

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

Applications of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)	Application 11-05-019 (Filed May 15, 2011)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 – 2014.	Application 11-05-020 (Filed May 15, 2011)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012 – 2014.	Application 11-05-018 (Filed May 15, 2011)
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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2013**

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May 21, 2013

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2013**

This is the fourth monthly report of program year (PY) 2013. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through April 2013 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. Energy Savings Assistance Program Executive Summary

1.1. Energy Savings Assistance Program Overview

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

Program Summary through April 2013			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$117,559,855	\$22,048,514	19%
Homes Treated	136,836	24,092	18%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	4,552,434	641,078	14%

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

In April, SoCalGas processed and paid contractor invoices for 9,139 treated homes. In addition, SoCalGas paid for the installation of 2,679 appliances, 2,638 furnace repairs/replacements, 76 water heater replacements, and 1,987 high efficiency clothes washers.

1.2. Energy Savings Assistance Program Customer Outreach and Enrollment Update

1.2.1. Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

Ethnic and Mass Media Campaign

No ethnic or mass media campaigns were deployed during the month of April. However, to help increase awareness about SoCalGas' commitment to the community and sponsorship of the Cambodian New Year Celebration, Imprinta Communications Group, an ethnic-owned organization that assists SoCalGas,

developed a press release that encouraged action among the Cambodian community to visit the SoCalGas booth and learn more about the CARE and the ESA Programs at the Cambodian New Year Festival in San Bernardino on April 13th, 2013. Additional free credited media was earned in a prominent Cambodian Newspaper, the Angor Borei News. An article was published on March 31st, 2013 and April 10th, 2013. The total impressions for two published articles were estimated at 200,000. Additionally, social media posting was secured in Khmerican. Khmerican is a web-based news company that publishes original content on Khmer America. They published the SoCalGas Cambodian New Year press release that resulted in 9,539 subscribers.

E- Newsletter

No E-Newsletter was deployed in the month of April.

Energy Savings Assistance Program - Bill inserts/onserts

A bill insert campaign was conducted to over 900,000 customers enrolled in the CARE Program during the month of April. The insert contained information explaining how the ESA Program provides income-qualified renters and homeowners with easy, no cost solutions that may help reduce energy use and monthly bills. The bill insert was available in English and Spanish and directed customers to the SoCalGas website link

< www.socalgas.com/for-your-home/assistance-programs/esap/ >.

Energy Savings Assistance Program - Direct Mailings

During the month of April there was one direct mail campaign deployed to 42,082 CARE enrolled and eligible ESA Program customers. The direct mailing was conducted bi-weekly in two parts in consideration of possible ESA Program contractor workload impacts and to allow for timely scheduling of customer home visits. The personalized letter available in Spanish directed customers interested in the ESA Program to call the local contractor assigned to their area. Results

are under review to determine the number of customer leads that resulted from the campaign, and will be reported as they become available.

Energy Savings Assistance Program - Outbound Dialing

In April there was one automated voice messaging (AVM) campaign to approximately 12,500 CARE enrolled and ESA Program eligible customers. The campaign was deployed in English and Spanish and interested customers were put in direct contact with a contractor to make an appointment. As a result of this campaign, 546 customer leads were generated.

Energy Savings Assistance Program - Web Activities

SoCalGas includes website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. For the month of April, 44 customers completed the on-line English ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through SoCalGas' ESA Program.

Additionally on April 27th, an email campaign was deployed to new CARE enrolled customers eligible for the ESA Program. These customers have enrolled in My Account and have opted to receive information about saving money and energy. A total of 6,695 customers were selected for this campaign and encouraged to apply for the ESA Program by visiting the ESA Program website page. Results of the email campaign from this month as well as from March will be reported as data becomes available.

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

April 4th - Remote Area Medical (RAM) California Expedition, Indio

SoCalGas attended the Remote Area Medical California event in Indio from Thursday, April 4th through Sunday, April 7th. SoCalGas collaborated with the FIND Food Bank in Palm Desert to participate in the free health care clinic that assisted many families without medical insurance. Everyone that received free food from the FIND Food Bank also received a package of information on CARE, the ESA Program and the Advanced Meter initiative. Most of the families in attendance were low-income and of Hispanic origin. Approximately 800 people a day received SoCalGas program information. Assemblyman Manuel Flores and Congressman Raul Ruiz came by the SoCalGas booth on Sunday and thanked SoCalGas for participating in the event.

April 6th – Financial Fitness Fair, Los Angeles Public Library, Central Branch

SoCalGas brought low-income program information to a Financial Fitness Fair hosted by the Los Angeles Public Library. Several hundred persons attended the event. The primary draw was information on tax preparation and financial planning, but SoCalGas supplied CARE applications to CalFresh outreach workers for distribution to customers signing up for that program.

