Department of Aging and discussed the potential for a partnership amongst the County of Los Angeles and The Gas Company. They attended their monthly staff meeting in August to train their CARE case managers.	June 15, 2004
<b>Los Angeles Festival of Fitness: Seniors and Families</b>	Customer Assistance participated in the City of Los Angeles' Department on Aging Festival of Fitness: Seniors and Families. The event allows Seniors and their families the opportunity to receive information on various resources available to seniors through out the City of Los Angeles. Customer Assistance distributed information on Customer Assistance programs including 400 English and 200 Spanish Senior CAP brochures, 600 CARE applications, 600 DAP response cards, and 600 Medical Baseline flyers.	June 12, 2004
<b>Orange County Home Ownership Fair</b>	Customer Assistance participated in the annual Orange County Home Ownership Fair in Santa Ana. This fair gives the community of Santa Ana the opportunity to learn about home buying resources available. In addition, the community can also learn about other resources available. Customer Assistance distributed information on Energy Efficiency and Customer Assistance programs. Distributed 300 English and 200 Spanish CAP brochures, 500 CARE applications and 500 DAP response cards.	June 12, 2004



**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Hope Through Housing Foundation</b>	Customer Assistance Strategy & Outreach presented programs to Hope Through Housing Foundation, a non-profit organization, that offers housing to low-income families. S & O had the opportunity to discuss customer assistance programs with the Resource and Community Coordinator. They distributed 10 POPs with 500 CARE applications and 500 English and Spanish CAP brochures. The next step will be to present to the property managers.	June 8, 2004
<b>Burbank Behind The Scenes Community Block Party</b>	Customer Assistance participated in Assemblyman Frommer's community event in the City of Burbank. Customer Assistance distributed information on Customer Assistance brochures, including 100 Senior CAP brochures, 200 CARE applications and 200 DAP response cards	June 5, 2004
<b>Crenshaw Economic Summit</b>	Pacific Region Public Affairs participated in the Crenshaw Economic Summit held at the West Angeles Church of God in Christ. Groups targeted were seniors and multi-ethnic. Public Affairs distributed information on all Customer Assistance Programs and 250 CAP brochures.	June 5, 2004
<b>Maternal Outreach Management Systems</b>	Maternal Outreach center provides services to single struggling mothers in Orange County. Orange Coast Public Affairs provided the center with information on Customer Assistance programs, a CARE/DAP POP, and 50 CARE applications.	June 4, 2004
<b>Orange County's United Way – COFO Meeting</b>	Customer Assistance Strategy & Outreach presented programs to partnering organizations and reviewed all programs like CARE, DAP and Medical Baseline to about 25 organizations in attendance. S & O distributed 15 CARE/DAP POPs, including approximately 750 CARE applications.	June 3, 2004
<b>Boy Scout Council of Orange</b>	Orange Coast Public Affairs visited the Boy Scout Council of Orange to discuss programs and services offered by The Gas Company and provided them with 50 English CAP brochures.	June 1, 2004
<b>Operation Hope</b>	In our continuing partnership with Operation Hope, the Hope Centers distributed 183 brochures on Customer Assistance programs in their financial workshops and have posted information throughout their centers.	June 1-31, 2004
<b>Branch Payment Offices – Central, Porterville, Visalia, Pomona, Alhambra, Van Nuys, and Hollywood</b>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customer's request, and provided 700 English, 450 Spanish, and 100 Chinese Customer Assistance Brochures.	June 1-30, 2004
<b>Los Angeles County Commission on Aging - Older Americans Recognition Day</b>	Strategy & Outreach placed a Customer Assistance ad in the Older Americans Recognition Day souvenir journal. The ad promoted CARE, DAP and Medical Baseline, and reached 700 in attendance on day of event. The ad was also distributed through the county's distribution of 135 senior agencies.	May 26, 2004



