

**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 2020**

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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

TABLE OF CONTENTS

Title	Page
1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY	2
1.1. <i>Energy Savings Assistance (ESA) Program Overview</i>	<i>2</i>
1.2. <i>Energy Savings Assistance Program Customer Outreach and Enrollment Update.</i>	<i>3</i>
1.3. <i>Leveraging Success Evaluation Including CSD</i>	<i>10</i>
1.4. <i>Workforce Education & Training.....</i>	<i>13</i>
1.5. <i>Emergency Efforts in Response to D.16-04-040.....</i>	<i>14</i>
2. CARE EXECUTIVE SUMMARY	14
2.1. <i>CARE Program Summary – March</i>	<i>14</i>
2.2. <i>Outreach</i>	<i>18</i>
2.3. <i>CARE Recertification Complaints</i>	<i>33</i>
3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES	33

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:

SoCalGas submitted its Mid-Cycle Advice Letter No. (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.

Program Summary through April 2020			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$231,913,662	\$39,643,783	17.09%
Homes Treated	191,186	36,527	19.10%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	206,277	3.16%

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

** As of September 2019, ex-ante values from the 2015-2017 Impact Evaluation Report are being used to calculate therm savings. These updated values have resulted in a significant reduction in SoCalGas’ reported therm savings.

In April 2020, SoCalGas processed and paid contractor invoices from prior months’ activity for 13,526 treated homes. Additionally, SoCalGas paid for the weatherization of 13,526 homes, 906 furnace repairs and replacements, 953 water heater repairs and replacements, and 541 High Efficiency (HE) clothes washers.

In response to COVID-19 and related state and local orders, SoCalGas directed contractors to suspend face-to-face program activity effective March 18, resulting in a

suspension of all outreach and weatherization activity, as well as appliance work other than cases of critical health and safety needs related to furnace and water heater repair or replacement. On April 27, SoCalGas informed ESA Program contractors that the suspension would be extended through May 31, 2020, but that SoCalGas would reevaluate that date, should circumstances change.

On April 14, 2020 SoCalGas refreshed and extended its advance offers to the company's 38 ESA contractors in response to Executive Director Stebbins' second letter published on April 7, 2020. The second letter requested that the Investor Owned Utilities extend additional advance payments to ESA contractor to cover 60 days of suspended activity.

Additionally, in alignment with SoCalGas company directives and state and local Stay-at-Home orders, SoCalGas began development of a process to virtually enroll customers into the ESA Program. The process will be implemented in May to maintain program continuity for eligible customers and to support the contractor workforce by building a pipeline of enrolled customers that can be served once the suspension is lifted.

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 launch a media campaign during the month of April. SoCalGas was in the planning stage of a campaign before the program was temporarily

suspended due to the COVID-19 emergency. An alternate campaign specifically addressing the pandemic will launch once the program resumes.

E- Newsletter

SoCalGas did not participate in any E-newsletter campaigns related to the ESA Program during the month of April.

Energy Savings Assistance Program - Emails

During the month of April, SoCalGas did not send emails to any customer lists as the program was suspended due to the COVID-19 emergency. SoCalGas will resume sending emails once the program suspension is lifted. Contractors will pick up their efforts with these customers when program marketing activities resume.

Energy Saving Assistance Program - Direct Mailings

In April, SoCalGas did not send any direct mailers to customers due to the COVID-19 emergency. Although the program is temporarily suspended, SoCalGas will coordinate with contractors to schedule distribution of marketing materials in order for them to be prepared when customers call once program activities resume.

Energy Savings Assistance Program – Text Messaging

In April, SoCalGas did not send any text messages to customers due to the COVID-19 emergency. SoCalGas will resume sending text messages once the program suspension is lifted.

Energy Savings Assistance Program - Outbound Dialing

SoCalGas did not deploy an outbound dialing campaign during the month of April.

Energy Savings Assistance Program - Web Activities

There were 137 internet-generated leads for the ESA Program during the month of April from all channel activities conducted in previous months. The leads will be pursued once the program suspension is lifted.

Energy Savings Assistance Program – Social Media Activity

SoCalGas did not post about ESA to Facebook in the month of April due to the temporary program suspension.

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 in the tables below represent specific outreach events that SoCalGas participated in during the month of April, as well as those that were postponed or canceled due to the COVID-19 emergency. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 1	South County Energy Efficiency Partnership April Meeting	Via Zoom	SoCalGas outreach staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP information was distributed to approximately 13 in attendance.
April 2 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared CAP infographic to their social media platforms in English: 387 reached on Instagram 66 Twitter impressions
April 7 (Santa Barbara Food Bank)	Orcutt Presbyterian Brown Bag Program	Orcutt and Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 customers.
April 5- April 11 (MICOP)	Phone calls	Oxnard	CBO made 23 phone calls to clients to inform them about Customer Assistance Programs offered by SoCalGas.
April 7 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic to their social media platforms in Spanish: 1,126 reached on Facebook 350 reached on Instagram 27 Twitter impressions
April 7 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1FM	CBO recorded radio show regarding SoCalGas discount programs including how to receive applications and obtain assistance with application completion
April 9 (MICOP)	Email to all staff	Oxnard	CBO staff provided press release and new COVID-19 information handouts with all MICOP staff to share with their clients.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 9	Children's Hospital Support Group	Online	SoCalGas outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 in attendance.
April 10 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared CAP infographic to their social media platforms in English: 226 reached on Facebook 395 reached on Instagram 57 Twitter impressions
April 11 (Catholic Charities)	Cantlay Food Distribution Center	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 800 attendees.
April 12- April 18 (MICOP)	Phone calls	Oxnard	CBO staff made 55 phone calls to clients to inform them about Customer Assistance Programs offered by SoCalGas.
April 13 (Via Care)	507 Clinic Food Drive	Los Angeles, Via Care Parking Lot	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
April 14 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	CBO recorded radio show regarding SoCalGas discount programs with new information about COVID-19 discounts including how to receive applications and obtain assistance with application completion.
April 15 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic to their social media platforms in Spanish: 1,133 reached on Facebook 151 reached on Instagram 38 Twitter impressions
April 18 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared CAP infographic to their social media platforms in English: 277 reached on Facebook 392 reached on Instagram 54 Twitter impressions
April 19- April 25 (MICOP)	Phone calls	Oxnard	CBO staff made 64 phone calls to clients to inform them about Customer Assistance Programs offered by SoCalGas.
April 22 to April 30 (Radio Campesina)	92.5 FM On-Air PSA	KMYX Kern County	CBO interviewed CAP representative on CARE program in Spanish: 27 – 60 second mini interviews aired covering CARE information

