



**SOUTHERN CALIFORNIA GAS COMPANY (U-904-G)
NINETEENTH ANNUAL PROGRESS REPORT ON THE
CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM
JANUARY 2007 – DECEMBER 2007**

May 1, 2008

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**CARE PROGRESS REPORT
 RESIDENTIAL AND EXPANDED PROGRAMS**

January 1, 2007 through December 31, 2007

CARE RESIDENTIAL PROGRAM

Individual and Submetered Participants (Tenants of Qualifying Master-Metered Customers)

I. Participant Information

A. Provide the total number of residential CARE customers, including submetered tenants, by month, by energy source, for the reporting period.

See Table 1.

TABLE 1		
Residential CARE Program		
Gas Customers by Month		
PY2007	CARE Customers	Percentage Change
Jan	1,254,019	-0.93%
Feb	1,241,939	-0.96%
Mar	1,234,761	-0.58%
Apr	1,242,433	0.62%
May	1,251,947	0.77%
Jun	1,263,062	0.89%
Jul	1,270,163	0.56%
Aug	1,277,784	0.60%
Sep	1,291,437	1.07%
Oct	1,301,014	0.74%
Nov	1,323,495	1.73%
Dec	1,332,614	0.69%

1. Explain any monthly variance of 5% or more in the number of participants.

Southern California Gas Company (SoCalGas) did not experience any month-to-month variations in CARE customer participation of more than five percent in 2007.

B. Describe the methodology, sources of data, and key computations used to estimate the utility's CARE penetration rates by energy source.

1. Describe the estimates of current demographic CARE-eligibility rates, by energy source.

CARE eligibility for program year (PY) 2007 was developed using the joint utility methodology approved by the California Public Utilities Commission (Commission or CPUC) in Decision (D.) 01-03-028. This method entails annual estimation of CARE eligibility at the small area (block group, census tract, zip) for each utility as well as the state.

Sources for this estimation include the Commission's current guidelines, current year small area vendor distribution on household characteristics, Census Public Use Microdata Sample (PUMS) 2000 and PUMS 2004-2006 sample data, utility meter and master meter household counts, Department of Finance Consumer Price Index (CPI) series and various Geographic Information System (GIS) sources.

Each month SoCalGas applies the county and utility level eligibility factors to a new set of "technical eligibility counts", for CARE this includes both the metered and submetered housing units. Once the factors are applied, an estimate of income eligible customers is generated.

2. Describe how the estimates of current CARE-eligible meters were derived. Explain how total residential meters were adjusted to reflect CARE-eligible meters (including submetered tenants) and CARE-ineligible meters (i.e., master meters that are not submetered or other residential meter configurations that do not provide residential service.)

A count of all active residential meters and residential sub-metered units, minus residential accounts with billing tariffs that do not qualify for CARE, is used to derive the number of eligible residential meters (i.e., households). By using tariff rates as the criteria for counting, all non-eligible master-metered accounts were not included in the CARE eligible meter count.

3. Discuss how the estimates of current CARE-eligible households were developed.

Estimated CARE eligible rates, developed as described in the response to question I.B.1 above, were applied to the current count of CARE eligible

meters, developed as described in the response to I.B.2 above, to the estimated number of CARE eligible households to estimate the number of CARE-eligible households in SoCalGas' service territory.

4. Describe how current CARE customers were counted.

Each month SoCalGas calculates the number of CARE customers based on the total number of residential customers billed monthly on the CARE rate.

Although residential sub-metered customers are not billed individually by SoCalGas, SoCalGas maintains the information of all participating tenants in sub-metered facilities. The sub-metered CARE customer count is included in the total number reported monthly as part of SoCalGas' Monthly Reports on Low-Income Assistance Programs.

5. Discuss how the elements above were used to derive the utility's CARE participation rates by energy source.

The formula for calculating CARE-participation rates is:

$$\frac{\text{Number of CARE Customers}}{\text{Number of Estimated CARE-Eligible Households}}$$

C. Provide the total number of CARE residential customers, CARE-eligible households, and CARE participation rates, by energy source, by quarter.

See Table 2.

TABLE 2			
CARE Residential Penetration Rate Gas			
PY2007 Quarter Ending	CARE Residential Customers	CARE Eligible Customers	CARE Penetration Rate
March 31	1,234,761	1,759,452	70.2%
June 30	1,263,062	1,759,869	71.8%
September 30	1,291,437	1,759,836	73.4%
December 31	1,332,614	1,765,408	75.5%

As a result of SoCalGas' direct mailings, bill inserts, telephone campaigns, third party outreach, community events, mass media, community-based organizations (CBO) and CARE process improvements, SoCalGas increased its net CARE participation by 66,831 customers in PY2007. As of December, 2007 SoCalGas had the highest participation rate in the state.

D. Provide the estimates of current demographic CARE-eligibility rates by energy source at year-end.

SoCalGas is a single energy-source utility (natural gas). At year-end 2007, 33.49% or 1,765,297 of SoCalGas' 5,271,118 residential meters were estimated to be eligible for the CARE discount on their monthly gas bills.

E. Provide the estimates of current CARE-eligible submetered tenants of master-meter customers by energy source at year-end.

At year-end 2007, SoCalGas had 144,247 sub-metered tenants in 1,817 master-meter facilities. Assuming 33.49% of its residential customers are eligible for CARE, SoCalGas estimates that 48,308 of its sub-metered tenants are CARE eligible.

F. Provide the current CARE submetered tenant counts by energy source at year-end.

SoCalGas had 38,804 CARE sub-metered customers at year-end 2007.

G. Provide the current CARE submetered tenant penetration rates by energy source at year-end.

SoCalGas estimates that 80.3 % of its CARE eligible sub-metered customers were enrolled in the CARE Program at year-end 2007.

H. Discuss any problems encountered during the reporting period administering the CARE program for submetered tenants and/or master-meter customers.

2007 was an outstanding year for CARE enrollment of sub-metered tenants in the SoCalGas service territory. SoCalGas had a 5,877 or 18% CARE participant increase in sub-metered facilities during PY2007. This increase was attributed to a very successful direct mail campaign in July, when SoCalGas mailed 118,000 CARE applications directly to non-CARE

enrolled sub-metered tenants. The sub-metered tenants were selected based on SoCalGas' best effort to extrapolate possible non-participating space numbers from current CARE tenant listings. Due to the imperfect mailing addresses, the incoming direct mail applications for this campaign created processing challenges which required additional manpower.

SoCalGas' customer database does not contain all individual street addresses within each park. Many individual addresses within the park are often different from the mobile home parks' addresses. Officially, sub-metered tenants are not customers of SoCalGas and knowledge of the addresses of non-CARE tenants in a sub-metered facility is not required for proper billing and natural gas service.

SoCalGas only obtains tenant names and addresses in sub-metered facilities for tenants who have been approved for the program. Tracking the names and space numbers is necessary for the CARE discount calculation and annual CARE recertification. From these CARE spaces, SoCalGas deduced what other space numbers, not on CARE, possibly existed within each park. Direct mail applications were then sent to these addresses. Many applications were returned undeliverable especially from the parks that had more than one private street name. SoCalGas also experienced a few incidences where the applications, intended for the tenants in the sub-metered parks, were delivered to the park owner and or manager instead which caused extra work or confusion for the park owners and or managers.

Due to the address issues, all returned applications required careful validation to ensure the tenants were not already approved for CARE at a different space number.

Although the direct mail campaign to sub-metered tenants demanded a great deal of management and administration in PY2007, SoCalGas plans to repeat this campaign in PY2008 because this proven campaign is a vital way to increase CARE participation among sub-metered tenants.

Other than the challenges from the direct mail campaign, SoCalGas did not encounter any other notable problems in administering the CARE program for sub-metered tenants or master-metered customers in PY2007.

II. Usage and Bill Information

A. Provide a comparison of CARE and non-CARE residential usage by Baseline and Non-Baseline, excluding usage of residential master-meter customers, by energy source.

See Table 3.

TABLE 3			
Average Monthly Gas Usage Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms Baseline	Gas Therms Non-Baseline	Total
Non-CARE	28.2	14.5	42.7
CARE	23.0	8.2	31.2

B. Provide a comparison of the average monthly bill for CARE and non-CARE residential customers, excluding bills of master-meter residential customers, by energy source.

See Table 4.

TABLE 4	
Average Monthly Gas Bill Residential Non-CARE vs. CARE Customers (Dollars per Customer)	
Customer	Gas
Non-CARE	\$46.64
CARE	\$28.10

III. Program Costs

A. Discount Cost

1. State the average monthly CARE discounts received, in dollars per CARE customer, by energy source.

The average monthly discount received per SoCalGas CARE customer in PY2007 was \$6.69¹ per month. This does not include the CARE

¹ The average monthly rate discount was computed by dividing the CARE rate discount recorded to the CARE balancing account in 2007 by the monthly residential CARE customers: the total of the 12 months was then divided by 12 for the average monthly CARE discount per customer.

customers who received a discount on their Service Establishment Charge (SEC).

2. State the annual subsidy (discount) for all CARE customers by energy source.

SoCalGas' CARE customers received \$102,288,784 in natural gas rate discounts and \$2,765,065 in SEC discounts in 2007. The 2007 annual subsidy for all SoCalGas CARE customers exceeded \$105.1 million.

B. Administrative Cost

1. Show the CARE Residential Program's administrative cost by category.

See Table 5.

