

**/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.

Rulemaking 04-01-006

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

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October 21, 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. 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). This information is provided in Table 10.1.

This ninth report for PY2004 contains information on SoCalGas' low-income programs during the month of September 2004 along with the following tables:

- Table 1 – LIEE Program Expenses
- Table 4 – LIEE Measure Installations
- Table 6 – CARE Program Expenses
- Table 10 – CARE Rapid Deployment Progress
- Table 10.1 – DCSD CARE Automatic Enrollment
- Table 11 – CARE Random Verification Results
- Table 16 – CARE Participation-Combined Urban and Rural

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 supplemental filing of December 16, 2003. Edison, on behalf of the IOUs, made both filings with the Commission. Pending action on this filing by the Commission, SoCalGas is using this

updated eligibility information to provide information on CARE and LIEE customer participation and penetration for PY2004.

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

### **September Results – LIEE Installations**

SoCalGas processed and expensed the installation of weatherization measures in 4,316 homes for the month of September, bringing the year-to-date total to 33,234.

The total number of appliances serviced during September was 498, which included 332 furnace repairs, 113 furnace replacements and 53 water heater repairs. Year-to-date, 4,701 appliances have been serviced, which is comprised of 1,473 furnace repairs, 3,078 furnace replacements, 125 water heater repairs and 25 water heater replacements.

For the month of September, SoCalGas processed and expensed reimbursements for 80 Energy Education Workshops with 1,798 participants. Year-to-date, 686 workshops have been conducted and expensed with a total of 15,529 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 September, 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 September:

- On September 9, SoCalGas representatives attended the BizCon Conference held in the City of Garden Grove. Information about SoCalGas' Customer Assistance Programs (CAP) was distributed to those in attendance. Over 200 CAP brochures,

CARE applications and Direct Assistance Program (DAP) interest cards were distributed.

- SoCalGas representatives attended the 2<sup>nd</sup> Annual Celebrating Seniors event on September 16. Representatives discussed the various assistance programs currently available to SoCalGas customers. Over 3,400 Spanish and English CAP brochures, CARE applications, Medical Baseline flyers and DAP interest cards were distributed.
- SoCalGas representatives participated in the Corona Business Expo on September 21. Information on SoCalGas' assistance programs was distributed to those in attendance. Over 1,100 CAP brochures were distributed.
- On September 24, SoCalGas representatives meet with representatives from Recycle LA. The purpose of the meeting was to provide CAP brochures for distribution to multifamily residential complexes during the Recycle LA pilot program. Over 20,000 brochures were delivered.
- On September 25, SoCalGas representatives attended the Harvest Moon Festival. Information about the various programs available for SoCalGas customers was distributed to those in attendance. Over 600 CAP brochures and CARE applications were provided in Korean, Vietnamese and Chinese.

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

SoCalGas' LIEE Program expenditures for September totaled \$2.1 million for services processed and paid during the month, and \$20.6 million year-to-date. An additional \$322 thousand was spent on administration, for a year-to-date administration cost of \$3.0 million. Total costs year-to-date are 61% of budget. (See Table 1)

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

#### **September CARE Enrollment Results**

As of September 2004, 1,040,907 residential customers were enrolled in the CARE program, which is a net increase of 10,207 customers from August 2004. During the month of September, 37,488 new CARE applications were approved, which included 2,965 from CARE capitation contractors and 6,038 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 September in addition to the events reported in the LIEE September 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 attended the Los Angeles County Fair on September 8 through September 30. Information about the various programs available to SoCalGas customers was distributed to those in attendance. Over 10,700 CARE applications, CAP brochures and DAP interest cards were provided in both Spanish and English.
- On September 11 and 12, SoCalGas representatives attended the Latino Book & Family Festival in Los Angeles. Information about SoCalGas' assistance programs was distributed to those in attendance.
- SoCalGas representatives attended the Route 66 Rendezvous in San Bernardino on September 16 through September 19. Information on SoCalGas' assistance programs was distributed to those in attendance. Over 1,200 CARE applications, DAP interest cards and CAP brochures were provided.