**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Hope Through Housing Foundation</b>	Customer Assistance Strategy & Outreach presented programs to Hope Through Housing Foundation, a non-profit organization, that offers housing to low-income families. S & O had the opportunity to discuss customer assistance programs with the Resource and Community Coordinator. They distributed 10 POPs with 500 CARE applications and 500 English and Spanish CAP brochures. The next step will be to present to the property managers.	June 8, 2004
<b>Burbank Behind The Scenes Community Block Party</b>	Customer Assistance participated in Assemblyman Frommer's community event in the City of Burbank. Customer Assistance distributed information on Customer Assistance brochures, including 100 Senior CAP brochures, 200 CARE applications and 200 DAP response cards	June 5, 2004
<b>Crenshaw Economic Summit</b>	Pacific Region Public Affairs participated in the Crenshaw Economic Summit held at the West Angeles Church of God in Christ. Groups targeted were seniors and multi-ethnic. Public Affairs distributed information on all Customer Assistance Programs and 250 CAP brochures.	June 5, 2004
<b>Maternal Outreach Management Systems</b>	Maternal Outreach center provides services to single struggling mothers in Orange County. Orange Coast Public Affairs provided the center with information on Customer Assistance programs, a CARE/DAP POP, and 50 CARE applications.	June 4, 2004
<b>Orange County's United Way – COFO Meeting</b>	Customer Assistance Strategy & Outreach presented programs to partnering organizations and reviewed all programs like CARE, DAP and Medical Baseline to about 25 organizations in attendance. S & O distributed 15 CARE/DAP POPs, including approximately 750 CARE applications.	June 3, 2004
<b>Boy Scout Council of Orange</b>	Orange Coast Public Affairs visited the Boy Scout Council of Orange to discuss programs and services offered by The Gas Company and provided them with 50 English CAP brochures.	June 1, 2004
<b>Operation Hope</b>	In our continuing partnership with Operation Hope, the Hope Centers distributed 183 brochures on Customer Assistance programs in their financial workshops and have posted information throughout their centers.	June 1-31, 2004
<b>Branch Payment Offices – Central, Porterville, Visalia, Pomona, Alhambra, Van Nuys, and Hollywood</b>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customer's request, and provided 700 English, 450 Spanish, and 100 Chinese Customer Assistance Brochures.	June 1-30, 2004
<b>Los Angeles County Commission on Aging - Older Americans Recognition Day</b>	Strategy & Outreach placed a Customer Assistance ad in the Older Americans Recognition Day souvenir journal. The ad promoted CARE, DAP and Medical Baseline, and reached 700 in attendance on day of event. The ad was also distributed through the county's distribution of 135 senior agencies.	May 26, 2004

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Emergency Preparedness Network, Torch Middle School - City of Industry</b>	Orange Coast Public Affairs participated in the Emergency Preparedness Network at Torch Middle School in the City of Industry. Public Affairs provided the school with customer assistance information for the school kids to take home to their parents, and distributed 1,000 English/Spanish CARE applications.	May 24, 2004
<b>City of Inglewood Event</b>	Customer Assistance provided the City of Inglewood with CAP information for a monthly luncheon their Zeta Phi Beta chapter conducts. The luncheon consists of key community leaders. Information will be included in informational packets provided at luncheon. Customer Assistance provided them with 1,000 English/Spanish CARE applications and 900 English CAP brochures.	May 24, 2004
<b>Chino Valley Fire Authority Open House - Chino Hills Station</b>	Orange Coast Public Affairs participated in the Chino Valley Fire Authority Open House. Public Affairs discussed programs and services offered by The Gas Company that included discussing customer assistance programs and distributed 200 English CAP brochures and 50 English/Spanish CARE applications.	May 22, 2004
<b>Los Angeles Neighborhood Housing Services – Symposium and Community Fair</b>	Customer Assistance with Public Affairs participated in the first annual LA NHS Symposium and Community Fair. The Gas Company participated by speaking on several panels in regards to programs and services offered, participated in the Community Resource Fair, and distributed information to around 30 attendees about DAP, CARE and Medical Baseline.	May 21-22, 2004
<b>Los Angeles Department of Water &amp; Power – Solar Boat Race</b>	LADWP was provided with Customer Assistance information to be passed out at their annual Solar Boast Race in Hemet. The event attracts families of children from LAUSD. Information was distributed in packets put together by LADWP in regards to resources available within the community. Customer Assistance provided 300 English CAP brochures.	May 20, 2004
<b>Boeing Employee Health Fair</b>	Orange Coast Public Affairs participated in the Boeing Employee Health Fair. Information discussed at the fair was all programs offered by The Gas Company, and 100 English CAP brochures and 50 English Senior CAP brochures were distributed.	May 20, 2004
<b>VROP/Cal Works</b>	Inland Empire Public Affairs participated in the CalWorks Conference in El Centro. Public Affairs discussed customer assistance programs with outreach participants of organization's within the community. Distributed 400 CAP brochures.	May 19, 2004
<b>City of Costa Mesa Safety Fair</b>	Orange Coast Public Affairs participated in the City of Costa Mesa Safety Fair. Public Affairs had the opportunity to discuss information on Customer Assistance and Energy Efficiency and distributed 100 CAP brochures and 50 CARE applications.	May 16, 2004