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			14,300 people reached 1.5 times
April 22 to April 30 (Radio Campesina)	103.9 FM On-Air PSA	KBDS Kern County	CBO interviewed CAP representative on CARE program in English: 27 – 60 second mini interviews aired covering CARE information 19,800 people reached 2.2 times
April 23 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic to their social media platforms in Spanish: 923 reached on Facebook 140 reached on Instagram 40 Twitter impressions
April 24 (Via Care)	Cesar Chavez Clinic Food Drive	Los Angeles, Via Care Parking Lot	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.
April 26- April 30 (MICOP)	Phone calls	Oxnard	CBO staff made 16 phone calls to clients to inform them about Customer Assistance Programs offered by SoCalGas.
April 27 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared CAP infographic to their social media platforms in English: 503 reached on Facebook 384 reached on Instagram 77 Twitter impressions
April 29 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic to their social media platforms in Spanish: 649 reached on Facebook 139 reached on Instagram 44 twitter impressions
April 29- April 30 (MICOP)	Food Distribution	MICOP Office Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.

In addition to the events above that took place, 17 scheduled events were canceled or postponed due to the COVID-19 emergency. This is not inclusive of events

that Community Partners were unable to hold or participate due to the Stay-at-Home ordinance statewide. Some of those circumstances are noted in sections below highlighting our Community Partners.¹

<u>Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Notes</u>
April 4	San Manuel Education Dept Conference	Serrano Middle School Highland	As of 3/16: Event has been postponed to a later date in mid-October/early November due to Stay-at-Home ordinance.
April 4	One Heart, One Mind, One Spirit	Highland	As of 3/13: Event cancelled due to the Stay-at-Home ordinance.
April 4	Aging into the Future	Los Angeles Convention Center	As of 3/11: Event has been postponed due to the Stay-at-Home ordinance.
April 4 - 5	Malibu Pow Wow	Malibu	As of 3/11: Event has been postponed due to the Stay-at-Home ordinance.
April 8	Long Beach VA Resource Fair	Long Beach	As of 3/31: Event has been cancelled due to the Stay-at-Home ordinance.
April 9	Training with El Nido	Online	As of 3/31: Event has been postponed to a later date online due to the Stay-at-Home ordinance.
April 15	Community Outreach at Mexican Consulate	Los Angeles	As of 3/31: SoCalGas participation has been cancelled due to the Stay-at-Home ordinance.
April 17	Blinded Veteran Association	Long Beach	As of 3/31: Event has been cancelled due to the Stay at Home ordinance.
April 17 - 19	1st Annual HD Intertribal Event	Hesperia Lake Park & Campground 7500	As of 3/13: Event has been cancelled due to the Stay-at-Home ordinance.
April 18	Visalia's Earth Day 2020 - 50th	Visalia	As of 3/16: Event has been postponed due to the Stay-at-Home ordinance. New date is September 19, 2020.

¹ Although the City of 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>Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Notes</u>
	Anniversary		
April 18	LA County Sanitation District Earth Day	Whittier	As of 3/16: Event has been postponed due to the Stay-at-Home ordinance
April 18 - 19	Poppy Festival	Lancaster	As of 3/13: Event has been cancelled due to the Stay-at-Home ordinance.
April 19	Gathering of Indigenous People	Hesperia	As of 3/20: Event has been cancelled due to the Stay-at-Home ordinance.
April 23	One Generation CAP Presentation	Van Nuys	As of 3/31: Event has been cancelled due to the Stay-at-Home ordinance.
April 23	Autism Conference	LA County	As of 3/19: Event has been postponed due to the Stay-at-Home ordinance.
April 25	Arvin Clean Energy Fair	Arvin	As of 3/18: Event has been postponed due to the Stay-at-Home ordinance.
April 28	Rancho Los Amigos Volunteer	Downey	As of 3/31: Staff presentation has been postponed due to the Stay-at-Home ordinance.

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. On April 2, 2019, SoCalGas and CSD executed a Low Income Weatherization Program (LIWP) cost reimbursement agreement for installation of qualifying ESA measures to eligible customers.

In 2020, 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. Year to date, \$153,826 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 Company²
- Liberty Utilities, formerly Park Water Company³
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company⁴
- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District

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

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

⁴ 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

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	282
Colton Public Utilities	0
LADWP	3,229
Pasadena Water and Power	19
Riverside Public Utilities	281
Total	3,811

Providers have reported the activity noted above for 2020 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. ESA program activities are currently suspended. Increases for April are due to carryover activity prior to the suspension.

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 provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. All in-person training was suspended during the month of April. SoCalGas is currently working on developing an online curriculum and researching options for future online testing. The year-to-date results are shown in the following tables.

SoCalGas Enrollment and Assessment Training			
	Q1	April	Total
Attended Class	71	0	71
Tested	62	0	62
Passed Class	47	0	47
Retention Rate*	76%	0	76%
*Retention Rate is Passed/Tested Note: Due to the COVID-19 emergency, there were no classes scheduled in the month of April.			

ESA Field Operations Training						
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	3	29	0	0	3	29
HVAC Initial	2	28	0	0	2	28
Wx / NGAT Refresher	1	11	0	0	1	11
HVAC Refresher	3	26	0	0	3	26
Grand Total	9	94	0	0	9	94
Note: Due to the COVID-19 emergency, there were no classes scheduled in the month of April.						

