

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

Application of Southern California Edison Company (U 338E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.

And Related Matters.

Application 14-11-007  
(Filed November 18, 2014)

Application 14-11-009  
Application 14-11-010  
Application 14-11-011

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2019**

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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 (ESA) Program Overview

##### 1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.)16-11-022 and D.17-12-009:

Program Summary through April 2019			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$223,151,718	\$26,267,488	11.77%
Homes Treated	182,265	23,993	13.16%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,530,000	413,056	6.33%

\* Annual budget, homes treated goals and therms saved targets approved in Disposition of Advice Letter 5325.

In April 2019, SoCalGas processed and paid contractor invoices for 11,223 treated homes. Additionally, SoCalGas paid for the weatherization of 11,117 homes, 574 furnace repairs and replacements, 1,788 water heater repairs and replacements, and 112 High Efficiency (HE) clothes washers.

SoCalGas submitted its Mid-Cycle Advice Letter (AL) 5325 on July 16, 2018, which was approved by Energy Division (ED) with modifications on December 19, 2018. This report reflects the approved budget, homes treated and therms saved updates per the disposition of AL 5325.

**1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.**

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

**Ethnic and Mass Media Campaign**

SoCalGas did not conduct any mass media campaigns during the month of April.

**E-Newsletter**

SoCalGas did not participate in any E-Newsletter campaigns related to Low-Income Programs during the month of April.

**Energy Savings Assistance Program - Emails**

During the month of April, 514,523 emails were deployed to CARE customers that had not previously participated in the ESA Program. The email featured ESA Program information and also included “yes/no” buttons for customers to specify if they were interested in the program. All responses are being documented in the HEAT system and leads were created for the “yes” responses. There were 407 “no” responses and 7,963 “yes” responses. SoCalGas is continuing to evaluate whether this new email template that captures customer’s interest should become the new standard email.

**Energy Saving Assistance Program - Direct Mailings**

During the month of April, SoCalGas sent 20,459 direct mailings to new and existing CARE customers. The direct mailers, targeting customers who have not

previously participated in the ESA Program, featured ESA Program messaging and directed customers to the program web page. SoCalGas is currently developing a geo-targeted list of eligible customers to target in May. Results of the targeted mailing list will be reported in the May report.

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

SoCalGas did not deploy an outbound dialing campaign during the month of April. Future deployments are being explored and will be considered for incorporation into future marketing strategies for PY 2019.

### **Energy Savings Assistance Program - Web Activities**

There were 1,867 internet-generated leads for the ESA Program during the month of April. The increase in internet-generated leads is attributed to the high volume of emails sent in April. SoCalGas also utilized social media platforms to post ESA Program messaging. On Facebook, the English language post generated 4,927 impressions and resulted in 55 ESA web page link clicks. The Spanish language Facebook post generated 5,481 impressions and resulted in 67 ESA web page link clicks. On Twitter, the ESA post generated 1,912 impressions and resulted in 15 engagements.

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

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an

ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed below represent specific outreach events that SoCalGas participated in during the month of April.<sup>1</sup>

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 3 (Foodbank of Santa Barbara County)	Brown Bag Home Delivery	Santa Barbara	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 60 recipients of the home delivery meal service.
April 3 (Human Services Association)	HSA Champions for Change Staff Meeting and Training	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 3 staff members in attendance.
April 4 (MICOP)	Downtown Farmer's Market	Plaza Park, Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 30 in attendance.
April 4 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana – Farmworker Outreach	Near Hwy 99 and Merced Ave.	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 45 in attendance.
April 5 (Cesar Chavez Foundation – Radio Campesina)	Bakersfield Class of the Month	Roosevelt Elementary – Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 32 in attendance.
April 5 (Human Services)	Nutrition Workshop at Montebello	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.

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<sup>1</sup> Although Long Beach is not part of SoCalGas' territory, participation in certain Long Beach events is important as they attract participants from many other nearby SoCalGas communities.



<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Association)	Senior Center		
April 5	Mission Viejo Senior Day Event	Mission Viejo	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 recipients of the home delivery meal service.
April 6	LA Tech & Aging into the Future Expo Conference	Los Angeles	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 800 in attendance.
April 6 (SCDC)	Assembly-member Miguel Santiago Tax Preparation Fair	Boyle Heights	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
April 6	One Mind One Heart One Spirit Pow Wow	Highland	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 175 in attendance.
April 6 (SCDC)	40 <sup>th</sup> Annual Children's Fair	El Centro	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 of the 1,000 in attendance.
April 6 (SCRS-IL)	City of STEM	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 357 of the 10,000 in attendance.
April 7 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	ESA contractor and SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance. ESA contractor received 3 leads.
April 7 (MICOP)	El Super Outreach Event	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.
April 7 (LA 211)	Mindful Warrior Month of the Military Child	San Fernando	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 of the 200 in attendance.
April 8 (Human Services Association)	Roybal MHC Meeting	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 10 in attendance.
April 9 (SCDC)	Montebello Unified School District Adult Education Fair	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 of the 100 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	at Ford Adult School		
April 9 (LA 211)	Housing Authority Alhambra: Fair Housing Resource Fair	Alhambra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 88 of the 100 in attendance.
April 9 (MICOP)	Laundromat Outreach	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 10 in attendance.
April 10 (Foodbank of Santa Barbara County)	Alma Cena Sana	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 in attendance.
April 10 (Human Services Association)	Nutrition Workshop at El Centrito	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 5 in attendance.
April 11	Austismo Conference with Mexican Consulate of San Bernardino	San Bernardino	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 in attendance.
April 11 (SCDC)	Connect Day Resource Fair at Catedral Sagrada	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 of the 150 in attendance.
April 11 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana – Farmworker Outreach	Near hwy 99 and Comanche	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 45 in attendance.
April 11 (Unity Shoppe)	Senior Appreciation Luncheon	Santa Barbara County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. Approximately 100 individual senior & handicap volunteers were honored at the event. Event attendees included agencies, donors and foundations. All in attendance received materials on SoCalGas CAP programs.
April 11 (SCRS-IL)	Mental Health Workshop Event for Mental Health Partners at San Gabriel Valley SAC	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately all in attendance.
April 12 (Human Services)	Nutrition Workshop at BJR Community	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 14 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Association)	Center		
April 13	Long Beach – 2019 MS Walk	Long Beach	SoCalGas event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 500 in attendance.
April 13 & 14	1 <sup>st</sup> Annual Native American Peoples Intertribal Pow Wow	Oxnard Beach Park	SoCalGas event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 600 in attendance.
April 14	Day of the Horse	Stoney Point Ranch & Riding Chatsworth	SoCalGas event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 200 in attendance.
April 14 (MICOP)	Oxnard College Swap Meet	Oxnard	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
April 15 (Human Services Association)	Nutrition Workshop at Kaiser Medical Offices	Cudahy	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the 5 in attendance.
April 16 (LA 211)	Housing Authority Palmdale: Fair Housing Resource Fair	Palmdale	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 35 of the 45 in attendance.
April 16 (MICOP)	Plaza Cinema Theatre Outreach	Oxnard	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 30 in attendance.
April 16 (LA 211)	Mountie Fresh Mt. San Antonio College	Walnut	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 65 of the 100 in attendance.
April 17 (Foodbank of Santa Barbara County)	Mobile Food Pantry: Salvation Army	Santa Maria	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 100 in attendance.
April 17 (LA 211)	Chrysalis Open House	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 40 of the 90 in attendance.
April 17	Cal State University Northridge Veterans Breakfast	Northridge	SoCalGas event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 31 in attendance.
April 17	Emergency	Pomona	CBO staff provided information regarding SoCalGas’