TABLE 5			
CARE Residential Program			
CARE Costs and Reporting Classifications			
Category	Cost		
	Residential	Expansion ¹	Total
Outreach	\$2,478,878	\$0	\$2,478,878
Processing, Certification and Verification	\$957,800	\$0	\$957,800
Information Technology/Programming	\$251,883	\$0	\$251,883
Measurement and Evaluation	\$15,099	\$0	\$15,099
Regulatory Compliance	\$213,664	\$0	\$213,664
General Administration	\$537,264	\$0	\$537,264
CPUC Energy Division Staff Funding	\$57,646	\$0	\$57,646
Total Program Costs	\$4,512,234	\$0	\$4,512,234
Subsidies and Benefits – Rate Discounts, SEC discounts	\$105,053,849	\$0	\$105,053,849
TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$109,566,083	\$0	\$109,566,083

1. Due to the relatively small dollar amount, SoCalGas does not record the CARE Expansion Program's administration cost separately from the regular CARE program cost.

2. Explain what is included in each administrative cost category.

Outreach: Included within this category are costs for the printing and mailing of CARE applications and or documents, the printing and mailing

of the SB920² annual notification, postage, bill inserts, brochures, flyers, advertising, direct mailing campaigns, telephone campaigns, third party outreach, community event sponsorships and support, distribution of collateral materials, outreach staff labor, and other outreach and enrollment efforts. Capitation payments and any agency-related outreach support efforts are also included in this category. Capitation payments are compensation fees paid to third party and community-based organizations that assist SoCalGas in enrolling hard-to-reach CARE-eligible customers in the program.

Processing, Certification and Verification: Costs include the CARE Administration Group labor and data entry costs. The function of the CARE group includes: 1) opening and sorting CARE application forms; 2) processing all CARE applications; 3) initiating and responding to customers' inquiries regarding CARE applications and or the program; and 4) tracking CARE enrollment and operating statistics in support of operations, management, and regulatory reporting.

Information Technology (IT)/Programming: Included in this category are IT staff costs to maintain the CARE billing system, CARE documents, CARE database, system reports, data exchange with other utilities: to conduct system enhancements to comply with CPUC mandates; and improve operational efficiency.

Measurement and Evaluation: This category includes costs for CARE participation eligibility updates.

Regulatory Compliance: These costs include labor and non-labor costs for the preparation and filing of various regulatory filings including: program applications, advice letter filings, comments and tariff revisions, preparation of reports and studies; attendance at working group meetings, and public input meetings and other CPUC hearings or meetings.

General Administration: General administration costs include program management labor, office supplies, market research, and general business expenses.

² SB 920 requires that homeowners and residents of a master-metered park shall receive notification in their utility billing statement of the assistance available to them under the CARE program. This notification must be received on or before February 1st of each year.

CPUC Energy Division Staff Funding: This category includes costs incurred by Energy Division staff in support of the CPUC's authorized low-income programs.

C. Provide the year-end December 31 balance for the CARE balancing account.

As of December 31, 2007, the CARE balancing account was under-collected by \$6,334,665. The under-collection balance is primarily due to SoCalGas not receiving its 3rd quarter 2007 reimbursement from the State Board of Equalization by year-end.³ The 3rd quarter reimbursement of \$20.8 million was received in January, 2008.

D. Describe which cost categories are recorded to the CARE balancing account and which are included in base rates.

There are no CARE cost categories that are included in base rates.⁴

Currently, pre-2008 call center costs related to the CARE program are being recorded in a separate memorandum account (Interim Call Center Memorandum Account)⁵. These costs are held until they are reviewed by the Commission and authorized for recovery in SoCalGas' 2008 General Rate Case (GRC). In addition, post-2008 call center costs related to the CARE program are proposed to be included in GRC base rates.

³ AB 1002, Section 892 – 892.2 requires gas utility companies to submit all revenue collected on behalf of AB 1002 and submit it to the State Board of Equalization. On or before the last day of each month following the calendar quarter the utility will request the funds for the preceding quarterly period.

⁴ D.05-04-052, OP.19 authorized the utilities to recover call center costs in base rates. No call center costs may be charged to the CARE program.

⁵ Advice No. 3524-A established the Interim Call Center Memorandum Account to record call center labor costs incurred as a result of the CARE program.

E. Provide a table showing, by customer class, the CARE surcharge paid, the average bill paid, the percentage of CARE surcharge paid relative to the average bill, the total CARE surcharge collected, and the percentage of total CARE revenues paid.

See Table 6.

TABLE 6					
CARE Surcharge and Revenue Collected by Customer Class – Gas					
Customer Class	Average Monthly CARE Surcharge	Average Monthly Bill	CARE Surcharge		
			Percent of Bill	Revenue Collected	Percentage Revenue Collected
Residential	\$1.04	\$46.64	2.22%	\$49,235,945	42.70%
Core C & I	\$11.61	\$392.27	2.96%	\$29,455,523	25.55%
Non-Core C & I	\$4,587.53	\$9,407.46	48.76%	\$36,603,908	31.75%

IV. Outreach

A. Discuss utility outreach activities and those undertaken by third parties on the utility’s behalf.

In an effort to continue to provide exceptional service to our low-income customers, SoCalGas focused on increasing CARE program participation and awareness through the use of mass media, targeted mailing and community outreach events. New this year was the addition of multiple utility-telecommunications - CPUC “bill information fairs” where the CARE program was heavily promoted.

- **Mass Media:** SoCalGas used various forms of mass media including radio, TV, print (newspapers and magazines), direct mail, bill inserts, bill messages, internet communications, automated outbound calling and community events to inform customers of both the CARE program benefits and associated eligibility guidelines. Media messages were communicated in English, Spanish, Chinese (Mandarin) and Korean. Cross promotion with other Customer Assistance (CA) energy programs and events were used whenever possible to increase program awareness and reduce costs.

- **Targeted Mailing:** Building on the success of the 2006 CARE program year, SoCalGas expanded the use of targeted direct mail for program enrollment purposes in 2007 (978,746 pieces). SoCalGas continues to research ways to cost-effectively improve its direct mail results, and tested a new targeting methodology in 2007 which increased response rates. Campaigns are bi-lingual (English and Spanish) and an Asian language and English language campaign was conducted in September. New for 2007 was a sub-meter customer direct mail campaign which produced almost 6,000 CARE enrollments in this hard-to-reach customer segment. Continual concentration on high gap (income-eligibility) demographic profiling, coupled with historical trend and correlation analysis enables this methodology to remain an effective outreaching medium for increasing CARE program enrollment.
- **Grassroots Outreach:** This technique was used by SoCalGas to raise overall public awareness of the CARE program and to identify low-income customers who traditionally have not responded to other traditional forms of program outreach. By leveraging SoCalGas' relationships with local politicians, CBOs and internal personnel, events are held throughout the service territory to both enroll CARE customers and inform the community of the multiple energy-related assistance programs available to them. Local politicians, along with print, radio and television media, are invited to these outreach events to further expand their effectiveness. Press releases describing the events are also developed and distributed to SoCalGas mass media contacts. In 2007, the CARE program benefited from two Low-Income Energy Efficiency (LIEE) events, the "neighborhood weatherization events" held in the cities of Boyle Heights and Ontario, where eligible customers were cross enrolled into both the LIEE and CARE programs when possible. The Boyle Heights event was held in conjunction with the California Public Utility Commission's Bill Clinic. Representatives from various Telecommunications companies, the Los Angeles Department of Water and Power (LADWP), the Metropolitan Water District (MWD), staff from Council District 14 as well as other organization in the community participated in the event. CPUC Commissioner Diane Grueneich was also in attendance.

1. SoCalGas Outreach Activity

Mass Media: In PY2007, SoCalGas conducted a month-long communication campaign which ran throughout February. The campaign included radio, television, and newspaper ads as well as bill inserts, bill messages, community events and automated outbound

messages. This strategy was designed to increase message awareness by leveraging the effect of the heightened bill sensitivity typically experienced by SoCalGas customers during the month of January due to colder weather. The mass media plan was also timed to coincide with the February system-wide CARE application bill insert that was distributed to all SoCalGas residential customers not enrolled in the CARE program. A smaller winter CARE radio campaign was conducted in November. These mass media activities included:

- **February:** SoCalGas conducted radio advertising campaigns for the English, Spanish, and Asian speaking customers. The objective of these campaigns was to build overall customer awareness of the CARE program, while encouraging eligible customers to enroll. The strategy involved targeting the general audience income-eligible adult customers (renters and homeowners) and Hispanic and Asian customers, ages 18 and above. The geographic targets were cities within the following areas: City of Los Angeles Metropolitan (LA), Oxnard and Ventura counties, and Riverside and San Bernardino counties. The media used for the general audience consisted of four weeks of 15 and 10 second metro traffic sponsorships along with a variety of newspaper and magazine publications. The media used for the Spanish speaking customers consisted of two weeks of a combination of 60 second and 15 second spots. Asian language media consisted of four weeks of 30 second radio announcements delivered during traffic drive times and 15 second TV billboard ads. To specifically target African-American customers and seniors, SoCalGas conducted ad placements in community newspaper, magazine and senior publications, as community print is more likely to reach these customers where other media outlets like the internet are less likely subscribed to by the African American and Senior communities.
- **November:** SoCalGas conducted a three-week long metro traffic radio campaign for general audience customers in Los Angeles and Riverside counties. The purpose of this campaign was to reiterate to SoCalGas customers the availability of the CARE 20% rate discount before the winter season began. It also served to reinforce two large direct mail campaigns launched in September and October, which targeted low-income customers living in these areas.

Outreach by SoCalGas' Customer Contact Personnel:

- *Customer Contact Center (CCC):* Customers are informed by the Interactive Voice Response (IVR) system about the CARE program when they call to request new service or payment

arrangements. Customers may request a CARE application from a Customer Service Representative (CSR), the IVR or from SoCalGas' website.