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Greater East Los Angeles Senior Conference Festival</b>	Customer Assistance participated in the annual GELASCO festival in East Los Angeles at Obregon Park. Representatives distributed information on Customer Assistance to Seniors in the community. Customer Assistance distributed 400 Spanish and 100 English Senior CAP brochures, 400 English/Spanish CARE applications and 300 Medical Baseline flyers.	May 13, 2004
<b>Boeing Employee Health Fair</b>	Orange Coast Public Affairs participated in the Boeing Employee Health Fair. All programs offered by The Gas Company were discussed at the fair, and 100 English CAP brochures and 50 English Senior CAP brochures were distributed.	May 12, 2004
<b>Town Hall meeting, Rio Vista Mobile Home Park-- City of Pico Rivera</b>	Orange Coast Public Affairs and Customer Assistance participated a town hall meeting at the Rio Vista Mobile Home Park in the City of Pico Rivera. The topics that were discussed in Spanish and English were Customer Assistance programs and gas transmission work. CARE applications and Customer Assistance brochures in English and Spanish were distributed to 35 attendees.	May 11, 2004
<b>Apostolic Faith Home Assembly – Community Unity Day</b>	Customer Assistance participated in the Apostolic Faith Home Assembly – Community Unity Day. Representatives discussed programs and services offered by The Gas Company to members of the community in South Los Angeles and distributed 250 English and 250 Spanish CAP brochures, 200 English/Spanish CARE applications and 100 Medical Baseline flyers.	May 8, 2004
<b>Pomona Unified School District – Community Resource Fair</b>	Customer Assistance attended the first annual Pomona Unified School District Community Resource Fair. Parents and children of the Pomona Unified School District attended the Community Resource Fair to gather information on the various resources available in their community. Customer Assistance distributed 250 English and 250 Spanish CAP brochures, 200 English/Spanish CARE applications, and 100 Medical Baseline flyers.	May 8, 2004
<b>Inland Empire Business Journal Women &amp; Business Expo 2004</b>	Inland Empire Public Affairs participated in the Inland Empire Business Journal, Women & Business Expo at the Ontario Convention Center. Public Affairs had the opportunity to discuss programs and services offered by The Gas Company and distributed 300 Customer Assistance brochures.	May 7, 2004
<b>Branch Payment Offices – El Centro, Oxnard, Santa Barbara, Inglewood, South Gate, and Anaheim</b>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures as customer request; provided 1,000 English and 900 Spanish Customer Assistance Brochures.	May 1-31, 2004
<b>Beverly Hills Earth Day</b>	Public Affairs distributed information on Customer Assistance programs at the Beverly Hills Earth Day. Distributed 100 Senior CAP brochures in English	April 25, 2004