- On September 17, SoCalGas representatives attended the Independent Living Center of Southern California Burbank. The purpose of this event was to provide disabled customers with information about the assistance programs currently available in their area. Representatives distributed CARE applications, Medical Baseline flyers and DAP interest cards 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**

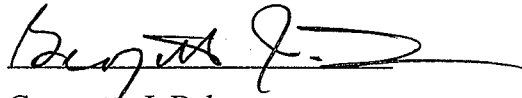
During September, CARE administrative expenses, including outreach, totaled \$644,626. Year-to-date SoCalGas has spent approximately \$3.5 million in administration which is 75% of the authorized 2004 CARE administrative budget. CARE rate and Service Establishment Charge discounts through September are \$52 million, which is 74% of the proposed 2004 CARE discount budget.

The comparison of actual expenses to the budgeted figures for September 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,



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|    | A   | B                            | E         | F                  | I          | J                  | M           | N              | Q           |
|----|---|------------------------------|-----------|--------------------|------------|--------------------|-------------|----------------|-------------|
| 1  | <b>Table 1 - LIEE Program Expenses</b>  |                              |           |                    |            |                    |             |                |             |
| 2  | Southern California Gas Company   |                              |           |                    |            |                    |             |                |             |
| 3  | September 2004  |                              |           |                    |            |                    |             |                |             |
| 4  |   |                              |           |                    |            |                    |             |                |             |
| 5  | A   | F                            | I         | R                  | AA         | AI                 | AM          | AU             | AY          |
| 6  |   | Gas - Current Month Expenses |           | Gas - YTD Expenses |            | PY 2004 Budget (1) |             | % YTD / Budget |             |
| 7  | LIEE Program  |                              |           |                    |            |                    |             |                |             |
| 8  |   | Base Program                 | Total     | Base Program       | YTD Total  | Base Program       | Grand Total | Base Program   | Grand Total |
| 9  | Energy Efficiency   |                              |           |                    |            |                    |             |                |             |
| 10 | - Gas Appliances  | 274,784                      | 274,784   | 4,843,915          | 4,843,915  | 9,830,500          | 9,830,500   | 49%            | 49%         |
| 11 | - Electric Appliances   |                              |           |                    |            |                    |             |                |             |
| 12 | - Weatherization  | 1,480,619                    | 1,480,619 | 12,586,400         | 12,586,400 | 17,747,839         | 17,747,839  | 71%            | 71%         |
| 13 | - Outreach & Assessment   | 310,368                      | 310,368   | 2,382,060          | 2,382,060  | 5,060,000          | 5,060,000   | 0%             | 0%          |
| 14 | -Energy Education   |                              |           |                    |            |                    |             |                |             |
| 15 | - In-Home & Workshops   | 82,236                       | 82,236    | 757,503            | 757,503    | 1,122,000          | 1,122,000   | 68%            | 68%         |
| 16 | Energy Efficiency TOTAL   | 2,148,006                    | 2,148,006 | 20,569,877         | 20,569,877 | 33,760,339         | 33,760,339  | 61%            | 61%         |
| 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   | (11,341)                     | (11,341)  | 187,661            | 187,661    | 16,000             | 16,000      | 1173%          | 1173%       |
| 26 | Inspections   | 141,643                      | 141,643   | 943,979            | 943,979    | 1,690,033          | 1,690,033   | 56%            | 56%         |
| 27 | Advertising   | 39,616                       | 39,616    | 309,481            | 309,481    | 540,800            | 540,800     | 0%             | 57%         |
| 28 | M&E Studies   | 0                            | 0         | 82,879             | 82,879     | 67,000             | 67,000      | 124%           | 124%        |
| 29 | Regulatory Compliance   | 6,908                        | 6,908     | 64,749             | 64,749     | 157,000            | 157,000     | 41%            | 41%         |
| 30 | Other Administration  | 106,800                      | 106,800   | 1,054,722          | 1,054,722  | 2,642,981          | 2,642,981   | 40%            | 40%         |
| 31 | Indirect Costs (2)  | 38,064                       | 38,064    | 394,917            | 394,917    | 0                  | 0           | 0%             | 0%          |
| 32 | Admin TOTAL   | 321,690                      | 321,690   | 3,038,388          | 3,038,388  | 5,113,814          | 5,113,814   | 59%            | 59%         |
| 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  | 0                            | 0         | 18,355             | 18,355     | 25,000             | 25,000      | 73%            | 73%         |
| 38 | Oversight Costs TOTAL   | 0                            | 0         | 18,355             | 18,355     | 25,000             | 25,000      | 0%             | 0%          |
| 39 |   |                              |           |                    |            |                    |             |                |             |
| 40 | TOTAL COSTS   | 2,469,697                    | 2,469,697 | 23,626,621         | 23,626,621 | 38,899,153         | 38,899,153  | 61%            | 61%         |
| 41 | CO Tests  | 133,329                      | 133,329   | 1,279,152          | 1,279,152  | 0                  | 0           | 0%             | 0%          |
| 42 | Total Program Costs   | 2,603,026                    | 2,603,026 | 24,905,773         | 24,905,773 | 38,899,153         | 38,899,153  | 61%            | 61%         |
| 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     | C                  | F     | G                             | J     | K                  | N                 |
|----|--|-------|--------------------|-------|-------------------------------|-------|--------------------|-------------------|
| 1  | <b>Table 4 - LIEE Measure Installations</b>  |       |                    |       |                               |       |                    |                   |
| 2  | <b>Southern California Gas Company</b>   |       |                    |       |                               |       |                    |                   |