- *Bilingual Employees:* The CCC, CARE administration office and most company business offices continue to be staffed with bilingual (English and Spanish) CSRs. Vietnamese, Korean, Mandarin and Cantonese telephone lines are staffed from 8:00 am to 5:00 pm Monday through Friday in the CCC. Additionally, SoCalGas CCCs provide service in 150 languages through a third-party translation service which is available to customers 24 hours a day, seven days a week.
- *Branch Payment Offices (BPO):* Both English and Spanish CARE applications and program information brochures are located in BPOs. Applications and brochures are provided to customers upon request. English and Spanish CARE posters (complete with program guidelines and helpful information) are on display in each BPO. These posters are revised as program information changes.
- *Community and Employee Presentations:* SoCalGas employees continue to inform and update local government officials and interested organizations about SoCalGas' customer assistance programs, including the CARE program.
- *Field Personnel:* SoCalGas field personnel inform customers about the CARE and LIEE programs during appliance service requests, new service turn on, service calls or anytime they enter the home. If the field personnel arrive when the customer is not home, a brochure is left on the door.

Bill Insert: In PY2007, SoCalGas mailed CARE program information in three separate bill inserts. The February and July bill inserts included a self-mailer postage-paid CARE application that qualified customers could complete and mail in to enroll in the CARE program. During November, SoCalGas included a bill insert which provided information about the expanded CARE program and instructed potentially qualified customers to contact the SoCalGas CARE department to receive an

enrollment application.⁶ Although SoCalGas' CARE bill inserts experienced a noticeable decline in the number of enrollments produced in PY2007, they continue to be a cost effective means of promoting program participation and awareness, as 50,114 applications were received back resulting in 28,063 enrollments. Based on this information, it appears customers preferred method of communication is by mail. The PY2007 CARE bill insert distributions were as follows:

- February – 3.9 million (system wide CARE eligible non-enrolled customers)
- July – 3.9 million (system wide CARE eligible non-enrolled customers with new program income guideline information)
- November – 370,000 (targeted bill insert sent to all customers in the expanded CARE program)

Bill Message: CARE bill messages are sent out 45 days after a Post Enrollment Verification (PEV) letter is mailed to remind customers that SoCalGas has not received their verification application and proof of income. After 100 days of not receiving any response SoCalGas sends the customer a bill message informing them that they have been removed from the program. CARE bill messages were printed in both English and Spanish on customers' bills, during February, May, July and October, 2007.

Direct Mail: Direct mail continues to be an effective method for enrolling CARE customers. SoCalGas conducted ten separate targeted direct mail campaigns in 2007, consisting of approximately 941,345 pieces directed at customers believed to have a high probability of meeting the CARE program's eligibility requirements. Each campaign was designed to target a unique geographic area and or customer segment. The major campaigns (118,000–280,000 direct mail pieces) were completed in the months of May, July, September and October. Five smaller campaigns consisting of 7,000 – 37,000 customers were done in the months of January, February, April, June and September. Targeting criteria for the ten direct mail campaigns consisted of geographic areas (zip codes) demonstrating a high probability of customer eligibility, along with various niche demographic markets

⁶ The Expanded CARE program includes the non-profit homeless shelters and group living facilities, migrant and farm worker housing centers, qualified privately owned employee housing, and qualified non-profit housing for agricultural employees

further segmented by age, ethnicity, past program participation and recent program attrition.

- Based on customer research, SoCalGas was able to identify customers in its service territory who had a high probability of meeting the CARE eligibility requirements for enrollment. Out of the 941,345 applications mailed out through the direct mail campaigns conducted during PY2007, SoCalGas received 90,346 customers returned applications, resulting in over 64,000 enrollments. The SoCalGas response rate was 9.6%, which far exceeded the industry standard of 2% - 3% for direct mail response.

Direct Mailing to Submetered Apartments and Mobile Home Parks:

SoCalGas continued to conduct its annual SB920 target mailing to approximately 1,817 master meter facilities with sub-metered customers in 2007. A new 118,000 piece campaign was developed and launched this year in July, which provided all non-CARE enrolled sub-metered customers an opportunity to enroll by direct mail. There are currently 144,247 units represented by these customers and PY2007 sub-metered CARE program participation was 38,804 at year end.

Cross Program Promotion: SoCalGas coordinates the communications for the CARE program, as well as its other programs and services in a manner that provides clear, comprehensive and consistent messages to its customers. Communication and outreach opportunities are sought out to cross promote the CARE program with other customer assistance programs and general market (rebate and or incentive) programs to maximize customer value and reduce costs. Mass media cross advertising campaigns incorporating both SoCalGas' CARE and LIEE customer assistance programs are conducted annually. The ability to apply for CARE through SoCalGas' LIEE applications makes it easier for customers to obtain services and other SoCalGas program information simultaneously. Customer information attained from SoCalGas' LIEE and General Assistance Fund (GAF) programs, along with Low-Income Home Energy Assistance Program (LIHEAP) is used for CARE enrollment, recertification, and verification purposes. Certain collateral materials used by SoCalGas' outreach department and field operations personnel have been specifically designed to provide customers with information on all available low-income and special needs customer programs and services.

The following are examples of CARE cross program promotion:

- SoCalGas' LIEE agreement form includes a CARE program signature block, allowing applicants to apply for both programs simultaneously if eligible. LIEE outreach workers are instructed to promote the CARE program during their customer consultations. LIEE call center representatives also have the ability to refer customers, who inquire or show interest in the CARE program to designated call center CSRs for information, literature or enrollment.
- SoCalGas contractors performing outreach based enrollment services for the LIEE program are trained to enroll eligible customers into the CARE program. Located on the LIEE application is an area designated for customers to use to enroll in CARE.
- SoCalGas customer assistance brochures contain program information about SoCalGas' assistance programs and services available such as CARE, LIEE, Medical Baseline and the GAF.
- CARE program information is discussed and distributed during outreach events involving SoCalGas' Diverse Market Business and Residential Rebate Program departments.
- SoCalGas' GAF customer information is used to cross enroll eligible customers into the CARE program.

Community Events: During PY2007, SoCalGas personnel participated in over 20 low-income community events. Criteria used to select quality events were multi-cultural appeal, income status, hard-to-reach communities, senior events, and those involving low-income parents and children. The goal of each event was to target customers eligible for SoCalGas' customer assistance programs and included:

- The Senior Expo – Pomona Fairplex
- JBS Fair for the Junior Blind- Braille Institute
- Native American Pow Wow
- Maria Shriver's Earned Income Tax Credit (EITC) Fair- Compton
- Celebrating Seniors – San Bernardino County
- Mothers In Action, Brotherhood Crusade- Los Angeles
- Los Angeles City Access Expo – Job Fair for the Disabled – Convention Center
- Ontario CARES Community Fair

Over 200,000 customers received information on SoCalGas' programs and services while attending events and many took the opportunity to enroll in the CARE program on-site.

Local Government Community Event: Representatives from SoCalGas' programs, in partnership with the CPUC and other California utilities, CBOs and low-income focused organizations participated in two events combining program outreach/enrollment and bill fairs. Those events were:

- 2007 Bill Information Fair- San Bernardino. Customers attending the event were encouraged to bring their utility bills to allow representatives to answer any questions customers might have and to enroll customers in any programs they may be eligible for.
- Boyle Heights Utility and Resource Fair. Customers were allowed to ask any utility-related questions and had them answered on-site. Customers were also encouraged to sign up for programs and services for which they were eligible.

Web and Informational Brochures: In PY2007, SoCalGas continued to promote the use of the internet and the SoCalGas website to inform customers, key stakeholders, CBOs, and agencies about available customer assistance programs and services. This was accomplished by including the website address (www.socalgas.com) in all program literature and most mass media communications. Website content is monitored to provide customers with up-to-date information. Program brochures have a special section promoting customer e-mail use for correspondence. CARE website information is available in English, Spanish and Chinese (Mandarin). Over 4,500 CARE applications were downloaded by SoCalGas customers from the CARE website, resulting in 1,814 enrollments. In PY2007, SoCalGas sent out one electronic newsletter during the winter season to over 500 CBOs and related agencies. This community based e-newsletter promoted the CARE program and contained articles on topics like natural gas price updates, employment opportunities and the LIEE program. In addition to enhancements made to SoCalGas' internal website, customer assistance program and service information was again added to the growing 211 information and referral network. The 211 county-based agencies who were provided with SoCalGas customer assistance and general utility information in PY2007 included San Bernardino, Riverside, Orange, Santa Barbara, Ventura, San Luis Obispo, Kern, Fresno and Los Angeles, bringing the total now to nine including Los Angeles City 311's program. The 211 and 311 information was made available to SoCalGas customers on the individual county internet sites. The

information was also provided to customers who called in and spoke with CCC operators.

SoCalGas customer assistance brochures and collateral materials are designed to provide customers with quick and easy to understand information on all available customer assistance programs and services. Brochures are available in five languages: English, Spanish, Korean, Chinese (Mandarin) and Vietnamese. The brochures are also available in large print and available as a special military edition for our armed services customers. For hearing impaired customers, a toll-free number is provided on the brochures. Customers that call the number are connected to the Telecommunication Device for the Deaf (TDD) equipment 24 hours a day, seven days a week.

2. Third Party Outreach Activity

SoCalGas strives to build and strengthen relationships with external agencies, contractors and governmental entities to promote CARE program awareness and enrollment. This is accomplished through alliances with non-profit and for profit organizations to achieve mutually beneficial objectives which benefit low-income assistance programs like CARE. In addition, SoCalGas selects key agencies within these alliances to conduct strategic outreach and promotional events with which to further increase the customer reach of the CARE program message.