April 7th – 27th – Multiple Sclerosis Walks, SoCalGas Service Territory

SoCaGas participated in seven Multiple Sclerosis Walks in the month of April throughout the service territory. These walks were held in Pasadena, Fresno, Palm Desert, Ontario, San Luis Obispo, San Fernando Valley and Santa Barbara. SoCalGas attended these events to educate customers on Medical Baseline and the CARE and ESA Programs. The events drew crowds from 500 to 2,000 people. Customers who visited the booth had the opportunity to receive materials and enroll in CARE, Medical Baseline and the ESA Program.

April 13th – Imperial County Children’s Fair, El Centro

SoCalGas participated in the annual Children’s Fair in El Centro. An estimated 3,000 people attended the fair. SoCalGas hosted a booth and presented information on the ESA Program, CARE, the Advanced Meter Initiative and Energy Efficiency Programs to interested customers. The information was provided to customers in English and Spanish. Approximately 1,000 customers visited the booth to inquire about the SoCalGas programs.

April 13th – Cambodian New Year Festival, San Bernardino

The 2013 Cambodian New Year Celebration hosted by the Asian-American Resource Center (AARC) in San Bernardino celebrated the end of the harvesting season and beginning of the Cambodian New Year. Imprenta Communications Group facilitated SoCalGas’ participation at the celebration which featured dance performances, cultural fashion show games and authentic Cambodian cuisine. The event is one of the largest Cambodian New Year Celebrations in the Inland Empire attracting over 1,000 community members who are predominately Cambodian-speaking. Elected officials within the city and county of San Bernardino such as Mayor Patrick Morris and County Supervisor Josie Gonzalez were present and awarded SoCalGas with certificates of recognition and appreciation from AARC. At the event, customers were positive and expressed their appreciation that material was available in Khmer. Representatives were available to assist customers fill out the CARE and the ESA Program forms

April 18th – CalFresh Workshops, Catholic Charities, Orange County

Imprenta Communications has been assisting with SoCalGas’s collaboration with faith-based organization to perform outreach in Orange County. SoCalGas participated in a CalFresh workshop in April that Catholic Charities of Orange County hosts. Because CalFresh is a program that satisfies “Categorical Eligibility” for the CARE program, Imprenta assists SoCalGas in ensuring that a bilingual representative is on premises during the workshop and that multilingual material (English, Spanish, and Vietnamese) is available. The CalFresh

workshops are small groups – approximately 20 persons – where CalFresh and SoCalGas representatives explain the programs, usually in Spanish, and then assist the customers in filling out the forms.

April 20th – The 22nd Annual California Poppy Festival, Lancaster

SoCalGas sponsored and hosted a booth at the annual California Poppy Festival in Lancaster. SoCalGas was among more than 100 vendors present. The event, which drew over 8,000 attendees, provided SoCalGas representatives the opportunity to provide CARE and ESA Program information to more than 215 people.

April 22nd, 23rd, 24th – Food Pantry Distribution, Catholic Charities, Orange County

During the month of April, SoCalGas attended three pantry events in Orange County. The attendees at the event are generally limited English speakers. At the events SoCalGas spoke one-on-one with more than 300 persons in either Spanish or Vietnamese.

April 27th – Eco Fair, City of Alhambra

SoCalGas hosted a booth at the annual Eco Fair in the City of Alhambra. SoCalGas coordinated participation with Southern California Edison (SCE) to promote common programs. Information about the ESA Program, CARE, Energy Efficiency, and the Advanced Meter Initiative was made available to interested customers of all ages and ethnic groups. Many customers who attended the Eco fair were Chinese and SoCalGas was able to provide in language material to those customers. Approximately 2,000 people attended the day long festival with more than 300 people stopping by to receive information.

April 27th – Cinco de Mayo event, Monrovia

SoCalGas sponsored and participated in the Monrovia Cinco de Mayo event, which was held on April 27th this year. Approximately 1,800 people attended the

event and more than 200 customers stopped by the booth to receive information on CARE, the ESA Program, Energy Efficiency and the Advanced Meter Initiative. SoCalGas was recognized by the Monrovia Mayor Mary Ann Lutz for participating in the event and mentioned in the local media communications.

April 28th – Fiesta Broadway, Grand Park, Downtown Los Angeles

Fiesta Broadway was held in Grand Park with an estimated attendance of 100,000. More than 800 persons stopped at the SoCalGas booth; about 300 asked for additional information about the CARE and ESA Program; 85 customers completed follow-up contact cards.

1.3. Leveraging Success Evaluation, Including CSD

1.3.1. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

SoCalGas participated in a joint meeting focused on the advancement of Investor Owned Utility (IOU)-CSD leveraging pilots (geographic coordination, bulk purchasing, solar water heater, and data sharing), which were directed by D. 12-08-044. Meeting attendees included staff from the Commission's Energy Division, CSD, and the four large California energy utilities. In April, leveraging efforts continued and updates were provided on the progress of the four pilots, including meeting project goals and deployment schedules. Moving forward, coordinated planning will continue to ensure the implementation of each pilot.