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(LA 211)	Preparedness and Safety Awareness Resource Fair		Customer Assistance Programs. CAP materials were distributed to approximately 100 of the 150 in attendance.
April 18 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana	Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 30 in attendance.
April 18 (LA 211)	SPIRITT Family Services Event	El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of 160 in attendance.
April 20 (SCDC)	Easter Fair at City Hall	Norwalk	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
April 20 (MICOP)	MICOP Monthly Community Meeting – Haydock School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
April 21 (Human Services Association)	Open House at Victoria Elementary School	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 27 recipients of the home delivery meal service.
April 22 (Human Services Association)	Nutrition Workshop at HAS Westside Center	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 10 in attendance.
April 22 (Human Services Association)	Nutrition Workshop at Kaiser Medical Offices	Cudahy	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 6 in attendance.
April 23 (Human Services Association)	Zumba Workshop at Veterans Park	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 7 in attendance.
April 23 (MICOP)	Radio Indigena 94.1 FM Community Radio	Oxnard	General information about SoCalGas' Customer Assistance Programs was discussed during on-air programming.
April 23 (LA 211)	Van Nuys Probation and Community Team (PACT)	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 of the 110 in attendance.
April 24 (LA 211)	Century Villages Spring Health Fair	Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 90 of the 120 in

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			attendance.
April 24 (LA 211)	Harbor Regional Center Transition Fair	Torrance	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 of the 85 in attendance.
April 25 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana – Farmworker Outreach	Rawlee & Burbank in Buttonwillow	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
April 25	Autismo Conference with the Mexican Consulate of Los Angeles	Los Angeles	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
April 25 (LA 211)	Alhambra Unified School District Event	Alhambra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 of the 350 in attendance.
April 25 (MICOP)	Our Lady of Guadalupe Church Outreach	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
April 25 (Human Services Association)	Nutrition Workshop at MACES	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
April 26 (Human Services Association)	Nutrition Workshop at Miles Elementary Parent Center	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 17 in attendance.
April 26	Coastline Community College – Social Responsibility Luncheon: Connecting Communities	Costa Mesa	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 200 in attendance.
April 26 (LA 211)	Lynwood United Methodist Church/VOA Resource Fair	Lynwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 of 97 in attendance.
April 26 (Foodbank of Santa Barbara)	Brown Bag, Presidio Springs	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 90 brown bag

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
County)			recipients.
April 26, 27, & 28	Lemon Festival	Upland	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 10,000 in attendance.
April 27 (Cesar Chavez Foundation – Radio Campesina)	Dia Del Nino	Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 in attendance.
April 27	Inland Empire – 2019 MS Walk	Rancho Cucamonga	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 500 in attendance.
April 27	TASK's 2 <sup>nd</sup> Annual Family Fun Day & Resource Fair	Costa Mesa	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 in attendance.
April 27	Earth Day LA Event	Van Nuys	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 of the 2,000 in attendance.
April 27 (LA 211)	El Dia de los Ninos – Supervisor Sheila Kuehl	Panorama City	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 of the 75 in attendance.
April 27	LA Sanitation's 4th Annual Earth Day LA	Van Nuys	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 3,000 in attendance.
April 27 (Human Services Association)	Healthy Kids Day	Cudahy	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 recipients of the home delivery meal service.
April 27 (LA 211)	LGBT Veteran Stand-down	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 130 of the 160 in attendance.
April 27	Orangewood Foundation's Independent City Event	Garden Grove	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
April 27 & 28	Lancaster Poppy Festival	Lancaster	SoCalGas event staff in partnership with 811 Safety Program provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 5,000 in attendance.
April 27 & 28	Earth Day Santa	Santa Barbara	SoCalGas event staff provided information regarding

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Barbara		SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 13,000 in attendance.
April 28 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
April 30	CalFresh Kick Off Event for Los Angeles County Department of Public Social Services Eligibility Workers	Downey	SoCalGas event staff provided information on SoCalGas' Customer Assistance Programs via presentation training to entire staff. CAP materials were distributed to the approximately 220 in attendance.
April 30 (MICOP)	Radio Indigena 94.1 FM Community Radio	Oxnard	General Information about SoCalGas' Customer Assistance Programs was discussed during on-air programming.

### **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 continues to explore opportunities to collaborate with various organizations and key stakeholders, including the California Department of Community Services & Development (CSD), to leverage program enrollment. In the month of March, SoCalGas worked with CSD to finalize a Low Income Weatherization Program (LIWP) cost reimbursement agreement for installation of qualifying ESA measures to eligible customers. This agreement was executed on April 2, 2019.

In 2019, leveraging opportunities with municipalities and water agencies remains a high priority in providing comprehensive energy savings to joint customers, especially for those customers not in a joint IOU service territory. SoCalGas is able to provide administrative and co-funding opportunities for electric and water providers who might otherwise not offer these energy savings measures.

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding of High Efficiency (HE) Clothes Washers. Through April 2019, \$65,730 has been co-funded to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company<sup>2</sup>
- Liberty Utilities, formerly Park Water Company<sup>3</sup>
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company<sup>4</sup>

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<sup>2</sup> Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

<sup>3</sup> Liberty Utilities, formerly Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

<sup>4</sup> San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.



In addition to the water leveraging opportunities, SoCalGas is working with municipal electric providers through the ESA Program. SoCalGas administers programs for the following municipal electric providers:

- Anaheim Public Utilities
- Colton Public Utilities
- Los Angeles Department of Water and Power (LADWP)
- Pasadena Water and Power
- Riverside Public Utilities

<b>Municipal Electric Provider</b>	<b>Participating Customers</b>
Anaheim Public Utilities	616
Colton Public Utilities	0
LADWP	1,646
Pasadena Water and Power	28
Riverside Public Utilities	403
<b>Total</b>	<b>2,693</b>

Providers have reported the activity noted above for 2019 through the month of April. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

## 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. Following basic skill-level testing, 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.

<b>Skill Level Test</b>			
	<b>Q1</b>	<b>April</b>	<b>Total</b>
Attended Testing	84	20	104
Passed Test	65	17	82
Pass Rate	77%	85%	79%

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 3-day E&A training class that reviews the requirements for enrollment, assessment and in-home education.