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 – March

On March 19, 2020, SoCalGas filed Advice Letter (AL) 5604 implementing emergency disaster relief program in SoCalGas’ service territory in response to the COVID-19 emergency. The AL enacted the following:

- Suspending disconnection of service for residential and core non-residential customers.
- Suspending collection of Late Payment Charge for core non-residential customers.
- Offering extended payment arrangements.
- Suspending reassessment of credit worthiness that would trigger the imposition of a new or additional deposit request for residential customers.
- Suspending recertification and verification requirements for customers enrolled in the CARE Program and suspending recertification requirements for customers enrolled in Medical Baseline Allowance.

2.1.1. Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget*	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,004,885	\$935,872	23.37%
Proc., Certification and Verification	\$3,121,351	\$488,729	15.66%
Information Tech./Programming	\$1,037,796	\$185,960	17.92%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$114,846	26.25%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$127,965	26.89%
General Administration	\$953,729	\$243,012	25.48%
CPUC Energy Division Staff	\$60,000	\$26,107	43.51%
Total Expenses	\$10,091,122	\$2,122,490	21.03%
Subsidies and Benefits	\$135,012,254	\$65,722,978	48.68%
Total Program Costs and Discounts	\$145,103,376	\$67,845,468	46.76%

* 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 171,480 successful enrollments, 69,427 recertifications, 5,881 post-enrollment verifications and 9,143 opt-outs. Activity for April is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	14,874	11,724	79%
Re-certification	2,747	2,631	96%
PEV	382	271	71%
Customer opt-out	196	196	100%

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 on November 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 2020, CSRs successfully enrolled 10,306 customers in CARE. An additional 3,083 customers preferred to receive a CARE application

in the mail. Through this effort, CARE enrollment from inception via the CCC is at 331,338 and 137,986 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 reported by the CSRs will be reviewed, and where needed, process changes will be implemented to ensure an even greater customer experience.

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of April, SoCalGas processed a total of 837 on-line renewals. As mentioned above, due to the COVID-19 emergency, SoCalGas has suspended recertification requirements for the CARE Program.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,645,734	1,674,331	98.29%

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. SoCalGas also added source codes to each of the three types of emails it sends to customers, for tracking purposes. During the month of April, SoCalGas sent 9,958 emails to new customers with a probability of being eligible for the CARE program. A total of 482 customers enrolled using the link within this email. A total of 17,056 emails were sent to existing SoCalGas customers who may qualify for the CARE program and 1,088 enrolled using the link within this email. Typically, SoCalGas sends emails to recapture those customers that have fallen off CARE encouraging them to reapply. SoCalGas did not send any emails to customers who needed to reapply this month as customers are not being removed from the program for the remainder of the COVID-19 emergency.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid phone numbers encouraging them to apply online. In April, SoCalGas sent 12,834 text messages to new customers and existing customers not on CARE. A total of 235 enrollments were generated from text messages sent. SoCalGas did not send text

messages to customers who need to reapply this month as customers are not being dropped from the program for the remainder of the COVID-19 emergency.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. All door-to-door canvassing activities has been temporarily suspended due to the COVID-19 emergency. 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. Many CBOs have modified their outreach procedures to comply with Stay-at-Home mandates. 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

through their relationship with SoCalGas, they discuss low-income programs as part of their outreach. During the month of April, 211 LA did not participate in outreach events due to the current Stay-at-Home ordinance; however, 169 callers were informed about the CARE Program, with 12 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. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In April, Worksite Wellness staff provided enrollment assistance to 62 families that qualified for Customer Assistance Programs based on Medi-Cal, MyHealthLA, or Covered California participation. All enrollments were conducted over the phone and all classes were cancelled after March 15 due to the COVID-19 emergency and Stay-at-Home ordinance.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with 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 to provide over 189 members with SoCalGas' CAP information. Due to the COVID-19 emergency, as of March 16, 2020, LIFT switched its programming to virtual coaching so their services to parents could continue uninterrupted. LIFT's ability to be nimble and pivot to virtual has meant that they are able to see more members virtually than the in-person meetings held the weeks prior. In the first 30 days of transitioning to virtual coaching, LIFT-LA has already seen an increase in one-on-one virtual coaching sessions along with urgent wraparound supports.

In Southeast region of Los Angeles County, SoCalGas collaborates with Human Services Association (HSA), which is a private nonprofit agency whose principal mission is to provide families with compassionate and comprehensive care to promote wellness and build strong communities. HSA was founded in Bell Gardens as an outreach effort of the Presbyterian Church USA. Today, HSA serves over 20,000 clients annually on a non-sectarian basis with a range of services that addresses the unique and shared needs of clients of all ages. During the month of April, 35 people were introduced to Customer Assistance Programs.

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 basic developmental tools. SoCalGas plans to resume events and program participation activities once Stay-at-Home orders are lifted.

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 in downtown Santa Barbara 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 due to the COVID-19 emergency, Unity Shoppe did not perform usual in-person activities of introducing Customer Assistance Programs to their partner agencies that work in referrals of low-income clients or agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services. For the month of April, Unity Shoppe provided information on Customer Assistance Programs to over 2,265 participants. Due to the COVID-19 pandemic, Unity Shoppe has seen an increase in participants, and in March started efforts in response through home deliveries which included grocery deliveries to homebound seniors and the disabled.

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 provide direct outreach.

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation’s largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of April, Food Share Ventura County distributed approximately 1,358 “Senior Kits” with SoCalGas’ Customer Assistance Programs materials at various locations throughout Ventura County.

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert’s regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. In FY18/19 the amount of food distributed for free to the community was valued at over \$19 million, allowing their clients to redirect their limited dollars towards rent payments to prevent homelessness, medical care to stay healthy and lower stress to help them

perform better at school and work. All of which help end cycles of poverty and hunger. FIND operates 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, faith-based organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of April, FIND Foodbank's partnership with SoCalGas led to 15,200 one-on-one outreach opportunities to present SoCalGas' CAP information in 10 of the 15 coverage areas they serve: Cathedral City, Desert Hot Springs, Indio, La Quinta, Mecca, North Palm Springs, Palm Desert, Palm Springs, Thermal and Thousand Palms.