SoCalGas' ESA Program leveraging agreements with the Imperial Irrigation District (IID) and Burbank Water and Power (BWP) have expired. However, the relationships with these two agencies will be maintained, and future opportunities for leveraging will be explored. IID has agreed to share information with SoCalGas related to joint customers served by both low-income programs. SoCalGas is still in discussions with IID and hopes to renew an agreement to

deliver both low-income programs via one utility. SoCalGas met with BWP in April to continue discussions on working toward a new agreement.

SoCalGas and Riverside Public Utilities (RPU) have established a leveraging agreement that will allow customers residing within the two utilities' overlapping service territories to benefit from both SoCalGas' and RPU's low-income program offerings during the same visit. A goal of this partnership is to install a comprehensive mix of gas and electric measures that are available to eligible customers. The partnership between SoCalGas and RPU provides customers energy and bill savings from both sets of measures, and greater customer convenience related to coordinated contractor visits. While canvassing efforts under this signed agreement have begun, both utilities are still working through data sharing issues, the result of which will allow the contractor to streamline the enrollment process for both utilities.

Additionally, SoCalGas met with two other municipalities to discuss leveraging for both the energy efficiency and low-income programs. While discussions are still in the early stages, SoCalGas is confident that at least one of the municipalities is interested in moving forward with an agreement.

Lastly, SoCalGas and Eastern Municipal Water District (EMWD) completed a leveraging agreement where EMWD provides a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' ESA Program. Initial installations under the signed agreement began in December 2010 and have continued throughout 2013. As a result of this agreement SoCalGas' ESA Program will receive rebates totaling nearly \$200,000 for High Efficiency Clothes Washers installed in the SoCalGas and EMWD joint service territory in 2013.

1.4. Workforce Education & Training

1.4.1. Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: (1) Enrollment and Assessment (E&A); and (2) ESA Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results			
	First Quarter	April	YTD Total
Attended Testing	65	19	84
Passed Test	62	17	79
Pass Rate	95%	89%	94%

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class which reviews the requirements for enrollment, assessment and in-home education.

SoCalGas 5- Day Enrollment and Assessment Training			
	First Quarter	April	YTD Total
Attended Class	75 ⁽¹⁾⁽²⁾⁽³⁾	19	94
Tested	72	19	91
Passed Class	68	19	87
Badged	34	3	37
Census Attendees	0	0	0
Retention Rate*	94%	100%	95%
*Retention Rate is Passed/Tested			

(1) One SCG employee attended, but was not tested in February
 (2) Two SCG employees attended, but were not tested in March
 (3) Represents corrected from value of 76 shown in March report.

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 37. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2013.

Class Type	First Quarter		April		YTD Total	
	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students
Initial	3	22	0	0	3	22
Refreshers	2	9	1	3	3	12
NGAT 5-Day	2	21	0	0	2	21
Grand Total	7	52	1	3	8	55

On February 1, 2013, SoCalGas also submitted preliminary data provided by its ESA Program contractors for program year 2012 on seven WE&T areas as directed in D.12-08-044. This report was submitted for the purpose of assessing WE&T needs, if any, of the existing ESA Program workforce in yielding effective and quality program outcomes. The information is currently being evaluated by the WE&T Working Group led by the Commission's Energy Division and also established in D.12-08-044. In addition to evaluating the data gathered and submitted by the IOUs, the WE&T Working Group filed a progress report on April 15th, 2013. The report included a list of researchable questions to help focus

workforce data collection and determine program needs and successes. A final report shall be submitted to the assigned Administrative Law Judge by July 15th, 2013 with conclusive findings and recommendations.

2. CARE Executive Summary

2.1. CARE Program Summary - April

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach ⁽¹⁾	\$3,845,745	\$856,590	22%
Proc., Certification and Verification	\$8,200,213	\$424,807	5%
Information Tech./Programming	\$2,669,534	\$65,583	2%
Pilots ⁽¹⁾	\$180,000	\$30,000	17%
Measurement and Evaluation	\$51,484	\$0	0%
Regulatory Compliance	\$234,962	\$75,348	32%
General Administration	\$915,488	\$315,530	34%
CPUC Energy Division Staff	\$60,000	\$3,990	7%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,157,426	\$1,771,847	11%
Subsidies and Benefits	\$129,892,840	\$51,765,348	40%
Total Program Costs and Discounts	\$146,050,266	\$53,537,196	37%

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

(1) Outreach funds were reduced and reclassified as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is a "not to exceed" 2013 allocation (SoCalGas 25% share of up to \$60,000/month).

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,651,582	1,797,772	91.9%

2.2 Outreach

2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility’s behalf. (For additional CARE Outreach see section 1.2.2.)

CARE Telephone Enrollments and Recertification

During the month of April, SoCalGas deployed an AVM campaign to approximately 16,000 customers whose eligibility in the CARE program was about to expire. Approximately 3,100 customers recertified their eligibility via the interactive phone channel. That number can increase because an inbound interactive voice response (IVR) system stays open for several weeks after a campaign, allowing customers who received a message on their answering machine to call the inbound line at a later date.