<b>SoCalGas Enrollment and Assessment Training</b>			
	<b>Q1</b>	<b>April</b>	<b>Total</b>
Attended Class	98	16	114
Tested	94	16	110
Passed Class	77	14	91
Retention Rate*	82%	88%	83%
*Retention Rate is Passed/Tested			

This class also 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. 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 ESA Program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2019.

Class Type	Q1		April		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	5	23	0	0	5	23
HVAC Initial	2	13	0	0	2	13
Wx / NGAT Refresher	1	1	2	29	3	30
HVAC Refresher	2	18	0	0	2	18
<b>Grand Total</b>	<b>10</b>	<b>55</b>	<b>2</b>	<b>29</b>	<b>12</b>	<b>84</b>

**1.5 Emergency Efforts in Response to D.16-04-040**

D.16-04-040 at Ordering Paragraph 10 orders, “Southern California Gas Company and Southern California Edison Company shall track and report on its emergency response efforts immediately on a monthly basis to the Commission’s Energy Division.” This section provides a summary of efforts undertaken in response to D.16-04-040. The current Decision (D.16-11-022), extends this requirement into the current program cycle.

**Please refer to ESA Table 2.**

**2. CARE EXECUTIVE SUMMARY**

**2.1 CARE Program Summary – April**

**2.1.1 Please provide CARE Program summary costs.**

<b>CARE Budget Categories</b>	<b>Authorized Budget*</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$4,004,885	\$697,083	17.41%
Proc., Certification and Verification	\$3,121,351	\$484,935	15.54%
Information Tech./Programming	\$1,037,796	\$255,042	24.58%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$127,117	29.06%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$105,848	22.24%
General Administration	\$953,729	\$248,369	26.04%
CPUC Energy Division Staff	\$60,000	\$7,313	12.19%
<b>Total Expenses</b>	<b>\$10,091,122</b>	<b>\$1,925,707</b>	<b>19.08%</b>
Subsidies and Benefits	<b>\$132,351,979</b>	<b>\$62,695,051</b>	<b>47.37%</b>
<b>Total Program Costs and Discounts</b>	<b>\$142,443,101</b>	<b>\$64,620,722</b>	<b>45.37%</b>

\* Annual budget approved in Resolution G-3532, D.16-11-022 and D.17-12-009.

**CARE My Account Activity & Enrollments**

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications are now processed in real-time. Once logged into My Account, customers receive message center alerts notifying them that they can apply to the CARE Program if they are eligible, or that they are due for recertification or post-enrollment verification (PEV), depending on their CARE status. Customers may then visit a dedicated CARE Program page within My Account where application processes including

enrollment, recertification and PEV are available in English and Spanish. CARE customers may also opt-out of the program if they no longer qualify.

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 107,731 successful enrollments, 37,243 recertifications, 3,501 post-enrollment verifications, and 3,246 opt-outs. Activity for April is as follows:

<b>CARE My Account Activity</b>		
	<b>Transactions</b>	<b>Approved</b>
Self-certification	6,217	5,082
Re-certification	3,116	3,029
PEV	311	284
Customer opt-out	216	216

**CARE CSR Enrollment Initiative**

In its PY2015-2017 Application, SoCalGas requested CARE enrollment through Customer Service Representatives (CSRs) when customers call the Customer Contact Center (CCC) to turn-on or back-on service, or to make payment arrangements. D.16-11-022 was issued November of 2016 and in January 2017, SoCalGas’ CARE and IT departments began the planning, design, and creation of a CARE template adjacent to both the turn-on and payment extension templates, and used specifically by the CCC. Thorough testing, and training of the CSRs took place during the fourth quarter of 2017.

CSRs began taking CARE applications over the phone at midnight on February 23, 2018. During the month of April 2019, CSRs successfully enrolled 12,848 customers in CARE. An additional 5,355 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 190,845 and 85,520 mailed applications.

There have been no issues reported, however, SoCalGas' CARE department will continue to obtain feedback from the CCC regarding this process. Any issues or concerns posed by the CSRs will be reviewed, and where needed, process changes will be implemented to make sure there is an even greater customer experience.

Additionally, in its PY2015-2017 Application, SoCalGas proposed a one time CARE CSR enrollment study, six months post implementation. The market research<sup>5</sup> was geared to determine whether any issues could be identified in order to make changes or enhancements to the process. CSR enrollment has been met with positive feedback.

Following are some points from the study:

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<sup>5</sup> 2018 CARE Outreach Effectiveness and Customer Satisfaction Study, Travis Research

- The vast majority of CSR-enrolled customers found the process of enrolling in CARE to be easy. Fully, 95% said the process of enrolling and understanding the program requirements was “very easy” or “somewhat easy.”
- CSR-enrolled customers gave the CSR positive ratings for how they handled the call. Attributes such as “being courteous,” “answering any questions,” “caring about your issues,” “talking in terms you can understand,” and “being clear about program requirements,” all had a top 2 box rating of 93% or higher. Also, 96% said their enrolling representative provided sufficient information about the program.
- CSR-enrolled customers are also highly satisfied with the CARE program, with 93% reporting that they are “very satisfied.”

**CARE Recertifications**

To encourage recertification onto the CARE Program, SoCalGas sends hard-copy letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas sends a second hard-copy letter. During the month of April, SoCalGas processed a total of 1,115 on-line renewals.

**2.1.2 Please provide the CARE Program penetration rate to date.**

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,620,797	1,683,842	96.26%

**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 Emails & Enrollments**

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month

of April, SoCalGas sent 9,807 emails to new customers with a probability of being eligible for the CARE program and processed 1,614 on-line enrollments. A total of 15,861 emails were sent to existing SoCalGas customers who may qualify for the CARE program.

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

SoCalGas employs third-party contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers are bilingual (English and Spanish) and generated 883 approved enrollments in April. In addition to canvassers, CBOs and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and



as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach. Additional activities are detailed in section 1.2.2. During the month of April, 458 callers were informed about the CARE Program, with 20 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles and neighboring communities. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with high-quality community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer

Assistance Programs. This month, LIFT worked with 182 members, providing them with SoCalGas' Customer Assistance program information.

A partnership with St. Barnabas Foundation in Los Angeles County was formed in 2018 to assist with the growing number of older adults in SoCalGas' service territory who lack the basic developmental tools. SoCalGas plans on additional event and program participation throughout the rest of the year.

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility is in downtown Santa Barbara and serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month Unity Shoppe introduced Customer Assistance Programs to 7 of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed and the agencies were also provided with information via email that also contained links to program applications as well as printed pamphlets.

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but who speak various indigenous

languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in Ventura County. To reach out to these residents and customers - primarily farmworkers and persons with limited English proficiency – SoCalGas collaborates with MICOP to extend awareness of the CARE Program. MICOP provides ongoing awareness, and SoCalGas schedules periodic sponsored events to highlight the outreach.