Second Harvest Food Bank of Orange County began its food distribution operation in 1983. They are the largest nonprofit hunger relief organization. Second Harvest Food Bank of Orange County is a member of Feeding America, a nationwide hunger-relief network of 200 food banks. Through them, more than 446 million pounds, or the equivalent of 379 million meals have been delivered to a network of more than 300 community and program partners. They reach out to the community for donations, grants, funds, food drives, grocery rescue, and volunteers to help provide food for the hungry. Second Harvest Food Bank of Orange County's CalFresh Outreach Program team assists families and

individuals apply for CalFresh benefits. During this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs.

The organization has experienced significant changes to their CalFresh Outreach Program due to the current COVID-19 pandemic. For the month of April, their team has been providing callers with referrals for various types of assistance and encouraging them to apply for SoCalGas' CARE program. In addition to providing referrals for the CARE Program via call or text, they posted about the program on their Facebook page on April 22nd. The post had the potential to reach their 8,000+ followers as well as their network, and was shared by 14 individuals. There has been a 500% increase in their call volume since February due to the COVID-19 pandemic. Information on SoCalGas' Customer Assistance Programs is being offered during each call.

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 expanded 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. For the month of April, due to the Stay-at-Home ordinance, SCDC has changed its programming to provide one-on-one assistance over the phone and online. SCDC has provided over 385 one-on-one touchpoints with customers discussing the CARE program.

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 100 tenants, via mail, along with tenant's rights information.

CARE Direct Mail Activity & Enrollments

During the month of April, SoCalGas sent 14,436 direct mail letters to new customers deemed likely to be eligible for the CARE Program. The letters encouraged customers to enroll online. SoCalGas mailed 25,000 letters directing customers who are not on CARE but who have a high probability of being qualified for CARE, to also enroll online.

To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to reapply online. SoCalGas did not send direct mail letters to customers who failed to renew or needed to reapply since customers are not being removed from the program for the remainder of the COVID-19 emergency.

As of April 2019, SoCalGas no longer mails any paper applications with direct mail letters. Rather, the letters direct customers to apply online and resulted in 6,760 online enrollments processed in April. These online enrollments are generated when a customer organically searches for and visits the CARE homepage.

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 142 bill insert applications from prior months in April.

Outreach by Field Employees

Although field visits other than those related to health or safety concerns have been temporarily suspended, 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 Social & Mass Media Campaign

SoCalGas launched a mixed media campaign in the month of April. SoCalGas planned and budgeted \$900,000 for a large campaign to reach more newly eligible customers impacted by COVID-19 throughout the service territory. The campaign's objective is to inform customers experiencing financial hardship due to COVID-19 that they may now be eligible for CARE. The campaign will run from 8-10 weeks and include digital, social, television and radio ads in multiple languages.

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. In the month of April, Fiesta Educativa has held virtual workshops through Zoom due to the Stay-at-Home ordinance. 210 clients were introduced to Customer Assistance Programs through the Zoom workshops. In addition, 23 Spanish speakers received information on Customer Assistance Programs via telephone. The areas covered are Los Angeles, Arcadia, Whittier, Monterey Park, and Santa Clarita.

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 the month of April, due to the Stay-at-Home ordinance, Blind Support Services has changed its programming to provide one-on-one assistance through mail and phone calls. Blind Support Services provided one-on-one touchpoints to 61 seniors and individuals with

disabilities, providing them with information on SoCalGas’ Customer Assistance 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 comprehensive 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 has held one-on-one meetings via phone and provided SoCalGas CAP information to 39 clients. Due to the Stay-at-Home ordinance, in person meetings have been cancelled.

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 1 (SCRS-IL)	Essential Care Package Distributions	North, East and West Los Angeles	CBO delivered 300 essential care packages to individuals with disabilities throughout LA County. Each care package included CAP and CARE brochures.
April 7	Fiesta Familiar	Online	CBO staff provided information regarding

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(Fiesta Educativa)	Zoom Workshop		SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
April 14	Communities Actively Living Independently and Free (CALIF-ILC) CAP Presentation	Los Angeles Online presentation	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 in attendance.
April 14 (Fiesta Educativa)	Fiesta Familiar Zoom Workshop	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 64 attendees.
April 15 (SCRS-IL)	Essential Care Package Distributions	LA County and Palmdale	CBO delivered 310 essential care packages to individuals with disabilities throughout LA County. Each care package included CAP and CARE brochures.
April 15 (SCRS-IL)	Food Distribution	Arcadia, Pasadena and Downey	CBO delivered 700 meals to individuals with disabilities throughout LA County. Each delivery included CAP and CARE brochures.
April 21 (Fiesta Educativa)	Fiesta Familiar Zoom Workshop	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 58 attendees.
April 27 (SCRS-IL)	Essential Care Package Distributions	LA County and Palmdale	CBO delivered 160 essential care packages to individuals with disabilities throughout LA County. Each care package included CAP and CARE brochures.
April 30	Lanternman Regional Center CAP presentation	Online using Microsoft Teams	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 in attendance.
April 31 (Fiesta Educativa)	One-on- One Phone Consultation	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees.

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, 2,751 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 1,719 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 188 customers enrolled through leveraging during the month of April.

California Lifeline

On April 14, 2020, SoCalGas received a request from the Energy Division (ED) to incorporate co-marketing of the California Lifeline program as part of increased CARE outreach marketing initiatives responding to COVID-19. Per

directive from the ED, where feasible and appropriate, new CARE marketing and outreach materials promoted discounted phone services and referred SoCalGas customers to California Lifeline <https://www.californialifeline.com/en> and the pilot program <https://www.boostmobile.com/plans/cpuc-boost-mobile> that connected CARE participants with an active Lifeline promotion.

In April, SoCalGas added the California Lifeline and pilot program web links provided by the ED to the top of its CARE webpage. SoCalGas CARE outreach and marketing initiatives directs traffic from all media, including social media and print campaigns to the CARE webpage, and is therefore an optimal placement of the California Lifeline information, allowing for broader awareness.