CARE Web Activity & Enrollments

The SoCalGas website and electronic media such as email are an important channel for communicating with low-income customers. SoCalGas references its website in virtually all communications, and the CARE program was a “marquee” (a prominent graphic on the home page) for both the English and Spanish sections of the website. During the month of April 2,333 new customers enrolled in the CARE program using the SoCalGas website. In addition, SoCalGas emailed 10,600 CARE customers that their CARE eligibility was about to expire and that they needed to recertify; 2,063 customers recertified their eligibility through the company website.

CARE Third-Party Enrollments and Outreach

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas employs a third-party contractor to canvass targeted neighborhoods for the purpose of enrolling customers in CARE. The representatives are bilingual (English and Spanish). Door-to-door outreach generated 4,494 applications in April; 3,603 customers were subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and through inbound calls, 211 LA County directs needy customers to the CARE Program.

In addition, SoCalGas contracts Imprenta Communications to assist with grassroots communications within Orange County. Activities are also reported in Section 1.2.2.

CARE Direct Mail Activity and Enrollments

SoCalGas began a direct mail campaign in late February. The campaign targeted 600,000 customers who reside in the overlapping service territories of SoCalGas and SCE. In addition, SoCalGas added 100,000 customers who reside in the city of Los Angeles (overlapping service territory with Los Angeles Department of Water & Power (LADWP)) to the spring campaign. Thus far, SoCalGas has mailed out approximately 700,000 bilingual (English/Spanish) letters with CARE applications. There is a time lag between mailing, receipt, and return of applications. Results will be reported over the next several months. In addition, SoCalGas launched a targeted direct mail campaign (1,000 pieces) to Vietnamese-speaking customers in the month of March. The direct mail piece leverages SoCalGas's participation at the Tet Festival held February 8th through February 10th in Garden Grove. The letter was printed in English and Vietnamese and includes a Vietnamese language application. Return numbers from the campaigns will be reported over the next several months, but during

April there were more than 1,700 Spanish applications returned; 1,046 were approved. There were 7,400 English applications returned; 4,497 were approved.

CARE Bill Inserts

The next planned bill insert is in July, which will describe the updated program eligibility guidelines.

CARE Mass Media Campaign

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield, KUFW and Visalia) to encourage awareness of customer assistance programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day.

Disability Outreach

SoCalGas has hired a visually-impaired contractor whose specific responsibility is outreach to persons with disabilities. During April the contractor made several visits to small groups around SoCalGas service territory. The contractor spoke to a group of seniors in Lincoln Heights and also made a presentation to the Los Angeles Department of Aging. This was a follow-up to a presentation that the contractor had made to the department last year. The contractor also met with and explained SoCalGas assistance programs to the Long Beach Veterans Administration Transition Department. An important component of SoCalGas outreach, especially as it relates to vulnerable, hard-to-reach customers, is to ensure that outreach staff from other departments and agencies (government and non-government) are able to explain SoCalGas assistance programs.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as the LADWP, SCE, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of April, 4,969 customers were enrolled in SoCalGas' CARE program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in April generated 3,196 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during April, 272 LIHEAP customers were enrolled in SoCalGas' CARE program.

2.3 CARE Recertification Complaints

There were no recertification complaints during the month of April.

3. Appendix: Energy Savings Assistance Program Tables and CARE Tables

ESA Program - Table 1- Program Expenses

ESA Program - Table 2- Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 3- Average Bill Savings per Treated Home

ESA Program - Table 4a- Homes Treated

ESA Program - Table 4b- Homes Unwilling/Unable to Participate

ESA Program - Table 5- Program Customer Summary

ESA Program - Table 6- Expenditures for Pilots and Studies

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3a- CARE Post-Enrollment Verification Results (Model)

CARE- Table 3b- CARE Post-Enrollment Verification Results (High Useage)