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast's eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has administered bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the city of Huntington Park, administered a 2000 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students

in the Southeast area. The organization has since spread out to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. Along with promoting programs at several community events listed in sections above, during the month of April, SCDC had 111 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In April, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 95 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new rent escrow account program properties received information during outreach contract visits with the City of Los Angeles. Approximately 30 percent of the tenants said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participation. Tenants loved and appreciated the branded recycled tire jar openers that were provided as giveaways.

### **CARE Direct Mail Activity & Enrollments**

During the month of April, SoCalGas sent 12,670 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 259 new customers via these direct mail applications. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online.

SoCalGas mailed 9,685 letters to customers who have failed to renew their CARE eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but still re-enrolled 22 customers who submitted previously mailed applications. Additionally, SoCalGas mailed 25,000 letters directing customers, who are not on CARE, but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE, but still enrolled 57 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contributed to the 1,614 online enrollments processed in April. SoCalGas is exploring enhancing the online application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.

### **CARE Bill Inserts**

No bill inserts were deployed during the month of April, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 32 bill insert applications from prior months in April.

### **Outreach by Field Employees**

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, the CARE Outreach Team has distributed supplemental deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued through the month of April. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

### **CARE Mass Media Campaign**

SoCalGas launched a social media campaign beginning during the month of March and ending on April 21. The campaign focused on reaching customers on Facebook using English and Spanish language messaging to strengthen awareness of the CARE program and increase the number of online (vs. paper) applications during the cold weather season. The CARE campaign delivered strong click-through-rates (CTR) of 0.61% and efficient cost per landing page arrival (CPLPA) of \$2.66. Although the Spanish language spend was less than English, the Spanish audience showed higher engagement with the messaging. However, when comparing the audiences, the English audience was the most efficient, delivering a lower cost per thousand (CPM) and CPLPA.

### **Disability**

SoCalGas continues to work with organizations in the disability community such

as Fiesta Educativa, an organization that focuses on helping Latino families that have family members with special needs. This organization performs disability outreach and community events in Los Angeles, Riverside, San Bernardino, and Orange Counties.

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services to individuals who are blind or visually impaired on a one-on-one basis. The organization provides assistance in Riverside and San Bernardino counties and works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas' programs.

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through excellent Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-

advocacy and personal empowerment. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 650 clients and worked with 96 new clients one-on-one in regards to SoCalGas' Customer Assistance Programs.

The events listed below represents SoCalGas' outreach efforts in the disability community for the month of April.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 9 (SCRS-IL)	Young and Healthy Presentation at East LA College	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 32 in attendance.
April 9 (SCRS-IL)	Programs and Services Presentation at Leeway High School	Alhambra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 10 in attendance.
April 18 (SCRS-IL)	SSI/SSDI Workshop	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 30 in attendance.
April 25 (SCRS-IL)	Banneker Transition Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 parents and children with disabilities in attendance.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of April, 1,429 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 (GAF). Intra-utility efforts in April generated 1,764 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase 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. There were 221 customers enrolled through leveraging during the month of April.

### **2.3 CARE Recertification Complaints**

There were no recertification complaints in the month of April.

## **3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES**

**ESA Program** - Table 1 - Program Expenses

**ESA Program** - Table 1A – Unspent Funds

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

**ESA Program** - Table 2A – Program Expenses – CSD Leveraging

**ESA Program** – Table 2B – Program Expenses – Multifamily Common Area

**ESA Program** - Table 3 - Average Bill Savings per Treated Home / Common Area

**ESA Program** - Table 4A – Homes / Buildings 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

**ESA Program** – Table 7 – Refrigerators, Energy Education and My Account

**CARE** - Table 1 - CARE Overall Program Expenses

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

**CARE** - Table 3A - CARE Post-Enrollment Verification Results (Model)

**CARE** - Table 3B - CARE Post-Enrollment Verification Results (High Usage)

**CARE** - Table 4 - Self Certification and Re-Certification

**CARE** - Table 5 - Enrollment by County

**CARE** - Table 6 - Recertification Results

**CARE** - Table 7 - Capitation Contractors

**CARE** - Table 8 - Participants as of Month End

**CARE** - Table 9 - Expenditures for Pilot

**CARE** - Table 10 - CHANGES Individual Customer Assistance

**CARE** - Table 11 - CHANGES Group Customer Assistance – Reported Quarterly

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>April 2019</b>												
4													
5		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses<sup>2</sup></b>			<b>Year to Date Expenses<sup>2</sup></b>			<b>% of Budget Spent YTD</b>		
6	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	<b>Energy Efficiency</b>												
8	Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ 231,812	\$ 231,812	N/A	\$ 1,019,515	\$ 1,019,515	N/A	5.84%	5.84%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ (351,261)	\$ (351,261)	N/A	\$ 3,470,214	\$ 3,470,214	N/A	16.81%	16.81%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ 929,048	\$ 929,048	N/A	\$ 8,186,161	\$ 8,186,161	N/A	24.79%	24.79%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ 236,781	\$ 236,781	N/A	\$ 4,669,798	\$ 4,669,798	N/A	19.49%	19.49%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 67,252	\$ 67,252	N/A	\$ 457,835	\$ 457,835	N/A	23.16%	23.16%
13	Lighting	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 18,886,236	\$ 18,886,236	N/A	\$ 1,181,429	\$ 1,181,429	N/A	\$ 5,236,650	\$ 5,236,650	N/A	27.73%	27.73%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 56,001	\$ 56,001	N/A	\$ 452,190	\$ 452,190	N/A	11.67%	11.67%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	<b>Energy Efficiency TOTAL</b>	<b>N/A</b>	<b>\$ 119,817,199</b>	<b>\$ 119,817,199</b>	<b>N/A</b>	<b>\$ 2,351,061</b>	<b>\$ 2,351,061</b>	<b>N/A</b>	<b>\$ 23,492,362</b>	<b>\$ 23,492,362</b>	<b>N/A</b>	<b>19.61%</b>	<b>19.61%</b>
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 50,881	\$ 50,881	N/A	\$ 254,429	\$ 254,429	N/A	27.46%	27.46%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ 4,103	\$ 4,103	N/A	\$ 399,838	\$ 399,838	N/A	16.46%	16.46%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 37,598	\$ 37,598	N/A	\$ 138,389	\$ 138,389	N/A	9.54%	9.54%
23	Statewide Marketing Education and Outreach	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ 5,813	\$ 5,813	N/A	\$ 32,262	\$ 32,262	N/A	27.90%	27.90%
25	Regulatory Compliance	N/A	\$ 351,194	\$ 351,194	N/A	\$ 41,782	\$ 41,782	N/A	\$ 124,831	\$ 124,831	N/A	35.54%	35.54%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 442,405	\$ 442,405	N/A	\$ 1,752,068	\$ 1,752,068	N/A	26.30%	26.30%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 3,134	\$ 3,134	N/A	3.64%	3.64%
28													
29	<b>TOTAL PROGRAM COSTS</b>	<b>N/A</b>	<b>\$ 131,836,750</b>	<b>\$ 131,836,750</b>	<b>N/A</b>	<b>\$ 2,933,642</b>	<b>\$ 2,933,642</b>	<b>N/A</b>	<b>\$ 26,197,313</b>	<b>\$ 26,197,313</b>	<b>N/A</b>	<b>19.87%</b>	<b>19.87%</b>
30	<b>Funded Outside of ESA Program Budget</b>												
31	Indirect Costs				N/A	\$ 251,734	\$ 251,734	N/A	\$ 1,062,588	\$ 1,062,588			
32	NGAT Costs					\$ 66,494	\$ 66,494		\$ 643,418	\$ 643,418			
33													
34													
35	<sup>1</sup> Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
36	<sup>2</sup> Current month and YTD expenditures include a quarterly accrual/reversal of (\$8,326,844.18) in the following reporting categories: Appliances (\$237,819), Domestic Hot Water (\$1,894,138)Enclosure (\$3,014,197), HVAC (\$1,734,544), Maintenance (\$155,216), Customer Enrollment (\$1,045,346), In Home Energy Education (\$84,260), Inspections (\$161,325).												
37	<b>Note:</b> In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December 2018 activities. This amount was incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds  
Southern California Gas Company  
April 2019**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses <sup>2</sup>			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ 21,682	\$ 21,682	N/A	\$ 21,682	\$ 21,682	N/A	4.34%	4.34%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 17,170	\$ 17,170	N/A	\$ 48,493	\$ 48,493	N/A	1.08%	1.08%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
<b>TOTAL UNSPENT PROGRAM COSTS <sup>1</sup></b>	<b>N/A</b>	<b>\$ 76,263,219</b>	<b>\$ 76,263,219</b>	<b>N/A</b>	<b>\$ 38,852</b>	<b>\$ 38,852</b>	<b>N/A</b>	<b>\$ 70,175</b>	<b>\$ 70,175</b>	<b>N/A</b>	<b>0.09%</b>	<b>0.09%</b>