On April 24, 2020, SoCalGas also sent an e-mail to new and existing customers not on CARE, promoting the 20% discount, with Energy Savings Assistance Program and the California LifeLine messages included.

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 2B-1 – Eligible Multifamily Common Area Measures

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

ESA Program - Table 4A/4B/4C – Homes / Buildings Treated

ESA Program - Table 4A-2 - Homes Unwilling/Unable to Participate

ESA Program - Table 5A/5B/5C - 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 Monthly

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	April 2020												
4													
5		Authorized Budget ¹			Current Month Expenses ⁴			Year to Date Expenses ⁴			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ 18,099,837	\$ 18,099,837	N/A	\$ 373,601	\$ 373,601	N/A	\$ 1,694,818	\$ 1,694,818	N/A	9.36%	9.36%
9	Domestic Hot Water	N/A	\$ 20,189,371	\$ 20,189,371	N/A	\$ 598,989	\$ 598,989	N/A	\$ 3,814,706	\$ 3,814,706	N/A	18.89%	18.89%
10	Enclosure	N/A	\$ 33,990,377	\$ 33,990,377	N/A	\$ 1,022,131	\$ 1,022,131	N/A	\$ 6,696,180	\$ 6,696,180	N/A	19.70%	19.70%
11	HVAC	N/A	\$ 24,437,294	\$ 24,437,294	N/A	\$ 1,493,096	\$ 1,493,096	N/A	\$ 5,314,006	\$ 5,314,006	N/A	21.75%	21.75%
12	Maintenance	N/A	\$ 2,016,018	\$ 2,016,018	N/A	\$ 55,350	\$ 55,350	N/A	\$ 312,451	\$ 312,451	N/A	15.50%	15.50%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous ⁵	N/A	\$ -	\$ -	N/A	\$ 9,007,297	\$ 9,007,297	N/A	\$ 9,007,297	\$ 9,007,297	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 19,379,347	\$ 19,379,347	N/A	\$ 2,104,311	\$ 2,104,311	N/A	\$ 9,052,371	\$ 9,052,371	N/A	46.71%	46.71%
16	In Home Education	N/A	\$ 3,951,472	\$ 3,951,472	N/A	\$ 77,468	\$ 77,468	N/A	\$ 418,809	\$ 418,809	N/A	10.60%	10.60%
17	Pilot ²	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 30,950	\$ 30,950	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 122,063,716	\$ 122,063,716	N/A	\$ 14,732,242	\$ 14,732,242	N/A	\$ 36,341,589	\$ 36,341,589	N/A	29.77%	29.77%
19													
20	Training Center	N/A	\$ 945,010	\$ 945,010	N/A	\$ 64,182	\$ 64,182	N/A	\$ 221,388	\$ 221,388	N/A	23.43%	23.43%
21	Inspections	N/A	\$ 2,636,480	\$ 2,636,480	N/A	\$ 55,696	\$ 55,696	N/A	\$ 409,471	\$ 409,471	N/A	15.53%	15.53%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 24,349	\$ 24,349	N/A	\$ 586,413	\$ 586,413	N/A	40.44%	40.44%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies ³	N/A	\$ 115,625	\$ 115,625	N/A	\$ -	\$ -	N/A	\$ (592)	\$ (592)	N/A	-0.51%	-0.51%
25	Regulatory Compliance	N/A	\$ 358,217	\$ 358,217	N/A	\$ 35,807	\$ 35,807	N/A	\$ 119,503	\$ 119,503	N/A	33.36%	33.36%
26	General Administration	N/A	\$ 6,818,403	\$ 6,818,403	N/A	\$ 510,296	\$ 510,296	N/A	\$ 1,774,431	\$ 1,774,431	N/A	26.02%	26.02%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 39,160	\$ 39,160	N/A	45.54%	45.54%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 134,473,450	\$ 134,473,450	N/A	\$ 15,422,572	\$ 15,422,572	N/A	\$ 39,491,364	\$ 39,491,364	N/A	29.37%	29.37%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 357,165	\$ 357,165	N/A	\$ 1,134,634	\$ 1,134,634			
32	NGAT Costs					\$ 43,313	\$ 43,313		\$ 339,819	\$ 339,819			
33													
34													
35	¹ 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	² Pilot current year expenditures related to 2019 activity paid and posted in Jan 2020, however total 2017-2020 cycle spend still within overall cycle budget.												
37	³ Studies YTD credit amount due to December 2019 accrual estimate higher than January 2020 actual amount posted.												
38	⁴ Current month and YTD expenditures include a quarterly accrual/reversal of (\$3,999,534) in the following reporting categories: Appliances (\$72,640), Domestic Hot Water (\$811,039)												
39	Enclosure (\$1,211,115), HVAC (\$785,736), Maintenance (\$59,205), Customer Enrollment (\$924,156), In Home Energy Education (\$58,080), Inspections (\$77,563).												
40	⁵ Total current and y-t-d expenses are related to contractor payment advance associated with COVID - 19.												
41	Note: In January 2020, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,987,394 for contractor costs related to all ESA Program measure categories associated to December 2019 activities. This amount will be incorporated in 2019 costs as reported in the SoCalGas' Annual Report filed May 2020.												
42	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1A - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
April 2020**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,422,895	\$ 3,422,895	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 13,366,922	\$ 13,366,922	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 20,001,550	\$ 20,001,550	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 14,241,745	\$ 14,241,745	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,392,325	\$ 1,392,325	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 18,495,563	\$ 18,495,563	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,896,366	\$ 4,896,366	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Training Center	N/A	\$ 32,049	\$ 32,049	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,168,900	\$ 1,168,900	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 20,321	\$ 20,321	N/A	\$ 152,419	\$ 152,419	N/A	3.39%	3.39%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 70,147	\$ 70,147	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%
TOTAL PROGRAM BUDGET/EXPENSES¹	N/A	\$ 82,388,463	\$ 82,388,463	N/A	\$ 20,321	\$ 20,321	N/A	\$ 152,419	\$ 152,419	N/A	0.18%	0.18%

¹ 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.