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

CARE- Table 9- Expenditures for the CHANGES Pilot

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	April 2013												
4	Authorized Budget ¹			Current Month Expenses ²			Year to Date Expenses ²			% of Budget Spent YTD			
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	N/A	\$ 6,449,788	\$ 6,449,788	N/A	\$ (85,577)	\$ (85,577)	N/A	\$ 3,269,532	\$ 3,269,532	N/A	51%	51%
8	Domestic Hot Water	N/A	\$ 15,460,812	\$ 15,460,812	N/A	\$ (435,389)	\$ (435,389)	N/A	\$ 2,365,573	\$ 2,365,573	N/A	15%	15%
9	Enclosure	N/A	\$ 40,418,299	\$ 40,418,299	N/A	\$ (558,506)	\$ (558,506)	N/A	\$ 6,161,800	\$ 6,161,800	N/A	15%	15%
10	HVAC	N/A	\$ 18,006,083	\$ 18,006,083	N/A	\$ 210,601	\$ 210,601	N/A	\$ 3,319,556	\$ 3,319,556	N/A	18%	18%
11	Maintenance	N/A	\$ 2,496,293	\$ 2,496,293	N/A	\$ (220,611)	\$ (220,611)	N/A	\$ 339,662	\$ 339,662	N/A	14%	14%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
14	Customer Enrollment	N/A	\$ 20,746,914	\$ 20,746,914	N/A	\$ 114,103	\$ 114,103	N/A	\$ 3,615,859	\$ 3,615,859	N/A	17%	17%
15	In Home Education	N/A	\$ 2,517,638	\$ 2,517,638	N/A	\$ (31,895)	\$ (31,895)	N/A	\$ 413,755	\$ 413,755	N/A	16%	16%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
17	Energy Efficiency TOTAL	N/A	\$ 106,095,827	\$ 106,095,827	N/A	\$ (1,007,274)	\$ (1,007,274)	N/A	\$ 19,485,737	\$ 19,485,737	N/A	18%	18%
18													
19	Training Center	N/A	\$ 663,921	\$ 663,921	N/A	\$ 26,639	\$ 26,639	N/A	\$ 87,956	\$ 87,956	N/A	13%	13%
20	Inspections	N/A	\$ 3,063,896	\$ 3,063,896	N/A	\$ (24,914)	\$ (24,914)	N/A	\$ 446,506	\$ 446,506	N/A	15%	15%
21	Marketing and Outreach	N/A	\$ 1,272,007	\$ 1,272,007	N/A	\$ 95,172	\$ 95,172	N/A	\$ 223,347	\$ 223,347	N/A	18%	18%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 29,692	\$ 29,692	N/A	\$ 108,464	\$ 108,464	N/A	37%	37%
25	General Administration	N/A	\$ 5,891,204	\$ 5,891,204	N/A	\$ 780,115	\$ 780,115	N/A	\$ 1,694,794	\$ 1,694,794	N/A	29%	29%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 549	\$ 549	N/A	\$ 1,710	\$ 1,710	N/A	2%	2%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 117,559,855	\$ 117,559,855	N/A	\$ (100,021)	\$ (100,021)	N/A	\$ 22,048,514	\$ 22,048,514	N/A	19%	19%
29	Funded Outside of ESA Program Budget												
30	Indirect Costs				N/A	\$ 177,181	\$ 177,181	N/A	\$ 837,250	\$ 837,250			
31	NGAT Costs					\$ (67,487)	\$ (67,487)		\$ 457,097	\$ 457,097			
32													
33	¹ The authorized budget does not include funds shifted from previous years and/or prior program cycles. ² Current month and YTD expenditures include the reversal of a quarterly accrual of \$9,199,911.20 in the following reporting categories: Appliances (\$1,492,120), Domestic Hot Water (\$1,416,127.19), Enclosure (\$2,985,387.77), HVAC (\$1,400,686.70), Maintenance (\$356,660.44), Customer Enrollment (\$1,240,455.20), and In Home Energy Education (\$156,892.50). The quarterly contractor invoice estimate accrual was overstated by \$951,271.35.												
34													
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H
1	Energy Savings Assistance Program Table 2							
2	Program Expenses & Energy Savings by Measures Installed							
3	Southern California Gas Company							
4	April 2013							
5	Year-To-Date Completed & Expensed Installation							
6	Measures	Units	Quantity Installed	kWh⁴ (Annual)	kW⁵ (Annual)	Therms (Annual)	Expenses⁷ (\$)	% of Expenditure
7	Appliances							
8	High Efficiency Clothes Washer	Each	4,553			124,297	\$3,433,382	18%
9	Refrigerators	Each						
10	Microwaves ⁶	Each						
11	Domestic Hot Water							
12	Water Heater Blanket	Home	1,079			5,007	\$55,331	0%
13	Low Flow Shower Head	Home	21,174			88,576	\$826,084	4%
14	Water Heater Pipe Insulation	Home	874			2,611	\$17,364	0%
15	Faucet Aerator	Home	20,891			28,507	\$284,997	1%
16	Water Heater Repair/Replacement	Each	536			-	\$256,274	1%
17	Thermostatic Shower Valve	Each	22,142			301,131	\$884,460	5%
18	Enclosure							
19	Air Sealing / Envelope ¹	Home	18,588			66,932	\$4,847,791	25%
20	Attic Insulation	Home	1,395			10,288	\$1,405,583	7%
21	HVAC							
22	FAU Standing Pilot Conversion	Each	13			546	\$4,055	0%
23	Furnace Repair/Replacement	Each	2,638			-	\$2,716,240	14%
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each						
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each						
29	Duct Testing and Sealing	Home	553			-	\$545,612	3%
30	Maintenance							
31	Furnace Clean and Tune	Home	5,467			13,184	\$339,662	2%