| 3  | <b>September 2004</b>  |       |                    |       |                               |       |                    |                   |
| 4  |  |       |                    |       |                               |       |                    |                   |
| 5  | Measures   | Units | Current Month      |       |                               |       | YTD Completed      |                   |
| 6  |  |       | Completed and Paid |       | Initiated - Not Completed (1) |       | Completed and Paid |                   |
| 7  |  |       | Base               | Total | Base                          | Total | Base Jan to Date   | Total Jan to Date |
| 8  |  |       |                    |       |                               |       |                    |                   |
| 9  | <b>Furnaces</b>  |       |                    |       |                               |       |                    |                   |
| 10 | - Repair - Gas - SF  | Each  | 296                | 296   | 0                             | 0     | 1,294              | 1,294             |
| 11 | - Repair - Gas - MF  | Each  | 12                 | 12    | 0                             | 0     | 68                 | 68                |
| 12 | - Repair - Gas - MH  | Each  | 24                 | 24    | 0                             | 0     | 111                | 111               |
| 13 | - Replacement - Gas - SF   | Each  | 93                 | 93    | 0                             | 0     | 2,778              | 2,778             |
| 14 | - Replacement - Gas - MF   | Each  | 2                  | 2     | 0                             | 0     | 74                 | 74                |
| 15 | - Replacement - Gas - MH   | Each  | 18                 | 18    | 0                             | 0     | 226                | 226               |
| 16 | <b>Infiltration &amp; Space Conditioning</b>   |       |                    |       |                               |       |                    |                   |
| 17 | - Cover Plates/Gaskets   | Home  | 3,377              | 3,377 | 2,529                         | 2,529 | 26,914             | 26,914            |
| 18 | - Evaporative Cooler/Air Cond. Covers - SF   | Home  | 79                 | 79    | 59                            | 59    | 935                | 935               |
| 19 | - Evaporative Cooler/Air Cond. Covers - MF   | Home  | 213                | 213   | 160                           | 160   | 1,040              | 1,040             |
| 20 | - Evaporative Cooler/Air Cond. Covers - MH   | Home  | 13                 | 13    | 10                            | 10    | 226                | 226               |
| 21 | - HVAC Air Filter Replacement  | Home  |                    |       |                               |       |                    |                   |
| 22 | <b>Weatherization</b>  |       |                    |       |                               |       |                    |                   |
| 23 | - Attic Insulation - SF  | Home  | 83                 | 83    | 156                           | 156   | 1,102              | 1,102             |
| 24 | - Attic Insulation - MF  | Home  | 24                 | 24    | 45                            | 45    | 416                | 416               |
| 25 | - Attic Insulation - MH  | Home  | 0                  | 0     | 0                             | 0     | 0                  | 0                 |
| 26 | - Water Heater Blanket - SF  | Home  | 204                | 204   | 153                           | 153   | 2,851              | 2,851             |
| 27 | - Water Heater Blanket - MF  | Home  | 165                | 165   | 124                           | 124   | 1,155              | 1,155             |
| 28 | - Water Heater Blanket - MH  | Home  | 19                 | 19    | 14                            | 14    | 151                | 151               |
| 29 | - Low Flow Showerhead - SF   | Home  | 1,604              | 1,604 | 1,201                         | 1,201 | 14,852             | 14,852            |
| 30 | - Low Flow Showerhead - MF   | Home  | 2,204              | 2,204 | 1,650                         | 1,650 | 14,267             | 14,267            |
| 31 | - Low Flow Showerhead - MH   | Home  | 98                 | 98    | 73                            | 73    | 1,436              | 1,436             |
| 32 | - Door Weatherstripping - SF   | Home  | 1,670              | 1,670 | 1,251                         | 1,251 | 15,599             | 15,599            |
| 33 | - Door Weatherstripping - MF   | Home  | 2,390              | 2,390 | 1,790                         | 1,790 | 14,936             | 14,936            |
| 34 | - Door Weatherstripping - MH   | Home  | 95                 | 95    | 71                            | 71    | 1,501              | 1,501             |
| 35 | - Caulking - SF  | Home  | 57                 | 57    | 43                            | 43    | 700                | 700               |
| 36 | - Caulking - MF  | Home  | 49                 | 49    | 37                            | 37    | 558                | 558               |
| 37 | - Caulking - MH  | Home  | 8                  | 8     | 6                             | 6     | 144                | 144               |
| 38 | - Minor Home Repairs - SF  | Home  | 1,661              | 1,661 | 1,244                         | 1,244 | 15,360             | 15,360            |
| 39 | - Minor Home Repairs - MF  | Home  | 2,191              | 2,191 | 1,641                         | 1,641 | 13,862             | 13,862            |
| 40 | - Minor Home Repairs - MH  | Home  | 54                 | 54    | 40                            | 40    | 917                | 917               |
| 41 | - Attic Access Weatherstripping (2)  | Home  |                    |       |                               |       |                    |                   |
| 42 | <b>Water Heater Savings</b>  |       |                    |       |                               |       |                    |                   |
| 43 | - Water Heater Pipe Wrap - SF  | Home  | 5                  | 5     | 4                             | 4     | 119                | 119               |
| 44 | - Water Heater Pipe Wrap - MF  | Home  | 2                  | 2     | 1                             | 1     | 40                 | 40                |
| 45 | - Water Heater Pipe Wrap - MH  | Home  | 1                  | 1     | 1                             | 1     | 37                 | 37                |
| 46 | - Faucet Aerators - SF   | Home  | 1,677              | 1,677 | 1,256                         | 1,256 | 15,259             | 15,259            |
| 47 | - Faucet Aerators - MF   | Home  | 2,356              | 2,356 | 1,764                         | 1,764 | 14,764             | 14,764            |
| 48 | - Faucet Aerators - MH   | Home  | 113                | 113   | 85                            | 85    | 1,553              | 1,553             |