The customer information attained from SoCalGas' LIEE and GAF programs, along with LIHEAP is used for CARE enrollment, recertification, and verification purposes. SoCalGas, Southern California Edison (SCE) and Pacific Gas & Electric's (PG&E) CARE program information is used for automatic enrollment purposes in each utility's CARE program, through the inter-utility agreement known as the "data exchange" program. These activities and organizations are described below in more detail.

Community-Based Organizations Association: In PY2007, SoCalGas had 33 CBOs and outreach agencies working under contract to enroll eligible non-participating customers in the CARE program. These "CARE Capitation Contractors" employ various types of outreach tactics, such as door-to-door solicitation, local community event participation, walk-in enrollment and program material distribution to enroll customers. Total gross customer CARE program enrollment from these contractors in PY2007 was 2,500.

Third Party Outreach: In 2007 SoCalGas launched a CARE Third Party Outreach program to enroll the hardest-to-reach low-income customers. The program focused on using contractors who were specifically trained in professional door-to-door sales. Results from this program exceeded expectations, with 27,404 new enrollments being recorded in only eight months.

Leveraging with Local Government Programs: SoCalGas uses the expertise and alliances of its Regional Public Affairs Managers to help promote the CARE program. By working with local, city, county, and federal officials and assistance agencies throughout the service area, these Company spokespersons enable SoCalGas to extend its program message to many hard-to-reach customers. Some of the PY2007 accomplishments are as follows:

- On September 8th Northern Region Public Affairs coordinated SoCalGas' participation in a City of Burbank Services Assistance Expo hosted by Assembly Member Paul Krekorian. SoCalGas provided and staffed a booth with information on CARE and LIEE, energy efficiency, and emergency preparedness. Several hundred community members attended the event.
- During August 2007, South Inland Regional Public Affairs arranged meetings on behalf of SoCalGas' assistance program representatives with the Riverside County Community Action Partnership (CAP). CAP of Riverside County is operated by the County of Riverside, and provides a wide variety of services to more than 14,000 low-income residents in an ongoing effort to move them out of poverty. As a result of these meetings, CAP of Riverside County is now seeking alternative ways to more aggressively promote SoCalGas' CARE program to its constituents and citizens.
- On October 20, 2007 SoCalGas' Los Angeles area Regional Public Affairs Managers worked with the offices of State Assembly Speaker Fabian Nunez, Los Angeles Councilmember Jose Huizar, Los Angeles Unified School District (LAUSD) Board President Monica Garcia and CPUC Commissioner Dian Grueneich to create and host the Boyle Heights Utility and Community Resource Fair. The fair was an effort to promote SoCalGas' various assistance programs and services available to local low-income and special needs community members. Presentations by SoCalGas personnel and elected officials invited guest to take advantage of SoCalGas' offerings, as well as other electric, water, telecommunication and community services. In

addition, awards were given to ten local students for participating in the ad contest which highlighted the importance of conservation efforts. The fair was attended by over 1,000 participants.

- On July 29, 2007, Orange Coast Regional Public Affairs hosted KidWorks Family Festival in the City of Santa Ana. KidWorks is a non-profit human services organization that serves as a family resource center for Santa Ana's low-income Hispanic Community. SoCalGas presented information on natural gas safety, energy efficiency and various customer assistance programs and services. Santa Ana City Councilman David Benavides was at the event, and overall attendance exceeded 1,000.

Leveraging with GAF⁷: SoCalGas' GAF program provides a one-time bill assistance amount of up to \$100 on a qualified customer's winter natural gas bill.

The one-time bill payment assistance is available to eligible customers on a first-come, first-served basis. The program typically begins in February and continues through the end of March, or until funds are depleted.

GAF is a program that, for more than two decades, has helped thousands of SoCalGas customers, including the elderly, disabled, or newly unemployed who are struggling to pay their gas bills. This program is funded by voluntary contributions from SoCalGas customers and shareholders. United Way administers the program on behalf of SoCalGas, through its network of more than 100 community based agencies. SoCalGas solicits customer contributions for GAF in October and November bill inserts, and SoCalGas shareholders match those contributions, generally on a dollar-for-dollar basis, up to \$250,000. For 2006 and 2007, shareholder matching funds totaled \$250,000. SoCalGas shareholders contributed an additional \$50,000 to assist income qualified customers who were impacted by the 2007 Citrus Freeze.

In 2007, GAF helped over 4,000 customers through a collection of individual contributions and shareholder matching funds, totaling more than \$500,920. Since its inception in 1982, the GAF program has provided more than \$13 million in financial assistance to families in need.

⁷ GAF is a shareholder-customer funded program that provides bill payment assistance (grants) to income-qualified customers.

Because the eligibility guidelines for GAF are the same as those for the CARE program, customers approved for GAF are not subject to SoCalGas' CARE post-enrollment random verification process. CARE customers who are scheduled for recertification and who are approved for GAF assistance are not asked to recertify their CARE eligibility again until the next two year recertification cycle has lapsed. This process helps reduce barriers to participation and assists in retaining qualified customers in the program.

Leveraging with LIHEAP: SoCalGas and the California Department of Community Services and Development (DCSD)⁸ have a Letter of Agreement that provides for the automatic enrollment of LIHEAP customers into the CARE program. SoCalGas customers who receive LIHEAP payments are automatically approved for CARE.

B. Discuss each of the following:

1. Most effective outreach method, including a discussion of how success is measured.

Bill Inserts: For PY2007 SoCalGas sent out over 8.1 million CARE (self-mailer type) bill inserts. This resulted in SoCalGas receiving 50,114 applications, which resulted in 28,063 CARE enrollments. Bill inserts continue to be a low-cost, non-intrusive, high distribution (all CARE eligible non-enrolled SoCalGas customers) outreach method for contacting potential CARE customers.

Direct Mail: SoCalGas' efforts to target and reach relatively large numbers of highly eligible customers not currently enrolled in the CARE program are accomplished through the direct mailing of CARE applications. These customers are selected based on an eligibility profile that shows them to live in high gap (high eligibility and low penetration) areas. With a return rate of 9.6% (typical response rates are 2% - 3%) and an enrollment rate of nearly 6.4% (approximately 64,000 enrollments) this outreach method continues to be a very effective component of the SoCalGas outreach strategy.

Third Party Outreach: Developed to outreach to SoCalGas' hardest-to-reach low-income customers, this proactive door-to-door enrollment tactic

⁸ See Letter Agreement, shown as Attachment C.

is becoming a solid contributor to SoCalGas' marketing strategy. These outreach contractors are professionally trained and managed by their companies, resulting in high volume enrollments from a hands-on customer approach. 2007 SoCalGas CARE enrollments from their third party contractors exceeded 27,000.

Automated Outbound Dialing: Piloted in 2006 and expanded in 2007, SoCalGas' use of CARE automated outbound telephone enrollment has been extremely successful. Automated outbound dialing is a low cost, efficient outreach method using an automated telephone script to contact eligible SoCalGas customers, allowing them to check their program eligibility and enroll in CARE right over the telephone via the IVR system. Over 21,000 CARE enrollments were received using this method. Cost per enrollment was under \$5.

Outreach "CARE Capitation": SoCalGas contracted with 32 local capitation agencies in the PY2007 CARE Capitation Program. These groups were very successful at contacting hard-to-reach customers at community events and through walk-in traffic. Throughout the year, CARE capitation contractors also received timely program and information updates, such as rising gas prices and collateral materials from SoCalGas that they could pass on to their contacts. In addition to outreach through the capitation agencies, SoCalGas continues to communicate CARE information to its customers through bill inserts and messages, newsletters, community events and IVR messages. Outreach efforts are conducted in English and Spanish. However, depending on the event, media information is available in English, Spanish, Chinese (Mandarin), Vietnamese and Korean.

2. How CARE customer data and other relevant program information is shared by the utility with other utilities sharing its service territory.

CARE Customer Data Exchange: SoCalGas shares its CARE customer data with SCE, San Diego Gas & Electric (SDG&E), and PG&E in the shared service territory. Customers who are enrolled in other utility's CARE program and not in SoCalGas' program are automatically eligible for the SoCalGas CARE program. Customers are mailed a letter notifying them of the enrollment and providing them the opportunity to opt-out of the program if they choose.

SoCalGas continued to electronically exchange new CARE customer enrollment data on a weekly basis with SCE, a process established in 2001. In PY2007, SoCalGas received over 256,486 customer records

from SCE and enrolled 25% of the records or 68,049 SCE CARE customers in SoCalGas' CARE program. Customers who were not enrolled were either already in SoCalGas' CARE program or were not SoCalGas customers.

SoCalGas had three CARE data exchanges with PG&E in PY2007. These data exchanges resulted in 4,267 PG&E CARE customers being added to the SoCalGas CARE program.

In addition to the CARE data exchange, the utilities also forward any incorrectly addressed CARE applications to the appropriate utility.

Joint-Utility Program Managers Meeting: SoCalGas, SCE, PG&E, and SDG&E continued to have quarterly joint utility meetings in PY2007 to discuss outreach efforts and program issues. Agenda items in the 2007 meetings included sharing experiences in categorical eligibility, fixed-income four-year recertification, internet enrollment, successful outreach efforts, SB580⁹, utility usage of common area in non-profit group living facilities and agricultural housing, post enrollment verification practices and quarterly CARE public meeting agenda information.

3. How CARE customer data and other relevant program information is shared within the utility, for example, between its LIEE and other appropriate low-income programs.