32	Central A/C Tune up	Home						
33	Lighting							
34	Compact Fluorescent Lights (CFL)	Each						
35	Interior Hard wired CFL fixtures	Each						
36	Exterior Hard wired CFL fixtures	Each						
37	Torchiere	Each						
38	Occupancy Sensor	Each						
39	LED Night Lights	Each						
40	Miscellaneous							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	New Measures							
44								
45	Pilots							
46								
47	Customer Enrollment							
48	Outreach & Assessment	Home	24,092				\$3,596,722	18%
49	In-Home Education	Home	24,309				\$302,003	2%
50								
51	Total Savings/Expenditures					641,078	\$19,515,561	
52								
53	Households Weatherized ²		23,703					
54								
55	Households Treated							
56	- Single Family Households Treated	Home	17,194					
57	- Multi-family Households Treated	Home	5,642					
58	- Mobile Homes Treated	Home	1,256					
59	Total Number of Households Treated	Home	24,092					
60	# Eligible Households to be Treated for PY³	Home	136,836					
61	% of Households Treated	%	18%					
62	- Master-Meter Households Treated	Home	2,411					
63								
64	¹ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking							
65	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
66	² Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
67	³ Based on Attachment H of D.12-08-044							
68	⁴ All savings are calculated based on the following sources:							
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
70	⁵ Costs exclude support costs that are included in Table 1.							
71	⁶ Microwave savings are from ECONorthWest Studies received in December of 2011							
72	⁷ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's							
73	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill	
2	Savings per Treated Home	
3	Southern California Gas Company	
4	April 2013	
5	Year-to-Date Installations - Expensed	
6	Annual kWh Savings	n/a
7	Annual Therm Savings	641,078
8	Lifecycle kWh Savings	n/a
9	Lifecycle Therm Savings	6,617,029
10	Current kWh Rate	n/a
11	Current Therm Rate	0.55
12	Number of Treated Households	24,092
13	Average 1st Year Bill Savings / Treated households	\$ 14.70
14	Average Lifecycle Bill Savings / Treated Household	\$ 127.16
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
2	Homes Treated						
3	Southern California Gas Company						
4	April 2013						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	12	10,967	10,979	10	288	298
8	Imperial	18,445	10	18,455	92	2	94
9	Kern	28,576	13,930	42,507	808	210	1,018
10	Kings	13,263	16	13,278	566	1	567
11	Los Angeles	2,435	1,105,335	1,107,770	155	11,663	11,818
12	Orange	4	240,830	240,834	0	1,828	1,828
13	Riverside	131,941	107,027	238,968	401	3,172	3,573
14	San Bernardino	1,009	174,362	175,371	87	2,319	2,406
15	San Luis Obispo	18,517	12,083	30,600	265	0	265
16	Santa Barbara	1,116	38,447	39,564	142	141	283
17	Tulare	46,685	10,914	57,600	1453	391	1,844
18	Ventura	2,270	57,561	59,831	24	74	98
19	Total	264,273	1,771,483	2,035,756	4,003	20,089	24,092
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	April 2013								
4		Reason Provided							
5	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
6	Fresno	6	2	0	0	0	0	0	1
7	Imperial	1	0	0	23	0	1	10	0
8	Kern	44	3	0	1	0	12	1	1
9	Kings	6	6	0	0	2	3	0	0
10	Los Angeles	619	54	0	310	5	333	62	42
11	Orange	82	1	0	13	2	48	7	8
12	Riverside	154	17	0	29	1	135	62	16
13	San Bernardino	501	39	0	18	1	118	38	22
14	San Luis Obispo	2	0	0	0	0	5	0	2
15	Santa Barbara	1	0	0	3	1	0	0	1
16	Tulare	42	6	0	19	20	160	1	14
17	Ventura	11	0	0	5	1	10	3	0
18				0					
19	Total	1,469	128	0	421	33	825	184	107
20									
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	April 2013																
4		Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6	2013		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	0	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0	0	N/A	N/A
8	February	0	N/A	N/A	N/A	6,512	146,991	N/A	N/A	N/A	N/A	N/A	N/A	6,512	146,991	N/A	N/A
9	March	0	N/A	N/A	N/A	8,441	224,106	N/A	N/A	N/A	N/A	N/A	N/A	8,441	224,106	N/A	N/A
10	April	0	N/A	N/A	N/A	9,139	269,981	N/A	N/A	N/A	N/A	N/A	N/A	9,139	269,981	N/A	N/A
11	May																
12	June																
13	July																
14	August																
15	September																
16	October																
17	November																
18	December																
19	YTD	N/A	N/A	N/A	N/A	24,092	641,078	N/A	N/A	N/A	N/A	N/A	N/A	24,092	641,078	N/A	N/A
20																	
21	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	April 2013												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	none												