<sup>1</sup> D.16-11-022 specifically directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds and this table does not include unspent funds from the 2017-2020 cycle.

<sup>2</sup> Year to date expenses include cost from current year 2019.

**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.



**Energy Savings Assistance Program Table 2A**  
**Southern California Gas Company**  
**April 2019**

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh <sup>1</sup> (Annual)	kW <sup>1</sup> (Annual)	Therms <sup>1</sup> (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Each						0.0%
Refrigerators	Each						0.0%
Microwaves <sup>2</sup>	Each						0.0%
<b>Domestic Hot Water</b>							
Water Heater Blanket	Home						0.0%
Low Flow Shower Head	Home						0.0%
Water Heater Pipe Insulation	Home						0.0%
Faucet Aerator	Home						0.0%
Water Heater Repair/Replacement	Each						0.0%
Thermostatic Shower Valve	Each						0.0%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
New - Tub Diverter/ Tub Spout	Each						0.0%
New - Thermostat-controlled Shower Valve	Each						0.0%
<b>Enclosure</b>							
Air Sealing / Envelope <sup>3</sup>	Home						0.0%
Caulking	Home						0.0%
Attic Insulation	Home						0.0%
<b>HVAC</b>							
FAU Standing Pilot Conversion	Each						0.0%
Furnace Repair/Replacement	Each						0.0%
Room A/C Replacement	Each						0.0%
Central A/C replacement	Each						0.0%
Heat Pump Replacement	Each						0.0%
Evaporative Cooler (Replacement)	Each						0.0%
Evaporative Cooler (Installation)	Each						0.0%
Duct Testing and Sealing	Home						0.0%
New - Energy Efficient Fan Control	Home						0.0%
New - Prescriptive Duct Sealing	Home						0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - A/C Time Delay	Home						0.0%
<b>Maintenance</b>							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
<b>Lighting</b>							
Interior Hard wired LED fixtures	Each						0.0%
Exterior Hard wired LED fixtures	Each						0.0%
Torchiere LED	Each						0.0%
Occupancy Sensor	Each						0.0%
LED Night Lights	Each						0.0%
New - LED Diffuse Bulb (60W Replacement)	Each						0.0%
New - LED Reflector Bulb	Each						0.0%
New - LED Reflector Downlight Retrofit Kits	Each						0.0%
New - LED A-Lamps	Each						0.0%
<b>Miscellaneous</b>							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						0.0%
New - Smart Power Strips - Tier 2	Each						0.0%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment	Home					\$ -	0.0%
In-Home Education	Home					\$ -	0.0%
<b>Total Savings/Expenditures</b>			-	-	-	\$ -	0.0%
Total Households Weatherized <sup>4</sup>							
<b>CSD MF Buildings Treated</b>							
			<b>Total</b>				
- Multi-family							

<sup>1</sup> All savings are calculated based on the following sources:

Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013

<sup>2</sup> Microwave savings are from ECONorthWest Studies received in December of 2011.

<sup>3</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

<sup>4</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

**Energy Savings Assistance Program Table 2B**  
**Southern California Gas Company**  
**April 2019**

Measures	ESA Program - Multifamily Common Area <sup>1</sup>						
	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh <sup>2</sup> (Annual)	kW <sup>2</sup> (Annual)	Therms <sup>2</sup> (Annual)	Expenses (\$) <sup>10</sup>	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves <sup>3</sup>	Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
<b>Enclosure</b>							
Air Sealing / Envelope <sup>4</sup>	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
<b>Maintenance</b>							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>							
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
<b>Ancillary Services</b>							
Commissioning <sup>5</sup>	Home	-	-	-	-	\$ -	0.0%
Audit	Home	-	-	-	-	\$ -	0.0%
Administration <sup>6-7</sup>	Home	-	-	-	-	\$ 734	-27.3%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment <sup>8</sup>	Home	-	-	-	-	\$ (3,425)	127.3%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
<b>Total Savings/Expenditures</b>							
						\$ (2,691)	100.0%
<b>Total Multifamily Buildings Weatherized <sup>9</sup></b>							
<b>Multifamily Buildings Treated</b>							
	<b>Total</b>						
	- Multifamily	-					

<sup>1</sup> Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.

<sup>2</sup> All savings are calculated based on the following sources:  
 Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

<sup>3</sup> Microwave savings are from ECONorthWest Studies received in December of 2011.

<sup>4</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

<sup>5</sup> Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

<sup>6</sup> Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

<sup>7</sup> Includes a credit amount related to prior period corrections.

<sup>8</sup> Includes a credit amount related to prior period corrections.

<sup>9</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

<sup>10</sup> Costs related to direct implementation (DI) in the amount of \$51,183 are currently excluded from this table due to the fact that no DI category exist in this current table format. Total MF CAM amount including DI costs amount to \$48,493.