Leveraging with other assistance programs has proven to be one of the most cost effective ways to increase CARE participation. SoCalGas' CARE program information is currently present on many different utility programs and brochures, such as GAF, Medical Baseline Program, LIEE and various energy efficiency programs.

In February 2007, SoCalGas automated the LIHEAP, GAF, and CARE program interfaces. Customers participating in the GAF and LIHEAP programs but not in CARE were automatically enrolled in CARE and are exempt from PEV. This improvement enables the SoCalGas CARE program to not only keep the eligible customers in the program but also better utilize current resources to verify potentially ineligible CARE customers. Due to the data interfaces, SoCalGas added 859 GAF and

⁹ SB580 Require the Secretary of the California Health and Human Services Agency to evaluate, on or before April 1, 2006, how the use of programs and databases, as specified, may be optimized to facilitate the automatic enrollment of eligible customers into the CARE program.

2,689 LIHEAP participants to the CARE program and verified 20,904 new CARE customers, without requiring proof of income from the customers.

SoCalGas' LIEE application includes a signature block for CARE that enables applicants to apply for both programs at the same time. When an LIEE customer signs the CARE portion of the LIEE agreement and meets the income requirement, they are automatically enrolled in the program. For 2007, SoCalGas continued cross-referencing customers receiving LIEE benefits. Customers who are found in the LIEE system are automatically eligible for the CARE discount.

During PY2007, LIEE third party outreach workers provided customers with energy education material, including CARE enrollment information, and explained the CARE program's eligibility requirements. The LIEE outreach workers also provided energy education packages to customers participating in the LIEE program.

4. Attach a copy of the utility's agreement with DCSD. Describe the process for cross-referral of low-income customers between the utility and DCSD. Describe how the utility's CARE customer discount information is provided to DCSD for inclusion in its federal funds leveraging application.

In May 2000, the DCSD and SoCalGas entered into an agreement. This agreement solidified the coordination of resources and program benefits between DCSD's LIHEAP and SoCalGas' CARE and GAF programs. In June 2000, SoCalGas added the toll-free telephone numbers for LIHEAP (and LIEE) on the CARE applications. At the same time, SoCalGas began providing DCSD's toll free number to customers who call SoCalGas to request information on low-income assistance programs.

SoCalGas continued to cross-reference information on LIHEAP recipients in PY2007 with its CARE database. This eliminated the mailing of CARE PEV applications to LIHEAP customers and allowed for automatic PEV approval of their accounts. SoCalGas also cross-referenced customers receiving LIHEAP services that are not currently enrolled in the CARE program. These customers are then automatically enrolled in the program.

5. Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.

For PY2007, SoCalGas encountered many of the same barriers for CARE that have been encountered in previous years. Some customers continue to have a fear of releasing personal information. Other customers have an unwillingness to accept any subsidy because of pride. Some customers

prefer not to be contacted. For those customers SoCalGas created a “Do Not Call” list. Customers who are added to this list are excluded from future calls. SoCalGas estimates that approximately 1,100 of its households have asked to be placed on its “Do Not Contact” list which could be another indication that those on the list may not wish to participate in the program. Other customers, despite SoCalGas’ best efforts, are still unaware of the program.

In PY2007, SoCalGas continued to work to overcome program participation barriers, e.g., by 1) providing CARE collateral information such as applications and general customer assistance program information in five languages, 2) using culturally targeted print, radio and television mass media, 3) creating alliances with CBOs and agencies to increase awareness and participation, 4) using multi-type overlapping mass media campaigns and 5) participating in grass-root community events. SoCalGas customers could receive CARE applications in their bill, on the internet, from direct mail, referenced in a print advertisement, hand delivered to their house, picked-up at an outreach event, payment office or social agency or mailed to their house upon request. Customers can also use the SoCalGas TDD and Language Line (150 languages) services to receive information on the CARE program 24 hours a day, 7 days a week.

SoCalGas’ eligibility rate transfer program enables previously participating CARE customers to receive the program discounts without re-applying when they move. SoCalGas continues to leverage other customer assistance programs such as LIHEAP, LIEE, GAF, and also SCE’s, SDG&E’s, and PG&E’s CARE participants within the shared service territories, to increase CARE participation through the automatic enrollment process.

C. Discuss any recommendations to improve cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties under contract to the utility to improve outreach and enrollment services to non-participating households in the prior year. Provide cost-effectiveness assessments, if available.

There were many changes implemented for the SoCalGas CARE program in PY2007 to improve the following: cost-effectiveness of the program, the processing of applications, and program delivery. SoCalGas utilized technological advances to improve processing of applications and offered new application avenues to encourage CARE participation in 2007.

CARE Eligibility Changes: In SoCalGas' PY2007 and PY2008 CARE Program Application, SoCalGas proposed eligibility requirement changes which the CPUC approved. SoCalGas proposed that customers would qualify for the CARE program if they participate in one or more of the following programs: Medi-Cal, Food Stamps, Temporary Assistance for Needy Families, Healthy Family, and WIC. SoCalGas believes that it would be simpler to self-certify a customers' enrollment in a public assistance program than to self-certify that they meet CARE income requirements. SoCalGas worked on the system changes and form changes needed to implement this in 2007. New forms with the categorical eligibility option start in February 2008.

Four-year recertification of fixed-income customers: Although SoCalGas only requires recertification every two years for customers who are evaluated to be less than 85% likely to be CARE eligible, SoCalGas believes that implementing a four-year recertification¹⁰ requirement for residential customers on a fixed income will improve the program delivery. Starting January 2008, fixed-income customers only need to recertify their CARE eligibility every four years.

Recertification by Telephone: To ease the recertification process for CARE customers, SoCalGas worked on allowing CARE customers the option to recertify their CARE eligibility by telephone, 24 hours a day.¹¹ Starting in February 2008, customers required to recertify will be offered this new option. An IVR script will inform callers about CARE requirements and other necessary customer information and will provide immediate approval or denial.

Telephone Enrollment: As mentioned in section B.1, SoCalGas expanded its automated outbound (AOBD) telephone calls¹² to enroll CARE customers in PY2007. Customers located in geographic areas with a high density of program-eligible households were targeted for the telephone enrollment campaign. The telephone campaign allowed customers to apply for the CARE program by following an automated telephone script. Over 21,000 CARE enrollments were received through the automated outbound dialing. The results confirmed AOBD to be a low cost and highly efficient outreach tactic.

¹⁰ D.06-12-038 was issued on December 14, 2006 and authorized the utilities to change the recertification period for qualified customers from two years to four years.

¹¹ D.06-12-038, p.g. 59, was issued on December 14, 2006 and authorized the utilities to make telephonic recertification available.

¹²D.06-12-038, p.g. 58, was issued on December 14, 2006 and authorized the utilities to use automated telephone enrollment.

Online Applications: In PY2007, SoCalGas continued to promote the use of the internet and the company website to educate customers about available customer assistance programs and services. All new CARE applications, including the large print format in five different languages, were made available to customers online and accessible through the Company website. The recertification notices were redesigned to inform customers of a second option to recertify via the web. Starting in December 2007, customers were able to submit a completed application on the SoCalGas website, or apply or recertify for CARE. The CARE applications from the SoCalGas website were processed in the same manner as the mail-in applications. CARE application by web improves cost-effectiveness by saving postage, paper, and printing costs. SoCalGas is planning a real-time enrollment in the future to further automate the on-line application process.

Post Enrollment Verification and Recertification Process

Improvement: To effectively maintain CARE qualified customers in the CARE program, SoCalGas implemented a CARE Probability Model that calculates the likelihood of customers' CARE eligibility. Customers deemed most likely to be eligible for CARE are excluded from the PEV request, and are asked to recertify every four years instead of every two years. For PY2007, 297,996 customers passed the CARE probability test and their CARE eligibility was extended to four years. Of those customers selected for post enrollment verification, 42% passed the CARE probability test and were de-selected from the PEV process.

Automatic Enrollment Automation: SoCalGas believes that cross-referencing SoCalGas customers with participants of other low-income programs with similar income requirements to identify potential CARE eligible customers is the most cost effective and efficient method to increase CARE participation. SoCalGas' CARE program and many public assistance programs funded by State and/or Federal governments have similar maximum income requirements.

SoCalGas had been manually cross-referencing customers who receive LIHEAP and GAF payments, but who were not enrolled in the CARE program. In February 2007, SoCalGas fully automated the interfaces between the LIHEAP payment data and CARE participant data, and between GAF recipient data and CARE participant data. Customers participating in the GAF and LIHEAP programs, but who were not in CARE were not only automatically enrolled in CARE but were also exempt from PEV. This improvement enables the SoCalGas CARE program not only to keep eligible customers in the program but also allows better use of resources to verify potentially ineligible CARE customers.

Due to the data interfaces, SoCalGas added 859 GAF and 2,689 LIHEAP participants to the CARE program and verified 20,904 new CARE customers without asking proof of income from the customers.

Enrollment Processing Improvement – Data Scanning: SoCalGas successfully implemented a new in-house data scanning operation to facilitate processing its' CARE applications in January 2007. This streamlined process replaced an existing back-end manual operation with technology improvements which include: 1) electronic imaging of CARE documents which contributes to a paperless environment and 2) automating capture of application data for upload to SoCalGas' customer information database to determine CARE eligibility. This new operation contributed to the processing of approximately 583,564 potential CARE program enrollments. This was a 6.7% increase over the 2006 operation, with only a nominal 5% increase in processing cost.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications (Individual and Submetered Customers)

1. Provide the total number of third-party CARE applications received, approved, denied, pending/never completed, or duplicates in the reporting period.

See Table 7.