8	Studies												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	0	0	N/A	0	0	N/A	0	0
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	0	0	N/A	0	0	N/A	0	0
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	0	0	N/A	0	0	N/A	0	0
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	0	0	N/A	0	0	N/A	0	0
13	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	0	0	N/A	0	0	N/A	0	0
14													
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	April 2013												
4		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ -	\$ 3,845,745	\$ 3,845,745	\$ -	\$ 130,855	\$ 130,855	\$ -	\$ 856,590	\$ 856,590	NA	22%	22%
7	Processing / Certification Re-certification	\$ -	\$ 4,456,213	\$ 4,456,213	\$ -	\$ 73,500	\$ 73,500	\$ -	\$ 326,557	\$ 326,557	NA	7%	7%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 21,583	\$ 21,583	\$ -	\$ 98,249	\$ 98,249	NA	3%	3%
9	IT Programming	\$ -	\$ 2,669,534	\$ 2,669,534	\$ -	\$ 16,898	\$ 16,898	\$ -	\$ 65,583	\$ 65,583	NA	2%	2%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0	NA	NA	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ -	\$ -	\$ -	\$ 30,000	\$ 30,000	NA	17%	17%
13													
14	Measurement and Evaluation	\$ -	\$ 51,484	\$ 51,484	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0%	0%
15	Regulatory Compliance	\$ -	\$ 234,962	\$ 234,962	\$ -	\$ 26,535	\$ 26,535	\$ -	\$ 75,348	\$ 75,348	NA	32%	32%
16	General Administration	\$ -	\$ 915,488	\$ 915,488	\$ -	\$ 66,603	\$ 66,603	\$ -	\$ 315,530	\$ 315,530	NA	34%	34%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,282	\$ 1,282	\$ -	\$ 3,990	\$ 3,990	NA	7%	7%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,157,426	\$ 16,157,426	\$ -	\$ 337,256	\$ 337,256	\$ -	\$ 1,771,847	\$ 1,771,847	NA	11%	11%
20													
21	CARE Rate Discount	\$ -	\$ 129,892,840	\$ 129,892,840	\$ -	\$ 6,710,866	\$ 6,710,866	\$ -	\$ 51,765,348	\$ 51,765,348	NA	40%	40%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 146,050,266	\$ 146,050,266	\$ -	\$ 7,048,122	\$ 7,048,122	\$ -	\$ 53,537,195	\$ 53,537,195	NA	37%	37%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 534,995	\$ 534,995	\$ -	\$ 8,426,738	\$ 8,426,738			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 534,995	\$ 534,995	\$ -	\$ 8,426,738	\$ 8,426,738			
31													
32	Indirect Costs				\$ -	\$ 103,147	\$ 103,147	\$ -	\$ 360,186	\$ 360,186			
33													
34	¹ Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y		
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																										
2	Southern California Gas Company																										
3	April 2013																										
4		New Enrollment								Recertification					Attrition (Drop Offs)					Enrollment							
5		Automatic Enrollment				Self-Certification (Income or Categorical)																					
6	2013	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)	Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
7	January	5,843	2,411	332	8,586	2,574	17,081	118	19,773	1	28,360	27,764	21,066	11,330	60,160	17,137	3,030	1,070	2,877	24,114	88,520	4,248	1,653,606	1,794,060	92.2%		
8	February	5,876	2,541	310	8,727	4,344	25,750	13	30,107	15	38,849	9,085	12,913	9,979	31,977	13,900	4,053	1,047	23,785	42,785	70,826	-3,936	1,649,670	1,794,060	92.0%		
9	March	5,445	3,600	388	9,433	3,532	12,144	18	15,694	15	25,142	16,061	18,047	12,869	46,977	10,876	2,961	527	11,144	25,508	72,119	-366	1,649,304	1,794,060	91.9%		
10	April	4,969	3,196	402	8,567	2,404	12,333	7	14,744	14	23,325	8,509	15,933	10,784	35,206	8,192	2,386	481	9,988	21,047	58,531	2,278	1,651,582	1,797,772	91.9%		
11	May																										
12	June																										
13	July																										
14	August																										
15	September																										
16	October																										
17	November																										
18	December																										
19	YTD Total	22,133	11,748	1,432	35,313	12,854	67,308	156	80,318	45	115,676	61,419	67,959	44,942	174,320	50,105	12,430	3,125	47,794	113,454	289,996	2,222	1,651,582	1,797,772	91.9%		
20																											
21	¹ Enrollments via data sharing between the IOUs.																										
22	² Enrollments via data sharing between departments and/or programs within the utility.																										
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																										
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																										