| 49 | Miscellaneous Measures(Weatherization -- Electric)   | Home  | 4,316              | 4,316 | 3,232                         | 3,232 | 33,234             | 33,234            |
| 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  |                    |       |                               |       |                    |                   |
| 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     | 125                | 125               |
| 69 | - Evaporative Cooler Maintenance   | Each  |                    |       |                               |       |                    |                   |
| 70 | <b>Energy Education</b>  |       |                    |       |                               |       |                    |                   |
| 71 | - Outreach & Assessment  | Home  | 4,316              | 4,316 | 3,232                         | 3,232 | 33,234             | 33,234            |
| 72 | - In-Home Education  | Home  | 4,291              | 4,291 | 0                             | 0     | 33,064             | 33,064            |
| 73 | - Education Workshops (4)  | Home  | 1,798              | 1,798 | 0                             | 0     | 15,529             | 15,529            |
| 74 | <b>TOTAL HOMES</b>   |       |                    |       |                               |       |                    |                   |
| 75 | Total Number of Homes Treated  | Home  | 4,814              | 4,814 |                               |       | 37,935             | 37,935            |
| 76 | Total Number of Homes Weatherized  | Home  | 4,316              | 4,316 |                               |       | 33,234             | 33,234            |
| 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  | C                                | D   | E                             | F  | G                                   | H                                  | I                  | J                         | K                       |
|----|--|--|----------------------------------|---|-------------------------------|--|-------------------------------------|------------------------------------|--------------------|---------------------------|-------------------------|
| 1  | <b>Table 10 - CARE Enrollment, Recertification, and Attrition</b>                                      |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 2  | <b>Southern California Gas Company</b>   |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 3  | <b>September 2004</b>  |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 4  |  | Gross Enrollment From Automatic Enrollment | Gross Enrollment From Capitation | Gross Enrollment Other Sources (Not Including Recertification Enrollment) | Total Gross Enrollment B+ C+D | Gross Enrollment From Recertification <sup>1</sup> | Total Adjusted Gross Enrollment E+F | Attrition (Drop Offs) <sup>2</sup> | Net Enrollment G-H | Adjusted Net Enrollment F | Total CARE Participants |
| 5  | December-03  |  |                                  |   |                               |  |                                     |                                    |                    |                           | 957,602                 |
| 6  | January-04   | 8,482                                      | 8,305                            | 18,811  | 35,598                        | 17,621   | 53,219                              | 34,619                             | 18,600             | 979                       | 958,581                 |
| 7  | February-04  | 5,141                                      | 6,867                            | 23,638  | 35,646                        | 12,283   | 47,929                              | 21,816                             | 26,113             | 13,830                    | 972,411                 |
| 8  | March-04   | 7,895                                      | 8,602                            | 28,980  | 45,477                        | 15,382   | 60,859                              | 27,088                             | 33,771             | 18,389                    | 990,800                 |
| 9  | April-04   | 6,518                                      | 5,184                            | 22,180  | 33,882                        | 20,206   | 54,088                              | 19,776                             | 34,312             | 14,106                    | 1,004,906               |
| 10 | May-04   | 5,690                                      | 1,015                            | 27,563  | 34,268                        | 14,878   | 49,146                              | 25,939                             | 23,207             | 8,329                     | 1,013,235               |
| 11 | June-04  | 5,907                                      | 4,330                            | 25,174  | 35,411                        | 15,032   | 50,443                              | 24,032                             | 26,411             | 11,379                    | 1,024,614               |
| 12 | July-04  | 11,375                                     | 1,891                            | 21,672  | 34,938                        | 23,881   | 58,819                              | 34,261                             | 24,558             | 677                       | 1,025,291               |
| 13 | August-04  | 8,212                                      | 1,834                            | 16,657  | 26,703                        | 17,432   | 44,135                              | 21,294                             | 22,841             | 5,409                     | 1,030,700               |
| 14 | September-04   | 6,038                                      | 2,965                            | 28,485  | 37,488                        | 16,995   | 54,483                              | 27,281                             | 27,202             | 10,207                    | 1,040,907               |
| 15 | October-04   |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 16 | November-04  |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 17 | December-04  |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 18 | 2004 Totals  | 65,258                                     | 40,993                           | 213,160   | 319,411                       | 153,710  | 473,121                             | 236,106                            | 237,015            | 83,305                    |                         |
| 19 |  |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 20 | Notes:   |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 21 | 1 Recertifications completed regardless of month requested.  |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |
| 22 | 2 The drop off includes self-declined applications, ineligible applications, and closed CARE accounts. |  |                                  |   |                               |  |                                     |                                    |                    |                           |                         |