TABLE 7					
CARE Capitation Program					
January 1, 2007 through December 31, 2007					
CARE Applications Submitted					
	Received	Approved	Denied¹	Pending/Never Complete²	Duplicates
Total	11,635	8,157	333	423	2,722
Percent	n/a	70.2%	2.8%	3.6%	23.4%

1. Denied includes applications which did not meet the income requirements, applications with invalid account, name, or under ineligible rate schedule.
2. Pending/Never Completed includes the application with missing information or inactive accounts.

2. Provide the number of utility CARE self-certification and self-recertification applications provided, received, approved, denied, pending/never completed, or duplicates for the reporting period.

See Table 8.

TABLE 8						
CARE Self-Certification and Self-Recertification Applications						
	Provided¹	Received	Approved²	Denied	Pending / Never Complete³	Duplicate s
Total	9,600,458	563,119	460,045	15,754	53,033	1,418
Percent	n/a	5.8%	81.7%	2.8%	9.4%	0.3%

1. SoCalGas is not able to provide actual counts of self-certification applications provided, since applications are distributed through a variety of ways. Self-certification and self-recertification applications provided only included the annual CARE notification to all CARE non-participating customers, direct mailing of CARE applications to the targeted areas, and recertification requests.
2. The total approved applications included the duplicated self-cert applications approved as self-certification applications.
3. Pending/Never completed includes the application with missing information or inactive accounts.

3. Provide a table showing the number of customers removed from CARE by month due to the recertification process. (Note: Customers may be removed due to a variety of reasons including non-response to a request to recertify, failure to complete the application process, ineligibility, or by customer request due to changed eligibility status.)

See Table 9.

TABLE 9			
Residential CARE Program			
Customers Removed by Month through			
Recertification and Post-Enrollment Verification			
PY2007	Recertification	Post-Enrollment Verification	Total
January	10,668	4,528	15,196
February	8,570	4,046	12,616
March	11,271	4,100	15,371
April	8,292	3,741	12,033
May	16,127	1,616	17,743
June	3,279	523	3,802
July	4,090	78	4,168
August	6,563	179	6,742
September	4,020	1,166	5,186
October	3,916	1,053	4,969
November	5,949	1,268	7,217
December	6,279	964	7,243
Total	89,024	23,262	112,286

Note: Recertification and PEV applications mailed to customers prior to November 1, 2007 were received in November and December. The number of customers removed from CARE in November and December is a result of customers' telephone requests for termination, self-denial on applications, or disqualifying income documents provided.

4. Describe the utility's process for recertifying submetered tenants of master-meter customers.

Annually each June, SoCalGas mails recertification applications directly to all CARE tenants' addresses. Each application is pre-populated with the name of the facility, the account number, the tenant's name, address and space number; this was designed for ease of recertifying one's eligibility, thereby reducing attrition.

As a courtesy, SoCalGas notifies owners and or managers of the recertification period: however owner and or manager intervention is not necessary.

The tenant simply provides the number of household occupants, annual income, signature, and date and mails the application back to SoCalGas in the postage paid envelope provided.

Tenants are allowed 90 days to respond to the recertification request. Those who respond and are qualified continue on the CARE program for another year. At the end of the recertification period, each sub-metered facility is mailed a complete listing of its CARE tenants.

B. Processing Random Post-Enrollment Verification Applications

1. Provide the total number of applications mailed, received, approved, denied, pending/never completed, or duplicates, for the reporting period.

See Table 10.

TABLE 10						
CARE Random Post-Enrollment Verification Applications						
	Mailed	Received			Pending/ Never Complete²	Duplicates
		Total	Approved	Denied¹		
Total	25,806	75,531	68,805	6,726	16,536	n/a
Percent³	n/a	82.0%	74.7%	7.3%	18.0%	n/a
1. Denied includes the applications that did not meet the program requirements and customers requesting termination. 2. Pending/Never Completed defined as no-response to PEV requests. 3. The percentages were calculated based on the PEV application processed in 2007.						

2. Provide a table showing the number of customers removed from CARE by month due to the verification process. (Note: Customers may be removed due to a variety of reasons including non-response to a request to verify income, failure to complete the verification process, ineligibility, or by customer request due to changed eligibility status.)

See Table 9.

C. Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility's behalf. Describe how these third-party efforts compare to the utility's efforts in comparable customer segments, such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.

SoCalGas had no contracts with third parties to conduct certification, recertification and or verification on the utilities behalf. SoCalGas processed and approved all CARE enrollment, recertification and verification internally. Nonetheless, SoCalGas utilized LIHEAP, LIEE, and GAF participant information to certify, recertify, and verify CARE eligibility as described in section B.3 and section C.

SoCalGas contracted with third party agencies to provide enrollment services. The contracted agencies were directed to explain the CARE program to their existing customers and help the eligible customers fill out the CARE application form. In return, they were compensated with a capitation fee for each eligible customer enrolled in the CARE program.

Most of our third party agencies are CBOs. One of the core services of these CBOs is to help enroll their low-income clients into all possible public and privately funded assistance programs. SoCalGas believes the CBOs' one-on-one enrollment in the customer's language is important because it helps serve the hard-to-reach and under-served customer segments.

VI. Program Management

A. Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.

As described in Section C above, SoCalGas implemented many changes to improve the cost-effectiveness, processing of applications, and program delivery of the CARE program. While both customers and the CARE program benefited from these changes, they did affect program management in PY2007.

The program and process changes required the revision of over 50 different CARE documents. To be completed and ready for a December 2007 implementation, the CARE program management worked with many different departments on the new forms. These forms included the self-certification, recertification, and proof of eligibility verification

applications in English, Spanish, Chinese (Mandarin), Korean, and Vietnamese.

Several notable challenges were encountered during implementation. Redesigning of SoCalGas' CARE applications into scanner-friendly formats was required to ensure successful data capture. Accommodating new categorical CARE application content within existing limited application space, that still met scanner-friendly requirements, was also a challenge which SoCalGas successfully accomplished. Data scanning software's ability to recognize handwritten application information has been below SoCalGas' expectations. In the interim, SoCalGas utilizes CARE processing staff intervention for handwritten recognition issues and plans to upgrade to improved handwritten recognition software and pre-populate the telephone number, if available.

CARE EXPANSION PROGRAM

This section covers the non-profit homeless shelters and group living facilities, migrant and farm worker housing centers, qualified privately owned employee housing, and qualified non-profit housing for agricultural employees.

I. Participant Information

A. Provide the total number of residential and/or commercial facilities by month, by energy source for the reporting period.

See Table 11.

TABLE 11			
CARE Expansion Program			
Participating Facilities by Month			
PY2007	Residential Facilities – Gas	Commercial Facilities – Gas	Total Gas Facilities
January	13	831	844
February	13	829	842
March	13	851	864
April	13	863	876
May	13	871	884
June	13	869	882
July	13	869	882
August	13	867	880
September	13	875	888
October	13	882	895
November	13	927	940
December	13	968	981

1. State the total number of residents (excluding caregivers) for residential facilities, and for commercial facilities, by energy source, at year-end.

As of December 31, 2007, there were 22,069 residents in the non-residential CARE Expansion Program facilities. There were 496 primary facilities with 322 associated satellites participating in the CARE Expansion Program at year-end 2007.

II. Usage Information

A. Provide the average monthly usage by energy source per residential facility and per commercial facility.

See Table 12.

TABLE 12	
CARE Expansion Program	
Average Monthly Gas Usage	
Type of Facility	Gas Therms
Residential Facilities	31.23
Commercial Facilities	245.73

III. Program Costs

A. Administrative Cost

1. Show the CARE Expansion Program's administrative cost by category.

SoCalGas does not track the CARE Expansion Program's administration costs separately from the regular CARE program due to the small dollar amount. The total estimated administration cost for the CARE Expansion Program was less than \$25,000 in PY2007. Approximately 25% of a Full Time Employee's (FTE) time was spent on new applications, annual recertification mailing, annual recertification reviews, and responding to customer inquiries. Other costs incurred specifically for the CARE Expansion Program were for an Expansion Program bill insert which cost \$5,393 and postage for the annual recertification mailing.

B. Discount Information

1. State the average annual CARE discount received per residential facility by energy source.

The annual discount received per participating CARE residential facility in 2007 was \$64.46.

2. State the average annual CARE discount received per commercial facility by energy source.

The annual discount received per participating CARE Expansion Program facility in 2007 was \$424.48.

IV. Outreach

A. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

1. Utility Outreach

SoCalGas continued to utilize bill inserts and brochure distribution as effective means to communicate CARE program information to CARE expansion customers. Utilizing the CARE bill insert developed in 2006, a bill insert was sent out in November that was specifically designed for expansion customers, non-profit group living facilities, migrant farm worker housing centers and agricultural employee housing facilities. The CCC also provided CARE program information to non-residential group living facilities at the time of service establishment and upon request throughout the year. The CARE Expansion customer enrollment application is also available on the SoCalGas website.

2. Third Party Outreach

For PY2007, SoCalGas sent out over 370,000 targeted bill inserts promoting the CARE program to the following facilities: non-profit group living facilities, migrant farm worker housing centers and agricultural employee housing facilities.

B. Discuss each of the following:

1. Most effective outreach method, including a discussion of how success is measured.

The CCC continues to be the single most effective outreach method year after year for the SoCalGas CARE Expansion Program's non-residential facilities. Customers that call in to have their service established, make

payment arrangements or request service activation talk with CSRs who are able to present the CARE program to them and explain any questions customers may have. Social service networks continue to be another valuable communication medium to promote CARE program information to CARE expansion customers. The use of one-on-one or in-person dialogue sessions continues to make these two outreach methods very effective.