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	April 2013								
4	2013	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,653,606	5,282	0.32%	1,886	216	2,102	39.80%	0.127%
6	February	1,649,670	5,359	0.32%	19	175	194	3.62%	0.012%
7	March	1,649,304	6,207	0.38%	10	88	98	1.58%	0.006%
8	April	1,651,582	6,973	0.42%	4	10	14	0.20%	0.001%
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,651,582	23,821	1.44%	1,919	489	2,408	10.11%	0.146%
18									
19	¹ Includes customers verified as over income or who requested to be de-enrolled.								
20	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
21									
22									
23									
24	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
25	not applicable to SoCalGas								
26	2013	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
40									
41	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
43									

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications						
2	Southern California Gas Company						
3	April 2013						
4		Provided¹	Received	Approved²	Denied³	Pending/Never Completed⁴	Duplicates⁵
5	Total (Y-T-D)	831,362	200,746	134,305	11,875	17,647	36,919
6	Percentage		100%	67%	6%	9%	18%
7							
8	¹ An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications.						
10	³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	April 2013									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,589	11	10,600	11,964	14	11,978	113.0%	122.7%	113.0%
7	Imperial	0	16,809	16,809	16	13,631	13,647	0.00%	81.1%	81.2%
8	Kern	12,992	27,604	40,596	10,762	27,285	38,047	82.8%	98.8%	93.7%
9	Kings	18	13,040	13,058	17	14,493	14,510	94.4%	111.1%	111.1%
10	Los Angeles	951,268	2,401	953,668	882,688	1,155	883,843	92.8%	48.1%	92.7%
11	Orange	199,548	0	199,548	161,765	22	161,787	81.1%	0.00%	81.1%
12	Riverside	101,435	125,239	226,673	92,074	115,496	207,570	90.8%	92.2%	91.6%
13	San Bernardino	160,549	987	161,536	164,153	825	164,978	102.2%	83.6%	102.1%
14	San Luis Obispo	10,637	17,703	28,339	4,783	12,935	17,718	45.0%	73.1%	62.5%
15	Santa Barbara	34,065	1,068	35,133	28,875	682	29,557	84.8%	63.8%	84.1%
16	Tulare	10,731	45,750	56,481	11,418	47,917	59,335	106.4%	104.7%	105.1%
17	Ventura	53,364	1,966	55,330	47,158	1,454	48,612	88.4%	73.9%	87.9%
18	Total	1,545,194	252,578	1,797,772	1,415,673	235,909	1,651,582	91.6%	93.4%	91.9%
19										
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	April 2013							
4	2013	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified	Households De-enrolled	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,653,606	25,278	1.5%	17,653	5,481	69.8%	0.33%
6	February	1,649,670	24,627	1.5%	16,037	592	65.1%	0.04%
7	March	1,649,304	36,122	2.2%	16,046	736	44.4%	0.04%
8	April	1,651,582	42,081	2.5%	2,926	166	7.0%	0.01%
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	1,651,582	128,108	7.8%	52,662	6,975	41.1%	0.42%
18								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors						
2	Southern California Gas Company						
3	April 2013						
4	Contractor¹	Contractor Type				Total Enrollments	
5		(Check one or more if applicable)				Current	Year-To-Date
6		Private	CBO	WMDVBE	LIHEAP	Month	
7	Community Action Partnership of Orange County		X	X	X	0	0
8	ELA Communications Energy ED Program		X			0	0
9	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
10	Proteus, Inc.		X			0	0
11	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	2	2
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	The Companion Line		X			0	0
16	Across Amer Foundation		X			0	0
17	All Peoples Christian Center		X			0	0
18	LA County 211		X			0	0
19	YMCA Montebello-Commerce		X			0	0
20	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
21	Coachella Valley Housing Coalition		X			0	0
22	HABBM		X			0	0
23	Second Harvest Food Bank of Orange County		X			0	0
24	Southeast Community Development Corp.		X			0	0
25	Latino Resource Organization		X			0	0
26	Independent Living Center of Southern California		X			0	0
27	Community Action Partnership - Kern County		X			0	0
28	El Concilio del Condado de Ventura		X			0	0
29	Ventura Cty Comm Human		X			0	0
30	Blessed Sacrament Church		X			0	1
31	Starbright Management Services		X			0	0
32	Hermanidad Mexicana		X			0	0
33	CSET		X			0	0
34	Crest Forest Family and Community Service		X			0	0
35	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
36	Veterans in Community Service		X	X	X	0	0
37	Chinatown Service Center		X			2	4
38	Koreatown Youth and Community Center		X			0	0
39	MEND		X			0	0
40	Armenian Relief Society		X			0	0
41	Catholic Charities of LA – Brownson House		X			0	0
42	BroadSpectrum		X			0	0
43	OCCC, Inc. (Orange County Community Center)		X			0	1
44	Green Light Shipping	X				0	0
45	APAC Service Center		X			10	37
46	Visalia Emergency Aid Council		X			0	0
47	Total Enrollments					14	45
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	April 2013								
4	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	n/a	1,653,606	n/a	1,653,606	1,794,060	92.2%	6.0%	100%
6	February	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	-0.2%	100%
7	March	n/a	1,649,304	n/a	1,649,304	1,794,060	91.9%	0.0%	100%
8	April	n/a	1,651,582	n/a	1,651,582	1,797,772	91.9%	0.1%	100%
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD	n/a	1,651,582	n/a	1,651,582	1,797,772	91.9%	-0.2%	100%
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Program Table 9 - Expenditures for CHANGES Pilot												
2	Southern California Gas Company												
3	April 2013												
4		Authorized 3-Year Budget	Current Month Expenses	Expenses Since Jan. 1, 2013	% of 2013-14 Budget Expensed								
5		Total	Total	Total	Total								
6	Pilots												
7	CHANGES	\$540,000	\$0	\$30,000	6%								
8	Total Pilots	\$540,000	\$0	\$30,000	6%								
9													
10	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												