**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area</b>	
2	<b>Southern California Gas Company</b>	
3	<b>April 2019</b>	
4		
5	<b>ESA Program</b>	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	413,056
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	3,826,175
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 9.66
13	Average Lifecycle Bill Savings / Treated Households	\$ 92.98
14		
15		
16	<b>ESA Program - CSD Leveraging</b>	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	<b>ESA Program - Multifamily Common Area</b>	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	<b>Summary - ESA Program/CSD Leveraging/ Multifamily Common Area<sup>1</sup></b>	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	413,056
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	3,826,175
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 9.66
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 92.98
47		
48	<sup>1</sup> Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	



	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4a - Homes / Buildings Treated</b>						
2	<b>Southern California Gas Company</b>						
3	<b>April 2019</b>						
4	<b>ESA Program</b>						
5	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
6	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	15	11,641	11,656	10	372	382
8	Imperial	17,084	0	17,084	43	0	43
9	Kern	29,886	15,030	44,916	831	74	905
10	Kings	13,725	11	13,736	272	0	272
11	Los Angeles	2,526	997,368	999,894	148	10,207	10,355
12	Orange	10	235,276	235,286	0	1,707	1,707
13	Riverside	131,956	107,940	239,896	848	3,686	4,534
14	San Bernardino	1,046	163,216	164,262	73	3,826	3,899
15	San Luis Obispo	14,372	8,245	22,617	146	0	146
16	Santa Barbara	1,188	37,199	38,387	214	136	350
17	Tulare	47,331	11,227	58,558	799	227	1,026
18	Ventura	2,420	59,163	61,583	22	352	374
19	<b>Total</b>	<b>261,559</b>	<b>1,646,316</b>	<b>1,907,875</b>	<b>3,406</b>	<b>20,587</b>	<b>23,993</b>
20							
21							
22	<b>ESA Program - CSD Leveraging</b>						
23	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
24	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
25	Fresno			0			0
26	Imperial			0			0
27	Kern			0			0
28	Kings			0			0
29	Los Angeles			0			0
30	Orange			0			0
31	Riverside			0			0
32	San Bernardino			0			0
33	San Luis Obispo			0			0
34	Santa Barbara			0			0
35	Tulare			0			0
36	Ventura			0			0
37	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
38							
39							
40	<b>ESA Program - Multi-Family Common Area</b>						
41	<b>Eligible Households</b>			<b>Buildings Treated YTD</b>			
42	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0			0
48	Orange			0			0
49	Riverside			0			0
50	San Bernardino			0			0
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
56							
57	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate  
Southern California Gas Company  
April 2019**

<b>ESA Program</b>		<b>Reason Provided</b>					
<b>County</b>	<b>Customer Unwilling/Declined Program Measures</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Landlord Refused to Authorize Participation</b>	<b>Household Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other Infeasible/ Ineligible</b>
Fresno	50	87	0	0	0	0	0
Imperial	9	23	0	0	1	0	2
Kern	28	78	0	0	4	1	0
Kings	62	57	0	0	2	0	0
Los Angeles	359	628	0	0	76	11	10
Orange	70	103	0	0	14	3	13
Riverside	621	410	0	0	22	6	0
San Bernardino	1,031	386	0	0	23	8	2
San Luis Obispo	0	2	0	0	1	0	1
Santa Barbara	1	7	0	0	1	0	0
Tulare	105	183	0	0	11	1	1
Ventura	12	39	0	0	0	0	0
<b>Total</b>	<b>2,348</b>	<b>2,003</b>	<b>0</b>	<b>0</b>	<b>155</b>	<b>30</b>	<b>29</b>

**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																	
2	<b>Southern California Gas Company</b>																	
3	<b>April 2019</b>																	
4	<b>ESA Program</b>																	
5		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>				
6		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			
7	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Therm</b>
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
9	February	-	-	-	-	4,646	73,560	-	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	-	8,224	171,078	-	-	-	-	-	-	-	8,224	171,078	-	-
11	April	-	-	-	-	11,123	168,417	-	-	-	-	-	-	-	11,123	168,417	-	-
12	May																	
13	June																	
14	July																	
15	August																	
16	September																	
17	October																	
18	November																	
19	December																	
20	<b>YTD Total</b>	-	-	-	-	<b>23,993</b>	<b>413,056</b>	-	-	-	-	-	-	-	<b>23,993</b>	<b>413,056</b>	-	-
21																		
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																	
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
24																		
25	<b>ESA Program - CSD Leveraging</b>																	
26		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>				
29		<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b>Household Treated by Month</b>	<b>(Annual)</b>			
30	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Therm</b>
32	January																	
33	February																	
34	March																	
35	April																	
36	May																	
37	June																	
38	July																	
39	August																	
40	September																	
41	October																	
42	November																	
43	December																	
44	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
45																		
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																	
47	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
48																		
49	<b>ESA Program - Multi-Family Common Area</b>																	
50		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>				
51		<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			
52	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Therm</b>
53	January																	
54	February																	
55	March																	
56	April																	
57	May																	
58	June																	
59	July																	
60	August																	
61	September																	
62	October																	
63	November																	
64	December																	
65	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
66																		
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																	
68	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>April 2019</b>												
4													
5		<b>Authorized 4-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2017</b>			<b>% of 4-Year Budget Expended</b>		
6		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	<b>Pilots</b>												
8	Smart Thermostat Pilot <sup>1</sup>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 21,682	\$ 21,682	N/A	\$ 21,682	\$ 21,682	N/A	2.17%	2.17%
9	<b>Total Pilots</b>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 21,682	\$ 21,682	N/A	\$ 21,682	\$ 21,682	N/A	2.17%	2.17%
10	<b>Studies</b>												
11	Low Income Impact Evaluation <sup>2,3</sup>	N/A	\$ 137,500	\$ 137,500	N/A	\$ (43,250)	\$ (43,250)	N/A	\$ 129,342	\$ 129,342	N/A	94.07%	94.07%
12	Low Income Needs Assessment <sup>2</sup>	N/A	\$ 125,000	\$ 125,000	N/A	\$ 49,063	\$ 49,063	N/A	\$ 173,774	\$ 173,774	N/A	139.02%	139.02%
13	Cost-Effectiveness/NEBs <sup>2</sup>	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 22,552	\$ 22,552	N/A	60.14%	60.14%
14	Rapid Feedback Research / Analysis <sup>4</sup>	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	<b>Total Studies</b>	N/A	\$ 500,000	\$ 500,000	N/A	\$ 5,813	\$ 5,813	N/A	\$ 325,669	\$ 325,669	N/A	65.13%	65.13%
16													
17	<sup>1</sup> Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	<sup>2</sup> Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	<sup>3</sup> Overspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	<sup>4</sup> These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7  
Southern California Gas Company  
April 2019**

Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to less than 6 occupants
Second Refrigerators	Each	N/A	N/A