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Earth Day at the Los Angeles Zoo</b>	Mass Markets participated in the annual Earth Day at the Los Angeles Zoo. Representatives distributed information regarding energy efficiency programs, as well as Customer Assistance programs including 1,000 English and 700 Spanish CAP brochures, and 400 English/Spanish CARE applications.	April 24-25, 2004
<b>Lemon Festival – Upland</b>	Public Affairs in Inland Empire participated in the Upland Lemon Festival and distributed 250 English and Spanish CAP brochures, 200 DAP postcards, 300 English/Spanish CARE applications, and 200 Medical Baseline flyers.	April 24, 2004
<b>Venice Disaster Preparedness Expo</b>	Public Affairs distributed information on Customer Assistance programs at the Venice Disaster Preparedness Expo including 300 Senior CAP brochures in English	April 24, 2004
<b>Norwalk Safety Fair</b>	Public Affairs of Orange Coast participated in the Norwalk Safety Fair by overseeing a table display. Many in attendance were Spanish-speaking. Public Affairs distributed 60 English and 40 Spanish CAP brochures, and 70 English/Spanish CARE applications.	April 4, 2004
<b>Community Services Workshop – Pasadena</b>	Customer Assistance participated in the Community Services Workshop tradeshow. Customer Assistance discussed programs with various community base organizations in attendance and distributed 100 English CAP brochures and Medical Baseline flyers.	April 20-21, 2004
<b>Carnaval Primavera Festival</b>	Customer Assistance participated in the annual Carnaval Primavera in Huntington Park. Representatives who manned the booth spoke with attendees of the event one-on-one regarding our programs and services. They distributed 4,800 CAP brochures, 4,400 of those were in Spanish, and also distributed 2,100 English/Spanish CARE applications.	April 17-18, 2004
<b>Orange County Senior Expo</b>	Customer Assistance participated in the Orange County Senior Expo that took place at the Orange County Fairgrounds. Representatives from Customer Assistance had the chance to distribute our new Senior brochures. They distributed 2,100 English Senior CAP brochures and 2,100 CARE applications.	April 16-17, 2004
<b>Banner Health Fair – West Covina</b>	Public Affairs of Inland Empire participated in the Banner Health Fair in West Covina and distributed around 500 English/Spanish CARE applications.	April 17, 2004
<b>Earth Day at the Santa Monica Promenade</b>	Mass Markets participated in Earth Day at the Santa Monica Pier. Information regarding all Customer Assistance programs was distributed to those in attendance. Distributed 300 English and 200 Spanish CAP brochures and 300 English/Spanish CARE applications.	April 17, 2004

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Paint Your Heart Out Santa Ana</b>	Established a partnership with Paint Your Heart Santa Ana via Orange Coast Public Affairs. Public Affairs, Customer Assistance and PYHOSA agreed that PYHOSA would pass on information on Customer Assistance programs to the people they are signing up on their program. The Gas Company would work to qualify people on CARE and DAP before the date of housing painting. Supplied PYHOSA with 200 English/Spanish CARE applications, 100 Medical Baseline flyers, 150 DAP interest cards, 100 English and 100 Spanish Senior CAP brochures.	April 14, 2004
<b>Transitional Assistance Department – San Bernardino</b>	Public Affairs of Inland Empire and Customer Assistance met with the Transitional Assistance Department of San Bernardino to discuss a partnership and resulted in The Gas Company supplying them with 7,200 English and Spanish Senior CAP brochures.	April 13, 2004
<b>City of Los Angeles (Department of Aging)</b>	Public Affairs in Inland Empire and Customer Assistance met with the San Bernardino County Department of Aging to discuss a partnership. Resulted in The Gas Company supplying them with 9,000 English and Spanish Senior CAP brochures, 4,200 English/Spanish CARE applications, 30 CARE/DAP counter tops, and 1,500 additional CARE applications for CARE/DAP counter tops.	April 13, 2004
<b>CARECEN</b>	Strategy and Outreach conducted a workshop to 7 of their outreach workers. The workshop reviewed all programs and services offered by The Gas Company and Customer Assistance. Supplied them with 400 English/Spanish CARE applications, 3 DAP/CARE counter POPs, and 400 Spanish CAP brochures.	April 13, 2004
<b>City of Los Angeles (Department of Aging)</b>	Customer Assistance and City Public Affairs met with Department of Aging, City of Los Angeles to discuss a partnership with The Gas Company and The Department of Aging. Resulted in a possible pilot of The Gas Company's Senior Watch that will be reinstated, training the department's CARE manager's from their 16 sites and participating in a June Senior event.	April 12, 2004
<b>Garden Grove Safety Fair</b>	Public Affairs of Orange Coast participated in the Garden Grove Safety Fair by overseeing a table and distributed 10 English/Spanish CARE applications and 10 English Customer Assistance brochures.	April 4, 2004
<b>Auxiliary of Charles Drew Medical Society</b>	Public Affairs of Pacific Region spoke with 18 members of the Charles Drew Medical Society and distributed Senior Customer Assistance brochures and Medical Baseline flyers.	April 3, 2004
<b>Operation Hope (Maywood Hope Center)</b>	Operation Hope, a partnership made through community relations, has been distributing CAP brochures and CARE applications through their homebuyer's seminars. Distributed 35 CAP brochures and CARE applications.	April 2-30, 2004