² Year to date expenses include cost from current year 2020.

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 2
Southern California Gas Company
April 2020

		ESA Program (Summary) Total ¹						ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE) ⁹								
		Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation ¹⁰						Year-To-Date Completed & Expensed Installation ¹⁰						Year-To-Date Completed & Expensed Installation ¹⁰								
Measures	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure
		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																						
8 Appliances																												
9 High Efficiency Clothes Washer	Home	2,019	-	-	40,210	\$ 1,718,508	6.4%	Home	1,331	-	-	26,630	\$ 1,132,563	6.1%	Home	688	-	-	13,580	\$ 585,945	6.8%	Home	883	-	-	17,679	\$ 751,843	5.7%
10 Microwaves ³	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
11 Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
12 Freezers	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
13 Domestic Hot Water																												
14 Other Hot Water ⁴	Home	37,404	-	-	118,159	\$ 1,332,366	4.9%	Home	23,664	-	-	74,755	\$ 824,974	4.5%	Home	13,740	-	-	43,405	\$ 507,391	5.9%	Home	22,608	-	-	71,419	\$ 695,064	5.3%
15 Tank and Pipe Insulation ⁵	Home	621	-	-	3,943	\$ 25,700	0.1%	Home	339	-	-	2,153	\$ 14,728	0.1%	Home	282	-	-	1,791	\$ 10,972	0.1%	Home	265	-	-	1,683	\$ 9,413	0.1%
16 Water Heater Repair/Replace	Home	2,981	-	-	7,125	\$ 747,504	2.8%	Home	1,882	-	-	4,498	\$ 439,474	2.4%	Home	1,099	-	-	2,627	\$ 308,029	3.6%	Home	854	-	-	2,041	\$ 420,353	3.2%
17 Thermostatic Shower Valve	Each	16,642	-	-	27,126	\$ 1,656,983	6.1%	Each	9,787	-	-	15,953	\$ 1,317,316	7.1%	Each	6,855	-	-	11,174	\$ 339,667	4.0%	Each	9,352	-	-	15,244	\$ 419,736	3.2%
18 New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
19 New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
20 Tub Diverter/Spout	Each	568	-	-	3,192	\$ 62,654	0.2%	Each	304	-	-	1,708	\$ 33,482	0.2%	Each	264	-	-	1,484	\$ 29,172	0.3%	Each	146	-	-	821	\$ 15,978	0.1%
21 Enclosure																												
22 Air Sealing / Envelope ⁶	Home	13,132	-	-	6,828	\$ 4,682,503	17.3%	Home	6,752	-	-	3,276	\$ 2,448,937	13.3%	Home	6,380	-	-	3,552	\$ 2,233,565	26.1%	Home	5,707	-	-	6,354	\$ 2,264,568	17.2%
23 Attic Insulation	Home	1,260	-	-	37,097	\$ 2,013,678	7.4%	Home	698	-	-	19,622	\$ 1,132,137	6.1%	Home	562	-	-	17,474	\$ 881,541	10.3%	Home	628	-	-	15,529	\$ 953,697	7.3%
24 HVAC																												
25 Furnace Repair/Replacement	Home	2,131	-	-	(70,264)	\$ 4,448,882	16.5%	Home	1,803	-	-	(59,216)	\$ 3,978,948	21.5%	Home	328	-	-	(11,049)	\$ 469,934	5.5%	Home	980	-	-	(41,571)	\$ 2,070,191	15.8%
26 Room A/C Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
27 Central A/C replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
28 Heat Pump Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
29 Evaporative Cooler	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
30 Duct Testing and Sealing	Home	360	-	-	4,000	\$ 242,543	0.9%	Home	346	-	-	3,844	\$ 232,233	1.3%	Home	14	-	-	156	\$ 10,310	0.1%	Home	68	-	-	755	\$ 59,213	0.5%
31 Energy Efficient Fan Control A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
32 Prescriptive Duct Sealing	Home	2,985	-	-	33,163	\$ 308,935	1.1%	Home	1,686	-	-	18,731	\$ 177,565	1.0%	Home	1,299	-	-	14,432	\$ 131,370	1.5%	Home	591	-	-	6,566	\$ 60,013	0.5%
33 High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
34 New - Blower Motor Retrofit	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
35 Maintenance																												
36 Furnace Clean and Tune	Home	5,421	-	-	(6,668)	\$ 312,451	1.2%	Home	2,978	-	-	(3,663)	\$ 175,058	0.9%	Home	2,443	-	-	(3,005)	\$ 137,393	1.6%	Home	1,952	-	-	(2,401)	\$ 105,041	0.8%
37 Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
38 Lighting																												
39 Lighting	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
40																												
41 New - LED Diffuse A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
42 New - LED Reflector Bulbs (PAR/BR)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
43 New - LED Torchieres	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
44 New - LED Exterior Hardwired Fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
45 New - LED Internal Hardwire	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
46 Miscellaneous																												
47 Pool Pumps	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
48 Smart Power Strips - Tier 1	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
49 New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
50 Pilots																												
51 Smart Thermostat	Each	1,306	-	-	2,366	\$ 313,760	1.2%	Each	789	-	-	1,520	\$ 189,400	1.0%	Each	517	-	-	846	\$ 124,360	1.5%	Each	338	-	-	472	\$ 81,280	0.6%
52 Customer Enrollment																												
53 Outreach & Assessment	Home	40,079	-	-	-	\$ 8,753,399	32.4%	Home	24,116	-	-	-	\$ 6,127,416	33.2%	Home	15,963	-	-	-	\$ 2,625,983	30.6%	Home	22,937	-	-	-	\$ 4,971,727	37.8%
54 In-Home Education	Home	27,681	-	-	-	\$ 418,673	1.5%	Home	16,247	-	-	-	\$ 246,008	1.3%	Home	11,434	-	-	-	\$ 172,665	2.0%	Home	17,240	-	-	-	\$ 259,470	2.0%
55																												
56 Total Savings/Expenditures					206,277	\$ 27,038,536						109,812	\$ 18,470,239						96,465	\$ 8,568,297						94,590	\$ 13,137,586	
57																												
58 Total Households Weatherized ⁷		36,527							22,164							14,363							21,828					
59																												
60 Households Treated	Total (K+S)							First Touches							Re-treated							Aliso Canyon						
61 - Single Family Households Treated	Home	16,900						Home	9,344						Home	7,556						Home	8,471					
62 - Multi-family Households Treated	Home	17,850						Home	12,1																			