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	3,373

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
9,883	12,108	502

**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>April 2019</b>												
4													
5		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
6	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 167,901	\$ 167,901	N/A	\$ 697,083	\$ 697,083	N/A	17.41%	17.41%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 127,934	\$ 127,934	N/A	\$ 458,061	\$ 458,061	N/A	15.44%	15.44%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 8,430	\$ 8,430	N/A	\$ 26,874	\$ 26,874	N/A	17.36%	17.36%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 41,669	\$ 41,669	N/A	\$ 255,042	\$ 255,042	N/A	24.58%	24.58%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ 47,795	\$ 47,795	N/A	\$ 127,117	\$ 127,117	N/A	29.06%	29.06%
14	Measurement and Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	N/A	\$ 475,858	\$ 475,858	N/A	\$ 33,127	\$ 33,127	N/A	\$ 105,848	\$ 105,848	N/A	22.24%	22.24%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 71,209	\$ 71,209	N/A	\$ 248,369	\$ 248,369	N/A	26.04%	26.04%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 7,313	\$ 7,313	N/A	12.19%	12.19%
18													
19	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>N/A</b>	<b>\$ 10,091,122</b>	<b>\$ 10,091,122</b>	<b>N/A</b>	<b>\$ 498,064</b>	<b>\$ 498,064</b>	<b>N/A</b>	<b>\$ 1,925,707</b>	<b>\$ 1,925,707</b>	<b>N/A</b>	<b>19.08%</b>	<b>19.08%</b>
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 6,983,095	\$ 6,983,095	N/A	\$ 62,695,015	\$ 62,695,015	N/A	47.37%	47.37%
22													
23	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>N/A</b>	<b>\$ 142,443,101</b>	<b>\$ 142,443,101</b>	<b>N/A</b>	<b>\$ 7,481,159</b>	<b>\$ 7,481,159</b>	<b>N/A</b>	<b>\$ 64,620,722</b>	<b>\$ 64,620,722</b>	<b>N/A</b>	<b>45.37%</b>	<b>45.37%</b>
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,070,763	\$ 1,070,763	N/A	\$ 6,717,813	\$ 6,717,813			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,070,763	\$ 1,070,763	N/A	\$ 6,717,813	\$ 6,717,813			
31													
32	Indirect Costs				N/A	\$ 149,719	\$ 149,719	N/A	\$ 525,423	\$ 525,423			
33													
34	<sup>1</sup> Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																									
2	<b>Southern California Gas Company</b>																									
3	<b>April 2019</b>																									
4																										
5	2019	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
6		Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+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)
7		Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%	
9	February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%	
10	March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	44,168	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%	
11	April	1,429	1,764	221	3,414	6,748	6,979	11,476	4	25,207	28,621	9,990	11,081	20,069	41,140	8,740	1,966	333	10,924	21,963	69,761	6,658	1,620,797	1,683,842	96.26%	
12	May																									
13	June																									
14	July																									
15	August																									
16	September																									
17	October																									
18	November																									
19	December																									
20	YTD Total	6,333	7,366	504	14,203	28,180	28,808	37,379	4	94,371	108,574	45,219	44,977	68,710	158,906	46,910	10,003	1,597	44,794	103,304	267,480	5,270	1,620,797	1,683,842	96.26%	
21																										
22	<sup>1</sup> Enrollments via data sharing between the IOUs.																									
23	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																									
24	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
25	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																									

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>April 2019</b>								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification <sup>3</sup>	% of Total CARE Households De-enrolled
6	January	1,613,195	4,940	0.31%	26	439	465	9.41%	0.03%
7	February	1,613,054	4,718	0.29%	9	232	241	5.11%	0.01%
8	March	1,614,139	5,341	0.33%	3	166	169	3.16%	0.01%
9	April	1,620,797	5,166	0.32%	1	40	41	0.79%	0.00%
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	<b>YTD Total</b>	<b>1,620,797</b>	<b>20,165</b>	<b>1.24%</b>	<b>39</b>	<b>877</b>	<b>916</b>	<b>4.54%</b>	<b>0.06%</b>

19

20 <sup>1</sup> Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.

21 <sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

22 <sup>3</sup> Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Results may be pending due to the time permitted for a participant to respond.

23 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

24

25	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
26	<b>Southern California Gas Company</b>								
27	<b>Not Applicable to SoCalGas</b>								

28	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled <sup>2</sup>	% De-enrolled through HUV Post Enrollment Verification <sup>3</sup>	% of Total CARE Households De-enrolled
29	January								
30	February								
31	March								
32	April								
33	May								
34	June								
35	July								
36	August								
37	September								
38	October								
39	November								
40	December								
41	<b>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>

42

43 <sup>1</sup> Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.

44 <sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

45 <sup>3</sup> Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Results may be pending due to the time permitted for a participant to respond.

46 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.



	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>April 2019</b>						
4							
5		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
6	<b>Total (Y-T-D)</b>	567,473	188,790	149,222	25,622	7,242	6,704
7	<b>Percentage</b>		100.00%	79.04%	13.57%	3.84%	3.55%
8							
9	<sup>1</sup> Includes sub-metered customers.						
10	<sup>2</sup> An estimated number that includes customers who 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.						
11	<sup>3</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	<sup>6</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	<b>Note:</b> 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	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>April 2019</b>									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,231	16	11,246	11,256	18	11,274	100.22%	115.92%	100.24%
8	Imperial	0	15,682	15,682	0	15,164	15,164	N/A	96.70%	96.70%
9	Kern	14,212	29,005	43,218	12,429	29,496	41,925	87.45%	101.69%	97.01%
10	Kings	10	13,547	13,556	13	14,803	14,816	136.32%	109.27%	109.29%
11	Los Angeles	852,583	2,519	855,102	839,339	1,185	840,524	98.45%	47.05%	98.30%
12	Orange	195,000	10	195,009	156,349	17	156,366	80.18%	172.05%	80.18%
13	Riverside	102,323	125,811	228,134	95,196	121,693	216,889	93.03%	96.73%	95.07%
14	San Bernardino	151,066	1,025	152,091	169,703	854	170,557	112.34%	83.31%	112.14%
15	San Luis Obispo	7,190	13,770	20,961	3,531	11,093	14,624	49.11%	80.56%	69.77%
16	Santa Barbara	33,075	1,137	34,212	27,916	568	28,484	84.40%	49.97%	83.26%
17	Tulare	11,065	46,414	57,479	12,045	49,048	61,093	108.86%	105.67%	106.29%
18	Ventura	55,010	2,141	57,151	47,506	1,575	49,081	86.36%	73.56%	85.88%
19	<b>Total</b>	<b>1,432,765</b>	<b>251,077</b>	<b>1,683,842</b>	<b>1,375,283</b>	<b>245,514</b>	<b>1,620,797</b>	<b>95.99%</b>	<b>97.78%</b>	<b>96.26%</b>
20										
21	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>April 2019</b>							
4								
5	Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,613,195	21,957	1.36%	5,278	12,922	24.04%	0.80%
7	February	1,613,054	23,815	1.48%	23	12,683	0.10%	0.79%
8	March	1,614,139	34,469	2.14%	21	13,755	0.06%	0.85%
9	April	1,620,797	31,160	1.92%	11	3,075	0.04%	0.19%
10	May							
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	<b>YTD Total</b>	<b>1,620,797</b>	<b>111,401</b>	<b>6.87%</b>	<b>5,333</b>	<b>42,435</b>	<b>4.79%</b>	<b>2.62%</b>
19								
20	<sup>1</sup> Excludes count of customers recertified through the probability model.							
21	<sup>2</sup> Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
22	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
23	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7 - Capitation Contractors <sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>April 2019</b>						
4							
5	<b>Contractor</b>	<b>Contractor Type</b>				<b>Total Enrollments</b>	
6		<b>(Check one or more if applicable)</b>				<b>Current</b>	<b>Year-to-Date</b>
7		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Month</b>	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children's Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	Delhi Center		X			4	4
42	OSCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	0
45	Visalia Emergency Aid Council		X			0	0
46	<b>Total Enrollments</b>					<b>4</b>	<b>4</b>
47							
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>April 2019</b>								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change <sup>1</sup>	Total Residential Accounts <sup>2</sup>
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
8	March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
9	April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	<b>YTD Total</b>	<b>N/A</b>	<b>1,620,797</b>	<b>N/A</b>	<b>1,620,797</b>	<b>1,683,842</b>	<b>96.26%</b>	<b>0.33%</b>	<b>5,616,624</b>
19									
20	<sup>1</sup> The YTD amount represents a sum of all the total CARE participant changes each month.								
21	<sup>2</sup> Data represents total residential gas households. This includes submetered households.								
22	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	<b>CARE Program Table 9 - Expenditures for Pilots</b>				
2	<b>Southern California Gas Company</b>				
3	<b>April 2019</b>				
4					
5	<b>2019</b>	<b>Authorized Budget <sup>1</sup></b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2019</b>	<b>% of 2019 Budget Expended</b>
6		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
7	<b>Pilots</b>				
8	CHANGES	\$ 437,502	\$ 47,795	\$ 127,117	29.06%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	<b>Total Pilots</b>	<b>\$ 437,502</b>	<b>\$ 47,795</b>	<b>\$ 127,117</b>	<b>29.06%</b>
11					
12	<sup>1</sup> Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