**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

Media and Outreach	Summary	Timeline
<b>Operation Hope (Watts Hope Center)</b>	Operation Hope, a partnership made through community relations, has been distributing CAP brochures and CARE applications through their homebuyer's, small business and credit seminars and distributed 115 CAP brochures and CARE applications.	April 2-30, 2004
<b>Operation Hope</b>	Customer Assistance attended Operation Hopes monthly staff meeting to review Customer Assistance programs with the representatives from their various sites. Representatives agreed to distribute CARE applications and CAP brochures to those in attendance of the various seminars they conduct and Gas Co. provided them with 1,000 English, 500 Spanish, 200 Chinese, and 200 Korean CAP brochures. Also, provided them with 600 English/Spanish, 200 Korean and 200 Chinese CARE applications.	April 2, 2004
<b>Senior News Today</b>	Customer Assistance placed a four-color back page ad on Customer Assistance programs in the Senior News Today newspaper. There is an approximate distribution of 30,000.	April 1-17, 2004
<b>Field Operations Bases - Fontana Base</b>	SoCalGas Field Service Technicians continue to distribute Customer Assistance field brochures as they identify customers who may benefit from programs. Provided them with 2,200 field customer assistance brochures.	April 1-30, 2004
<b>Branch Payment Offices – Holly, Baldwin Hills, Visalia, San Fernando, Wilmington, Baldwin Hills, Van Nuys, and Covina</b>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customers' request and provided them 850 English and 850 Spanish Customer Assistance Brochures.	April 1-30, 2004
<b>Orange County's United Way</b>	Public Affairs and Strategy & Outreach met with the Director of Community Relations at Orange County's United Way. In the meeting Customer Assistance programs were discussed, along with the agenda of performing a workshop to all organizations affiliated with OCUW's "Keeping Kids on Track" program. Also discussed was incorporating program information in the financial literacy workshops included in their Somos Familias program with a pending date of June 3 <sup>rd</sup> for workshop to approximately 75 OCUW affiliated organizations.	March 22, 2004
<b>NAS Lemoore Air Show Event</b>	Strategy & Outreach assisted Northern Region Public Affairs with manning a booth at the NAS Lemoore Air Show. CARE capitation contractor, Visalia Emergency Aid Council also manned booth. Information on Customer Assistance programs and CARE, including 1,200 English and 1,300 Spanish CAP brochures, 1,200 CARE applications and 100 military brochures were distributed.	March 19-20, 2004



**Table C**  
**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

Media and Outreach	Summary	Timeline
<b>Celebrating Educational Opportunities for Hispanic Students Conference Event</b>	Strategy & Outreach attended the Celebrating Educational Opportunities for Hispanic Students Conference in San Diego. Attendees of this conference were superintendents and School Board Members of California, Arizona, Texas, and New Mexico. Strategy and Outreach was able to distribute information on Customer Assistance programs and make contacts with key school board members and superintendents. Interacted with 300 attendees of the conference and distributed approximately 150-200 packets that included CAP brochures and CARE applications.	March 19-20, 2004
<b>La Verne's Community Senior Services</b>	Strategy & Outreach along with Public Affairs in Inland Empire discussed key opportunities for senior outreach by leveraging their partnership. This includes referrals in Senior Helpline, Customer Assistance link to their website, presentations to the Senior Site Council from various centers, luncheon sponsorships, and program promotions to fifteen cities through their monthly and quarterly newsletters. On-going partnership was agreed upon to promote all Customer Assistance programs.	March 18, 2004
<b>Los Angeles Unified School District – Arlington Heights Elementary School Event</b>	SCG provided Customer Assistance information, including 250 English Customers Assistance brochures and 250 CARE applications for the Arlington Heights Elementary School Parents Resource Fair. An estimated 250 low-income families attended this resource fair in Southern Los Angeles to attain information on the various programs and services provided within the community	March 17, 2004
<b>Maternal Outreach Management System Event</b>	Public Affairs in the Orange Coast region provided 500 English/Spanish flyers (ad), which promote all Customer Assistance programs; this non profit is distributing to their families (primarily low income Hispanics).	March 17, 2004
<b>San Bernardino's Department of Aging</b>	Strategy & Outreach along with Public Affairs in Inland Empire proposed a partnership for co-sponsorship of the Senior Olympics and Senior Health Fair, promotion of our programs at their offices and neighboring cities, and participation in quarterly and monthly meetings. They agreed to assist with staffing, volunteers, events and luncheon meeting requirements. On-going partnership was agreed upon to promote all Customer Assistance programs.	March 16, 2004
<b>City of Banning (First Annual Housing Fair) Event</b>	Representatives from Customer Assistance Strategy & Outreach manned a table at the First Annual Housing Fair in Banning. Representatives had the opportunity to have one-to-one discussion with members of the community on Customer Assistance programs. Also, a workshop was given to review the qualifications of programs and answer any other questions regarding the programs. Distributed 200 English CAP brochures, 100 Spanish CAP brochures and 300 CARE applications.	March 13, 2004