|    | A  | B                               | C                               | D          | E |
|----|--|---------------------------------|---------------------------------|------------|---|
| 1  | <b>Table 10.1 - DCSD CARE Automatic Enrollment</b>   |                                 |                                 |            |   |
| 2  | <b>Southern California Gas Company</b>   |                                 |                                 |            |   |
| 3  | <b>September 2004</b>  |                                 |                                 |            |   |
| 4  |  |                                 |                                 |            |   |
| 5  |  | <b>Data File 1<br/>May 2004</b> | <b>Data File 2<br/>Aug 2004</b> | <b>YTD</b> |   |
| 6  | <b>File As Received:</b>   |                                 |                                 |            |   |
| 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                           | 1,106                           | 9,878      |   |
| 10 | <b>Name not Matched/Bill<br/>Account Not Matched</b>   | 109                             | 23                              | 132        |   |
| 11 | <b>Ineligible Accounts</b>   | 64                              | 35                              | 99         |   |
| 12 | <b>Opt Out Letters Sent</b>  | 2,717                           | 1,072                           | 3,789      |   |
| 13 |  |                                 |                                 |            |   |
| 14 | <b>Enrollment Results:</b>   |                                 |                                 |            |   |
| 15 | <b>Enrolled on CARE from Other<br/>Sources During Opt-Out Period 1</b>                                       | 0                               | 0                               | 0          |   |
| 16 | <b>Number Opting Out</b>   | 0                               | 0                               | 0          |   |
| 17 | <b>Other Non-Eligible Accounts 2</b>   | 154                             | 40                              | 194        |   |
| 18 | <b>Pending</b>   |                                 |                                 |            |   |
| 19 | <b>Number Enrolled</b>   | 2,563                           | 1,032                           | 3,595      |   |
| 20 |  |                                 |                                 |            |   |
| 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.  |                                 |                                 |            |   |