2. How the CARE facility data and relevant program information is shared by the utility with other utilities sharing its service territory.

There was no CARE facility data sharing in PY2007.

3. Barriers to participation encountered in the prior year and steps taken to mitigate these, if feasible, or not, if infeasible.

Customers were required to recertify their eligibility for the program. Non-responsive customers were called as a reminder to recertify, or to answer any outstanding questions. For the most part, customers stated that they simply forgot to mail in their applications and would do so right away. Some had difficulty writing about how the CARE savings were used for their facilities. In the majority of instances, customers were still eligible for the program. This has prompted SoCalGas to investigate the possibility of a two-year recertification period versus annual recertification.

C. Discuss any recommendations to improve the cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties on the utility's behalf to improve outreach and enrollment services to non-participating facilities in the prior year. Provide cost-effectiveness assessments, if available.

SoCalGas believes the processing of Expanded CARE applications to be cost-effective provided no additional follow-up with these customers is required.

Currently, the CARE Expansion Program customers are required to recertify their CARE eligibility annually. Based on SoCalGas and other utilities' experience, the majority of the Expansion Program customers are still eligible for the program one year later. To retain CARE customer and

eliminate unnecessary program requirement, SoCalGas and other utilities will propose a two-year recertification period versus annual recertification in their PY2009-2011 CARE Application filing in May 2008.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications

1. Provide the total number of third-party CARE Expansion program applications received, approved, denied, pending/never completed, or duplicates.

SoCalGas did not receive any third-party CARE Expansion program applications in PY2007.

2. Provide the total number of utility CARE Expansion program applications received, approved, denied, pending/never completed, or duplicates for the reporting period.

TABLE 13					
CARE Expansion Program Self Certification and Self Recertification					
Entity	Received	Approved	Denied	Pending/Never Complete	Duplicates
Total	1,065	818	7	9	1
Percent	n/a	76.8%	0.7%	0.8%	0.1%

B. Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility’s behalf. Describe how these third-party efforts compare to the utility’s efforts in comparable customer segments such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.

SoCalGas does not contract with third parties to conduct certification, recertification and/or verification for the Expansion program.

VI. Program Management

A. Discuss issues and/or events that significantly affected program management in the reporting period, and how these were addressed.

On March 1, 2006, SoCalGas added a new Schedule No. GML, Multi-Family Service-Income Qualified rate, that extended the CARE discount to master-metered customers who operate Non-Profit Group Living Facilities or Agricultural Employee Housing Facilities. Prior to this change, the facilities had to be served under SoCalGas' Schedule No. GN-10L, Core Commercial and Industrial Services, and Income-Qualified, to be eligible for the CARE program. This new rate allowed for the approval of CARE eligible facilities that would not have otherwise been qualified due to meter-configuration. A CARE bill insert regarding the Expansion Programs for non-profit group living facilities, migrant farm worker housing centers, and agricultural employee housing facilities was sent to all core commercial and industrial customers and master-metered customers in November 2006.

As a result of the November bill insert and other communications, 235 master-metered facilities applied for the CARE discount in PY2007. The increase of CARE applications from the customers served under the new GM schedule slightly impacted the workload in 2007. After a careful evaluation, SoCalGas had decided it was not cost effective to enhance its billing system to allow for the automated bill calculation of the new GML rate. This required the CARE Departments interaction with the Billing Department and the necessity for the Billing Department to manually calculate the monthly bills for those accounts. SoCalGas will enhance its billing system when the number of GML customers is large enough and no longer can be accommodated by the current manual process.

ATTACHMENT A

PY2007 SoCalGas

CARE Outreach & Leveraging Initiatives

Southern California Gas Company
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CARE Initiative	Summary	Timeline
Lenders Marketing Group	Sent 3,600 English/Spanish CARE Applications	November 14, 2007
Green Light Shipping	Sent 300 English/Spanish CARE Applications	November 6, 2007
Lenders Marketing Group	Sent 14,400 English/Spanish CARE Applications	October 1-31, 2007
Winegard Energy	Sent 1,800 English/Spanish CARE Applications	October 10, 2007
Energy Conservation Consultants	Sent 4,800 English/Spanish CARE Applications	August 28, 2007
Households in Bakersfield with a residing disabled person	Sent 145 English/Spanish CARE applications to households where a disabled person resides	August 22, 2007
Households with a residing disabled person	Sent 136 English/Spanish CARE applications to households where a disabled person resides	August 7, 2007
Households with a residing disabled person	Sent 93 English/Spanish CARE applications to households where a disabled person resides	August 6, 2007
Energy Conservation Consultants	Sent 5,400 English/Spanish CARE Applications	August 2, 2007
Community Action Partnership of Orange County	Sent 300 English/Spanish CARE Applications	July 12, 2007
Winegard Energy	Sent 1,800 English/Spanish CARE Applications	July 12, 2007
ELA Communications Energy ED Program	Sent 100 English/Spanish CARE Applications	July 12, 2007
Pacific Asian Consortium in Employment	Sent 100 English/Spanish, 100 Korean, 100 Chinese, and 100 Vietnamese CARE Applications	July 12, 2007

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CARE Initiative	Summary	Timeline
Proteus, Incorporated	Sent 200 English/Spanish CARE Applications	July 12, 2007
Community Pantry of Hemet	Sent 100 English/Spanish CARE Applications	July 12, 2007
Community Action Partnership of San Bernardino	Sent 300 English/Spanish CARE Applications	July 12, 2007
Senior Citizens Emergency Fund I.V., Incorporated	Sent 100 English/Spanish CARE Applications	July 12, 2007
HABBM	Sent 300 English/Spanish CARE Applications	July 12, 2007
CHOC	Sent 100 English/Spanish CARE Applications	July 12, 2007
Second Harvest Food Bank of Orange County	Sent 100 English/Spanish CARE Applications	July 12, 2007
LA County 211	Sent 400 English/Spanish CARE Applications	July 12, 2007
Latino Resource Organization	Sent 100 English/Spanish CARE Applications	July 12, 2007
El Concilio del Condado de Ventura	Sent 100 English/Spanish CARE Applications	July 12, 2007
Independent Living Center of Southern California	Sent 100 English/Spanish CARE Applications	July 12, 2007
Mexican American Opportunity Foundation	Sent 100 English/Spanish CARE Applications	July 12, 2007
Blessed Sacrament Church	Sent 100 English/Spanish CARE Applications	July 12, 2007

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CARE Initiative	Summary	Timeline
Hermandad Mexicana	Sent 100 English/Spanish CARE Applications	July 12, 2007
Family Services Assoc. Mead Valley Community Center	Sent 100 English/Spanish CARE Applications	July 12, 2007
Crest Forest Family and Community Service	Sent 100 English/Spanish CARE Applications	July 12, 2007
CUI – Campesinos Unidos, Incorporated	Sent 100 English/Spanish CARE Applications	July 12, 2007
CHARO Community Development Corporation	Sent 100 English/Spanish CARE Applications	July 12, 2007
Glendale Youth Alliance	Sent 100 English/Spanish CARE Applications	July 12, 2007
West Angeles Community Development Corporation	Sent 100 English/Spanish CARE Applications	July 12, 2007
Veterans in Community Service	Sent 200 English/Spanish CARE Applications	July 12, 2007
MEND	Sent 100 English/Spanish CARE Applications	July 12, 2007
Armenian Relief Society	Sent 100 English/Spanish CARE Applications	July 12, 2007
Catholic Charities of Los Angeles – Brownson House	Sent 100 English/Spanish CARE Applications	July 12, 2007
OCCC, Incorporated (Orange County Community Center)	Sent 100 English/Spanish CARE Applications	July 12, 2007

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CARE Initiative	Summary	Timeline
Catholic Charities – Orange County	Sent 100 English/Spanish CARE Applications	July 12, 2007
Green Light Shipping	Sent 200 English/Spanish CARE Applications	July 12, 2007
Energy Conservation Consultants	Sent 5,400 English/Spanish CARE Applications	July 12, 2007
APAC Service Center	Sent 100 English/Spanish, 100 Vietnamese, and 100 Chinese CARE Applications	July 12, 2007
Visalia Emergency Aid Council	Sent 100 English/Spanish CARE Applications	July 12, 2007
Energy Conservation Consultants	Sent 3,600 English/Spanish CARE Applications	June 19, 2007
HABBM	Sent 500 English/Spanish CARE Applications	June 5, 2007
Independent Living Center of Southern California, Incorporated	Sent 500 English/Spanish CARE Applications	June 1, 2007
Energy Conservation Consultants	Sent 5,400 English/Spanish CARE Applications	May 9, 2007
Proteus, Incorporated	Sent 600 English/Spanish CARE Applications	April 25, 2007
Energy Conservation Consultants	Sent 3,600 English/Spanish CARE Applications	April 20, 2007
Proteus, Incorporated	Sent 200 English/Spanish CARE Applications	April 20, 2007
Community Action Partnership of Orange County	Sent 1,800 English/Spanish CARE Applications	March 22, 2006

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CARE Initiative	Summary	Timeline
Winegard Energy	Sent 3,600 English/Spanish CARE Applications	March 21, 2006
Energy Conservation Consultants	Sent 3,600 English/Spanish CARE Applications	February 26, 2007
Winegard Energy	Sent 1,800 English/Spanish CARE Applications	February 26, 2006
Catholic Charities – El Monte	Sent 200 English/Spanish CARE Applications	February 12, 2007
Energy Conservation Consultants	Sent 2,100 English/Spanish CARE Applications	January 30, 2007
Veterans in Community Service	Sent 500 English/Spanish CARE Applications	January 10, 2007
Energy Conservation Consultants	Sent 1,800 English/Spanish CARE Applications	January 10, 2007