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**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Kawanis of Chino, Chino Community Center Event</b>	Public Affairs presented information on Customer Assistance programs and CARE program and distributed 40 CARE applications.	March 11, 2004
<b>The Press-Enterprise</b>	The Press-Enterprise in San Bernardino and Riverside Counties featured a story on conducting DAP weatherization in a customer's home. Also, mentioned in the story was information on CARE's 20% rate discount. Story reached approximately 169,049 in both counties.	March 10, 2004
<b>Western Region Asian Pacific Agency Event</b>	Pacific Region Public Affairs spoke to the Western Region Asian Pacific Agency on Customer Assistance programs and provided the agency with 500 English, 250 Chinese, 100 Vietnamese, 100 Korean, and 100 Spanish Customer Assistance Programs.	March 8, 2004
<b>San Bernardino's Transitional Assistance Department</b>	Strategy & Outreach along with Public Affairs in Inland Empire met with San Bernardino's Transitional Assistance Department. In the meeting they agreed to provide key statistics to help promote Medical Baseline to seniors, American Indians and schools by utilizing their database of 100,000 medical recipients. This information will enable a comparison of our gap eligibility findings to their documentation. Strategy & Outreach plan to provide twenty facilities in San Bernardino County with Customer Assistance posters, application forms and brochures, including Yucca, Redlands, Barstow, Hesperia, Fontana, Needles, Ontario, Victorville, Colton, Rancho, Cucamonga, Adelanto and Twenty-Nine Palms. 20 Facilities mentioned will be sent CARE posters and applications and brochures on other Customer Assistance brochures.	March 8, 2004
<b>Los Angeles Marathon (Finishline Festival) – Event</b>	The Gas Company sponsored this year's LA Marathon Finishline Festival. Representatives were on site to assist runners and spectators at the finish line. Also, representatives distributed information and 300 CAP brochures on programs and services offered by The Gas Company.	March 7, 2004
<b>Educator Enrichment Day, La Mirada High School – Event</b>	Public Affairs in Orange Coast region attended the event and manned an information table for school teachers from So Cal, especially Southeast Los Angeles County with an emphasis to teachers that this could be shared with students in low-income areas. Distributed 50 CARE applications.	March 6, 2004
<b>Branch Payment Offices – Covina and San Bernardino</b>	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customers' request. Provided 600 English 500 Spanish Customer Assistance Brochures.	March 1-31, 2004
<b>Firestorms 2003 Presentation</b>	Orange Coast Public Affairs attended the Firestorm 2003 Presentation, where information on customer assistance programs was distributed, particularly CARE information, and 20 CARE applications were distributed.	February 26, 2004