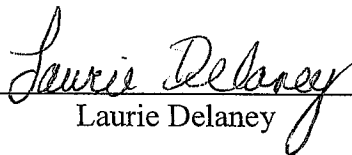
|    | A   | B                     | C                        | D                     | E  | F   | G             | H                                     | I                             |
|----|---|-----------------------|--------------------------|-----------------------|--|---|---------------|---------------------------------------|-------------------------------|
| 1  | <b>Table 11 - CARE Standard Program Random Verification Results</b>   |                       |                          |                       |  |   |               |                                       |                               |
| 2  | <b>Southern California Gas Company</b>  |                       |                          |                       |  |   |               |                                       |                               |
| 3  | <b>September 2004</b>   |                       |                          |                       |  |   |               |                                       |                               |
| 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  |                       |                          |                       |  |   |               |                                       |                               |
| 47 | November-04   |                       |                          |                       |  |   |               |                                       |                               |
| 48 | December-04   |                       |                          |                       |  |   |               |                                       |                               |
| 49 | <b>Total For PY 2004</b>  | <b>1,040,907</b>      | <b>129,948</b>           | <b>12%</b>            | <b>58,144</b>  | <b>3,748</b>  | <b>61,892</b> | <b>48%</b>                            | <b>6%</b>                     |
| 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                |
|----|--|--------------------|--------------------------------|------------------------------------|-------------------------|-----------------|------------------------------|------------------|
| 1  | <b>Table 16 - CARE Participation - Combined Rural and Urban<br/>Southern California Gas Company<br/>September 2004</b> |                    |                                |                                    |                         |                 |                              |                  |
| 2  |  |                    |                                |                                    |                         |                 |                              |                  |
| 3  |  |                    |                                |                                    |                         |                 |                              |                  |
| 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   |                    |                                |                                    |                         |                 |                              |                  |
| 15 | Nov-04   |                    |                                |                                    |                         |                 |                              |                  |
| 16 | Dec-04   |                    |                                |                                    |                         |                 |                              |                  |

**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 September 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 21st day of October 2004.

  
Laurie Delaney