ATTACHMENT B

PY2007 SoCalGas
CARE Media Outreach

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Media and Outreach	Summary	Timeline
Senior Fair	Seniors present at the Pico Rivera Senior Center were provided with information on SoCalGas' programs and services and were encouraged to sign up for customer assistance programs on site.	1/10/07
Maria Shriver's EITC Tax Fair	SoCalGas distributed customer assistance literature at this event which offered eligible attendees the opportunity to have free income tax preparation. Event was held in Compton.	3/7/07
Earth Day	Event held at LA Zoo and promoted all SoCalGas programs.	4/21-4/22/07
South Bay Energy Savings Center Workshop	South Bay Energy Savings Center	4/19/07
CPUC sponsored Utility Bill Clinic	Representatives from the CPUC, Utilities and TelCos offered information on programs and services and answered customer questions regarding their utility bills. Event held in San Bernardino.	5/3/07
Senior Expo	Event held at LA Pomona Fairplex. Over 100 vendors attended.	
39 th Annual Native American Pow Wow	Event held at the Gene Autry National Center, Griffith Park, Los Angeles and featured the music, crafts and foods of the Native American population. Total attendees: 2500	7/27-7/29/07

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Media and Outreach	Summary	Timeline
NBC and Telemundo Health & Fitness Expo	Approximately 5k people visited the Los Angeles Convention Center to receive information on health, fitness and various other topics. SoCalGas provided information on its programs and services for low-income and non low-income residential customers. 400 English, 200 Spanish customer assistance Pamphlets (CAPs) and 400 CARE applications distributed.	8/11-8/12/07
Mothers In Action Brotherhood Crusade 9 th Annual Back to School Health and Family Festival	Event offered free health screenings and school supplies for children as well as other programs and services to aid the low-income communities. 2500 Attended this event.	8/25/07
Burbank Community Block Party	Event organized by Calif. State Assemblyman Paul Krekorian in association with the City of Burbank & the Boys & Girls Club of Burbank. Purpose: To educate local residents on available programs, services and businesses accessible within and near the city. Estimated Attendance: 500	9/8/07
Los Angeles Fair	Occupied a 20 x 50 Company booth at the LA County Fair. Estimated Attendance: 1M	9/8-9/30/07
Celebrating Seniors – San Bernardino	Event targeted Seniors throughout San Bernardino county with vendors offering information and programs related to health, insurance, social services and assistance.	9/12/07

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Media and Outreach	Summary	Timeline
Arrowhead Regional Medical Center Fair	Fair offered customers opportunity to learn about various programs and services in their community.	9/22/07
Ontario CARES	150 CARE applications, 150 MBL applications, 150 CAPs (not sure if Eng or Sp), 100 DAP brochures.	Sept 07
Accessible City Event	Career and Health Fair held at Los Angeles Convention Center for the disabled population.	10/10/07
Orange County Senior Expo	Senior event held at Orange County Fairgrounds offering products, services and information targeted to Seniors.	10/11- 10/12/07
Highland Senior Fair	Senior Fair held at the Highland Medical Center.	10/19/07
Boyle Heights Utility and Community Resource Fair	Neighborhood Fair held at Hollenbeck Middle School. SoCalGas partnered with CPUC (Bill Clinic), TelCo's, LADWP, MWD, Staff from Council District 14 and other organizations in the community to distribute literature, conduct a conservation contest for elementary, middle and high school students and to offer food and various entertainment.	10/20/07
Governor's Conference	Women's Governor's Conference held at Long Beach Convention Center. Several hundred booths offered products, services and information.	10/23/07

Media and Outreach	Summary	Timeline
California Association of Non-Profits (CAN) Conference	National conference held in Los Angeles Conference for non-profit organizations to offer information on programs, services and ways for these organizations to increase funding, grants, etc.	10/25/07
Customer Assistance Media Coverage	SoCalGas (Denise King) conducted a 30-minute interview on energy efficiency, winter heating tips and natural gas safety with Vivian Porter, director of community services and public affairs for CBS Radio in Los Angeles. Porter is the host of a public affairs program called Community Lights, that airs at 6 a.m. Sundays on KRTH-FM and at 11 p.m. Sundays on KTWV-FM.	Interview Airing 12/9/07

ATTACHMENT C

Letter Agreement CSD Leveraging Report

Southern California Gas Company
Nineteenth Annual CARE Progress Report
May 1, 2008

May 10, 2000

Mr. Timothy Dayonot

Director
State of California
Department of Community Services
and Development
700 North 10th Street, Room 258
Sacramento, California 95814-0338

RE: Letter Agreement between the State of California Department of Community Services and Development and Southern California Gas Company for Leveraging and Reporting the California Alternate Rates for Energy Program Discounts and the State of California Low-Income Home Energy Assistance Program

This Letter of Agreement is entered into by the State of California Department of Community Services and Development (CSD) and Southern California Gas Company (SoCalGas) for the purpose of ensuring integration and coordination of resources and benefits between CSD's Low-Income Home Energy Assistance Program (LIHEAP), and SoCalGas' California Alternate Rates for Energy (CARE) and Gas Assistance Fund (GAF) Programs. The existence of this Agreement places CSD within compliance of the Department of Health and Human Services' LIHEAP Leveraging Incentive Program requirements and enables California to claim the GAF payment/CARE discount (s) as leveraged resources. These programs all provide a form of energy assistance to low-income customers. It is mutually agreed that both parties will assist in the referral of their customers to the other energy assistance program through written and/or verbal referrals of the program. SoCalGas will include the toll-free telephone numbers for the LIHEAP and SoCalGas' Direct Assistance Program (DAP) on SoCalGas' CARE applications starting June 1, 2000 and on all GAF materials starting January 1, 2001.

The eligibility criteria and income guidelines are specific to each program. LIHEAP income guidelines are set at 60% of the State Median Income; GAF/CARE income guidelines are 150% of the Federal Income Poverty Guidelines.

The levels of assistance for each program vary according to the respective program. The amount of Federal funding; the number of persons in the household; the applicant's geographical location; and the household's income determine LIHEAP assistance levels. The GAF program offers one payment of an applicant's gas bill up to a maximum of \$100.00 per calendar year. The CARE program offers a 15% reduction off the applicant's monthly gas bill and a 60% discount on the Service Establishment Charge, if qualified for CARE within 90 days of starting new gas service.

The LIHEAP program is operated year round and provides one-time assistance, per household, per program year (January through December). Applicants must re-apply annually. The GAF program provides one-time assistance, per household, per 8-week period (February through March), per calendar year.

Applicants must re-apply annually. CARE provides a continuous 15% rate reduction throughout the year with the applicant re-certifying biennially.

These programs are integrated and coordinated through the written/verbal referral of applicants/customers to the opposite program. Program applications will have the name and toll free telephone numbers of the other programs printed on the applications.

A report on the number of households assisted and the total amount of assistance will be provided to the LIHEAP Program annually starting October 1, 2000.

SoCalGas shall make available to the CSD or its representative all appropriate documents, papers and records pertinent to the referral process and leveraged amounts for examination, copied or mechanical reproduction for a period of three years from the date the information is submitted to CSD. Specifically, SoCalGas will provide CSD with data necessary for completion of California's annual Leveraging Application. The data will be requested each October and will cover the preceding October through September timeframe. The information requested includes: 1) the total number of households currently receiving the reduced rate/energy payment; and 2) the total discount/payment received by all participating households.

Southern California Gas Company
Nineteenth Annual CARE Progress Report
May 1, 2008

AGREED TO:

Tim Dayonot, Director
State of California
Department of Community Services
Company and Development

Donna Jones-Moore
Manager, Mass Markets
Southern California Gas

Dated: _____

Dated: _____

Southern California Gas Company
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 May 1, 2008

Leveraging Funds
 SoCalGas CARE Participation Discounts

Month	Gas Discount	Electric Discount	Total Discount	Total Participants
Oct – 2006	\$5,854,746	\$	\$5,854,746	1,257,583
Nov – 2006	\$9,089,672	\$	\$9,089,672	1,267,608
Dec – 2006	\$14,735,392	\$	\$14,735,392	1,265,783
Jan – 2007	\$13,575,383	\$	\$13,575,383	1,254,019
Feb – 2007	\$10,625,412	\$	\$10,625,412	1,241,939
Mar – 2007	\$8,623,331	\$	\$8,623,331	1,234,761
Apr – 2007	\$8,148,196	\$	\$8,148,196	1,242,433
May – 2007	\$8,614,135	\$	\$8,614,135	1,251,947
Jun – 2007	\$7,139,554	\$	\$7,139,554	1,263,062
Jul – 2007	\$6,083,569	\$	\$6,083,569	1,270,163
Aug – 2007	\$5,232,986	\$	\$5,232,986	1,277,784
Sep 2007	\$5,403,049	\$	\$5,403,049	1,291,437
Grand Total	\$103,125,425	\$	\$103,125,425	*

*The September 2006 figure is reported as the total number of CARE participants therefore a grand total of participants are not needed.

Utility Bill Assistance
 SoCalGas Gas Assistance Fund

Month	SoCalGas GAF Payment	Participants
Oct – 2006		
Nov – 2006		
Dec – 2006		
Jan – 2007		
Feb – 2007		
Mar – 2007	\$318,407.56	3,905
Apr – 2007	\$34,818.94	423
May – 2007	\$44,257.12	528
Jun – 2007	\$30,469.49	366
Jul – 2007	\$19,972.74	236
Aug – 2007	\$2,716.83	29
Sep 2007		
Grand Total	\$450,642.68	5,487