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**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Barnsdale Neighborhood Association Meeting (East Hollywood)</b>	Pacific Region Public Affairs presented Customer Assistance programs to members of the Barnsdale Neighborhood Association Meeting. Majority of those in attendance were senior citizens interested in learning more about the programs. Distributed 20 English CAP brochures.	February 19, 2004
<b>Asian Business Coalition Mixer</b>	Orange Coast Region Public Affairs Managers attended the Asian Business Coalition Mixer at the Energy Resource Center in Downey. SoCalGas Energy Programs gave a presentation, which reviewed the CARE program, to both Orange County and Los Angeles Asian Business Association chapters. Provided information on Customer Assistance brochures, energy efficiency information, and distributed 100 English Customer Assistance brochures.	February 18, 2004
<b>Orange County's United Way Agencies In Action Meeting</b>	Public Affairs in Orange Coast and SoCalGas Strategy & Outreach attended the bi-monthly meeting with agencies affiliated with Orange County's United Way. Agencies in attendance included Senior Meals and Services, Inc., Boys and Girls Club of Tustin, and other agencies. SoCalGas was given the opportunity to discuss customer assistance programs to the various agencies in attendance, and distributed 30 Customer Assistance brochures.	February 5, 2004
<b>Foothill Presbyterian Hospital Senior Fair</b>	SoCalGas manned a table at the Foothill Presbyterian Hospital Senior Fair in Glendora, and distributed 300 English and 100 Spanish Senior Customer Assistance brochures and 400 CARE applications.	February 5, 2004
<b>SoCalGas Customer Correspondence</b>	SoCalGas provided Customer Correspondence with Customer Assistance brochures to distribute as customers request them via the customer contact center. Provided 1,000 English and 1,700 Spanish Customer Assistance Brochures.	February 4, 2004
<b>Lincoln Juarez Center</b>	Orange Coast Public Affairs visited the Lincoln Juarez Center in Santa Ana to discuss Customer Assistance programs and services. And distributed 100 English and 100 Spanish CAP brochures, and 50 CARE applications.	February 2, 2004
<b>Branch Payment Offices –</b> Hollywood, Bellflower, Riverside, Huntington Park, Watts, Monrovia, Lancaster, Santa Maria, San Dimas, San Pedro, and Pasadena	SoCalGas Branch Payment offices continue to distribute Customer Assistance brochures at customers' request. Provided English, 900 Spanish, 100 Chinese, 100 Vietnamese, and 100 Korean Customer Assistance Brochures.	February 1-28, 2004
<b>CARE Program Bill Insert</b>	During the month of January, all qualified non-CARE customers received a bill insert and a bill message that provided information about the CARE program in English and Spanish.	January 2004


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**CARE Media Campaign and Outreach Events**  
**Southern California Gas Company**  
**For October 2004**

<b>Media and Outreach</b>	<b>Summary</b>	<b>Timeline</b>
<b>Arcadia Chamber Business Expo</b>	Inland Empire Public Affairs participated in the Arcadia Chamber Business Expo. Information regarding customer assistance programs and roughly 500 Customer Assistance brochures were distributed to those in attendance.	January 31, 2004
<b>Asian Lantern Festival – Monterrey Park</b>	SCG participated in the annual Asian Lantern Festival in Monterrey Park, which reached approximately 80,000 Asian American customers through out Southern California. Distributed approximately 4,400 Asian language CARE and Customer Assistance brochures in Chinese, Vietnamese and Korean.	January 31 – February 1, 2004
<b>Rancho Fullerton Mobile Home Park</b>	Orange Coast Public Affairs conducted a presentation to residents of the Rancho Fullerton Mobile Home Park and discussed information on energy efficiency and customer assistance programs. They distributed 80 CARE applications in English	January 28, 2004
<b>Customer Service Contact Center</b>	SCG provided Redlands Customer Service Contact Center with 3,400 English and 3,400 Spanish customer assistance brochures. Brochures will be mailed to customers who request information on Customer Assistance programs.	January 21, 2004
<b>Asian American Expo – Pomona Fairplex</b>	SCG participated in the annual Asian American Expo at the Pomona Fairplex which reaches approximately 100,000 Asian American customers through out Southern California. Distributed 10,000 Asian language CARE and Customer Assistance brochures in Chinese, Vietnamese and Korean.	January 17-18, 2004
<b>Branch Payment Offices – Lancaster, Porterville, Oxnard, Baldwin Hills, and Compton</b>	SCG Branch Payment offices continue to distribute Customer Assistance brochures at customer's request, and provided 600 English and 500 Spanish Customer Assistance Brochures.	January 1-31, 2004

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of the foregoing **Monthly Report of Southern California Gas Company (U 904 G) on Rapid Deployment Efforts for October 2004** on all parties identified in R.04-01-006 on the attached service list by U. S. mail and electronic mail, and by Federal Express to Commissioner Carl W. Wood and Administrative Law Judge Sarah Thomas.

Dated at San Diego, California, this 22nd day of November 2004.

  
\_\_\_\_\_  
Laurie Delaney

## CALIFORNIA PUBLIC UTILITIES COMMISSION

### Service Lists

**Proceeding: R0401006 - PUC - LOW-INCOME PRO**

**Filer: PUC**

**List Name: LIST**

**Last changed: November 16, 2004**

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