CARE Table 10

**CHANGES: Monthly summary of ratepayers provided education, needs assistance and dispute resolution**

**Southern California Gas Company**

**Reporting Period: March 2019**

**No. of attendees at Consumer Education sessions**

**582**

<b>SCG -- Disputes Resolved</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3 <sup>rd</sup> party Company/Gas Aggregation	3
Changed 3 <sup>rd</sup> Party Electricity Aggregation	0
Medical Baseline Application	0
Enroll in Energy Assistance Programs	0
Request Meter Service or Testing	0
Request Bill Adjustment	2
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	1
Payment Plan	4
Solar	0
Stop Disconnection	2
Time of Use	0
Wildfire Related Issue	0
<b>TOTAL</b>	<b>12</b>

Note: The total number of services may exceed the total number of cases because some cases will include more than one service provided.

<b>SCG -- Disputes Resolved by Language</b>	
English	4
Spanish	4
<b>TOTAL</b>	<b>8</b>

<b>SCG - Needs Assistance</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	1
Assisted with Changes to Account	7
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	2
Gas Assistance Fund (SCG)	89
HEAP	22
Medical Baseline	3
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 <sup>rd</sup> Party Notification	0
Set Up New Account	0
Payment Extension	6
Payment Plan	0
Wildfire Related Issue	0
<b>TOTAL</b>	<b>130</b>

<b>SCG - Needs Assistance by Language</b>	
Armenian	15
Cantonese	27
English	48
Korean	2
Mandarin	1
Spanish	24
Tagalog	1
Vietnamese	12
<b>TOTAL</b>	<b>130</b>

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

**CARE Table 11 - CHANGES Group Customer Assistance Sessions <sup>1</sup>**  
**Southern California Gas Company**

**November 1, 2018 through January 31, 2019**

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length <sup>2</sup> (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Arabic	Avoiding Disconnection	1	N/A	3	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	2	N/A	32	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	1	N/A	11	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	1	N/A	13	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	6	N/A	95	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	3	N/A	58	CHANGES Ed Handout
		<b>Total</b>	<b>15</b>		<b>214</b>	
N/A	Arabic	CARE/FERA and Other Assistance Programs	1	N/A	3	CHANGES Ed Handout
N/A	Armenian	CARE/FERA and Other Assistance Programs	10	N/A	75	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	3	N/A	33	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	10	N/A	40	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	N/A	10	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	9	N/A	58	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	55	CHANGES Ed Handout
		<b>Total</b>	<b>39</b>		<b>274</b>	
N/A	Arabic	Electric and Natural Gas Safety	1	N/A	3	CHANGES Ed Handout
N/A	Cantonese	Electric and Natural Gas Safety	3	N/A	51	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	4	N/A	24	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	1	N/A	4	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	3	N/A	22	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	3	N/A	34	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	2	N/A	37	CHANGES Ed Handout
		<b>Total</b>	<b>17</b>		<b>175</b>	
N/A	Arabic	Energy Conservation	1	N/A	20	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	4	N/A	68	CHANGES Ed Handout
N/A	English	Energy Conservation	2	N/A	15	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	3	N/A	13	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	5	N/A	60	CHANGES Ed Handout
		<b>Total</b>	<b>15</b>		<b>176</b>	
N/A	Armenian	Gas Aggregation	15	N/A	112	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	4	CHANGES Ed Handout
N/A	Japanese	Gas Aggregation	1	N/A	31	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	1	N/A	9	CHANGES Ed Handout
N/A	Tagalog	Gas Aggregation	1	N/A	10	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	15	CHANGES Ed Handout
		<b>Total</b>	<b>20</b>		<b>181</b>	
N/A	English	High Energy Use	1	N/A	5	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	17	CHANGES Ed Handout
		<b>Total</b>	<b>2</b>		<b>22</b>	
N/A	Armenian	Level Pay Plan	11	N/A	68	CHANGES Ed Handout
N/A	English	Level Pay Plan	3	N/A	17	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	3	N/A	48	CHANGES Ed Handout
		<b>Total</b>	<b>17</b>		<b>133</b>	
N/A	Cantonese	Understanding Your Bill	2	N/A	30	CHANGES Ed Handout
N/A	English	Understanding Your Bill	12	N/A	109	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	6	N/A	27	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	2	N/A	6	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	6	N/A	36	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	1	N/A	9	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	3	N/A	47	CHANGES Ed Handout
		<b>Total</b>	<b>32</b>		<b>264</b>	
		<b>Fourth Quarter Total</b>	<b>157</b>		<b>1,439</b>	
		<b>Year-to-Date Total <sup>3</sup></b>	<b>985</b>		<b>11,472</b>	

<sup>1</sup> This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SoCalGas tables.

<sup>2</sup> Contractor states all sessions at least 30 minutes.

<sup>3</sup> Year-to-date total is the Fourth Quarter total plus the reported totals through October 31, 2018.

**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.