Energy Savings Assistance Program Table 2A
Southern California Gas Company
April 2020

Measures	Units	ESA Program - CSD Leveraging					Expenses (\$)	% of Expenditure
		Year-To-Date Completed & Expensed Installation						
		Quantity Installed	kWh ¹ (Annual)	kW ¹ (Annual)	Therms ¹ (Annual)			
Appliances								
High Efficiency Clothes Washer	Home							0.0%
Microwaves ²	Home							0.0%
Refrigerators	Each							0.0%
Freezers	Each							0.0%
Domestic Hot Water								
Other Hot Water ³	Home							0.0%
Tank and Pipe Insulation ⁴	Home							0.0%
Water Heater Repair/Replace	Home							0.0%
Thermostatic Shower Valve	Each							0.0%
New - Combined Showerhead/TSV	Each							0.0%
New - Heat Pump Water Heater	Each							0.0%
Tub Diverter/Spout	Each							0.0%
Enclosure								
Air Sealing / Envelope ⁵	Home							0.0%
Attic Insulation	Home							0.0%
HVAC								
Furnace Repair/Replacement	Home							0.0%
Room A/C Replacement	Home							0.0%
Central A/C replacement	Home							0.0%
Heat Pump Replacement	Home							0.0%
Evaporative Cooler	Home							0.0%
Duct Testing and Sealing	Home							0.0%
Energy Efficient Fan Control A/C Time Delay	Home							0.0%
Prescriptive Duct Sealing	Home							0.0%
High Efficiency Forced Air Unit (HE FAU)	Home							0.0%
New - Blower Motor Retrofit	Home							0.0%
Maintenance								
Furnace Clean and Tune	Home							0.0%
Central A/C Tune up	Home							0.0%
Lighting								
Lighting	Home							0.0%
New - LED Diffuse A-Lamps	Each							0.0%
New - LED Reflector Bulbs (PAR/BR)	Each							0.0%
New - LED Torchieres	Each							0.0%
New - LED Exterior Hardwired Fixtures	Each							0.0%
New - LED Internal Hardwire	Each							0.0%
Miscellaneous								
Pool Pumps	Home							0.0%
Smart Power Strips - Tier 1	Home							0.0%
New - Smart Power Strips - Tier 2	Each							0.0%
Pilots								
Customer Enrollment								
Outreach & Assessment	Home						\$ -	0.0%
In-Home Education	Home						\$ -	0.0%
Total Savings/Expenditures			-	-	-		\$ -	0.0%
Total Households Weatherized ⁶								
CSD MF Tenant Units Treated			Total					
- Multi-family								

¹ All savings are calculated based on the following sources:

DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

² Microwave savings are from ECONorthWest Studies received in December of 2011.

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

⁵ 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.

minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

⁶ 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 Common Area Measures - Table 2B
Southern California Gas Company
April 2020

ESA CAM Measures ^{2,3}	Units	ESA Program - Multifamily Common Area ¹					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Lighting							
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ⁹	Home	-	-	-	-	\$ 7,353	53.1%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ 6,489	46.9%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures						\$ 13,842	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated ¹⁰	-
Subtotal of Master-metered Multifamily Properties Treated	-
Properties Treated ¹¹	-

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 7,353	\$ 7,353
Direct Implementation (Non-Incentive)	\$ -	\$ 6,489	\$ 6,489
Direct Implementation	\$ -	\$ 138,577	\$ 138,577
TOTAL MF CAM COSTS	\$ -	\$ 152,419	\$ 152,419

<<Includes measures costs

¹ 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.

² Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

³ Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.

⁴ All savings are calculated based on the following sources:
 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

⁵ Microwave savings are from ECONorthWest Studies received in December of 2011.

⁶ 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.

⁷ Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

⁸ Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.

⁹ 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.

¹⁰ Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

¹¹ Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

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

**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Gas Company
April 2020**

Common Area Measures Category and Eligible Measures Title ¹	Effective Date	End Date ²	Eligible Climate Zones ³
Appliances			
High Efficiency Clothes Washer	11/10/2016	N/A	All Climate Zones
Domestic Hot Water			
Water Heater Blanket	11/10/2016	N/A	All Climate Zones
Low Flow Shower Head	11/10/2016	N/A	All Climate Zones
Water Heater Pipe Insulation	11/10/2016	N/A	All Climate Zones
Faucet Aerator	11/10/2016	N/A	All Climate Zones
Water Heater Repair/Replacement	11/10/2016	N/A	All Climate Zones
Thermostatic Shower Valve	11/10/2016	N/A	All Climate Zones
New - Tub Diverter/ Tub Spout	12/14/2017	N/A	All Climate Zones
Large Water Heater Replace	11/10/2016	N/A	All Climate Zones
Boiler Replace	11/10/2016	N/A	All Climate Zones
Envelope			
Air Sealing / Envelope	11/10/2016	N/A	All Climate Zones
Caulking	11/10/2016	N/A	All Climate Zones
Attic Insulation	11/10/2016	N/A	All Climate Zones
HVAC			
FAU Standing Pilot Conversion	11/10/2016	N/A	All Climate Zones
Furnace Repair/Replacement	11/10/2016	N/A	All Climate Zones
New - High Efficiency Forced Air Unit (HE FAU)	11/10/2016	N/A	All Climate Zones
Lighting			
Miscellaneous			
Smart Thermostat	12/19/2018	N/A	All Climate Zones

¹ Measures list may change based on available information on both costs and benefits (including energy benefits as well as non-energy benefits) and may vary across climate zones. This is not a list of installed measures, it is a list of eligible measures.

Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

² Only complete if measure is canceled or discontinued

³ Defined as CEC California Building Climate Zones

https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

	A	B
1	Energy Savings Assistance Program Tables 3A-B	
2	Southern California Gas Company	
3	April 2020	
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	206,277
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	668,352
10	Current kWh Rate	N/A
11	Current Therm Rate	0.61
12	Average 1st Year Bill Savings / Treated Households	3.91
13	Average Lifecycle Bill Savings / Treated Households	22.50
14		
15	Table 3A-2, ESA Program - CSD Leveraging	
16	Annual kWh Savings	N/A
17	Annual Therm Savings	-
18	Lifecycle kWh Savings	N/A
19	Lifecycle Therm Savings	-
20	Current kWh Rate	N/A
21	Current Therm Rate	\$ -
22	Average 1st Year Bill Savings / Treated Households	\$ -
23	Average Lifecycle Bill Savings / Treated Households	\$ -
24		
25	Table 3A-3, Summary - ESA Program/CSD Leveraging	
26	Annual kWh Savings	N/A
27	Annual Therm Savings	206,277
28	Lifecycle kWh Savings	N/A
29	Lifecycle Therm Savings	668,352
30	Current kWh Rate	N/A
31	Current Therm Rate	\$ 0.61
32	Average 1st Year Bill Savings / Treated Households	\$ 3.91
33	Average Lifecycle Bill Savings / Treated Household	\$ 22.50
34		
35	Table 3B, ESA Program - Multifamily Common Area	
36	Annual kWh Savings	N/A
37	Annual Therm Savings	-
38	Lifecycle kWh Savings	N/A
39	Lifecycle Therm Savings	-
40	Current kWh Rate	N/A
41	Current Therm Rate	\$ -
42	Average 1st Year Bill Savings / Treated Properties	\$ -
43	Average Lifecycle Bill Savings / Treated Properties	\$ -
44		
45	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	April 2020						
4	Table 4A-1, ESA Program						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	19	12,517	12,536	8	120	128
8	Imperial	17,400	0	17,400	155	0	155
9	Kern	29,648	15,699	45,347	640	102	742
10	Kings	12,110	8	12,118	250	0	250
11	Los Angeles	2,578	903,234	905,812	190	19,047	19,237
12	Orange	10	204,521	204,531	0	3,981	3,981
13	Riverside	124,753	102,334	227,087	566	3,925	4,491
14	San Bernardino	943	150,973	151,916	60	5,734	5,794
15	San Luis Obispo	14,153	8,424	22,577	235	0	235
16	Santa Barbara	1,079	32,717	33,796	151	129	280
17	Tulare	45,573	11,359	56,932	651	344	995
18	Ventura	2,372	55,244	57,616	5	234	239
19	Total	250,638	1,497,032	1,747,669	2,911	33,616	36,527
20							
21							
22	Table 4B, ESA Program - CSD Leveraging						
23					Households Treated YTD		
24	County				Rural	Urban	Total
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	Total	0	0	0	0	0	0
38							
39							
40	Table 4C, ESA Program - Multi-Family Common Area						
41					Properties Treated YTD		
42	County				Rural	Urban	Total
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	Total	0	0	0	0	0	0
56							
57	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
58	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 4A-2 - Homes Unwilling / Unable to Participate
Southern California Gas Company
April 2020**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	748	22	0	1	16	0	1
Imperial	5	3	0	11	0	1	2
Kern	38	37	0	2	7	0	0
Kings	120	47	0	4	1	0	0
Los Angeles	19,710	536	16	33	221	48	65
Orange	2,495	54	0	10	428	127	649
Riverside	12,849	156	1	7	150	11	63
San Bernardino	9,654	63	1	55	272	12	27
San Luis Obispo	1	2	0	0	4	0	0
Santa Barbara	4	7	0	0	2	0	0
Tulare	1,999	205	0	175	56	2	8
Ventura	15	41	0	0	13	1	1
Total¹	47,638	1,173	18	298	1,170	202	816

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	April 2020																
4	Table 5A, ESA Program																
5		Gas & Electric				Gas Only ¹				Electric Only				Total			
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	13,616	85,799	-	-	-	-	-	-	13,616	85,799	-	-
10	March	-	-	-	-	9,405	57,571	-	-	-	-	-	-	9,405	57,571	-	-
11	April	-	-	-	-	13,506	62,907	-	-	-	-	-	-	13,506	62,907	-	-
12	May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	36,527	206,277	-	-	-	-	-	-	36,527	206,277	-	-
21																	
22	¹ As of September 2019, all savings are calculated based on the following source:																
23	DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.																
24	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
26																	
27	Table 5B, ESA Program - CSD Leveraging																
28		Gas & Electric				Gas Only				Electric Only				Total			
31		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
32	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
33	January																
34	February																
35	March																
36	April																
37	May																
38	June																
39	July																
40	August																
41	September																
42	October																
43	November																
44	December																
45	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46																	
47	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
48	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
49																	
50																	
51	Table 5C, ESA Program - Multi-Family Common Area																
52		Gas & Electric				Gas Only				Electric Only				Total			
53		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
54	Month		Therm	kWh	kW		Therm ¹	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
55	January																
56	February																
57	March																
58	April																
59	May																
60	June																
61	July																
62	August																
63	September													-	-		
64	October													-	-		
65	November																
66	December																
67	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68																	
69	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
70	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
71	1 - Savings calculated via deemed savings; NMEC methodology continues to be reviewed and evaluated with the Energy Division																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	April 2020												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 186,572	\$ 186,572	N/A	18.66%	18.66%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 186,572	\$ 186,572	N/A	18.66%	18.66%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment ^{2,3}	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 246,582	\$ 246,582	N/A	197.27%	197.27%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ 26,908	\$ 26,908	N/A	13.45%	13.45%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ 450,537	\$ 450,537	N/A	90.11%	90.11%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² 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	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing from Lead IOU for cost related to 2016.												
20	⁴ 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	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 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
April 2020**

7A - Households Receiving Second Refrigerators			
Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to less than 6 occupants
Second Refrigerators	Each	N/A	N/A

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	332

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
9,211	7,010	220

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	April 2020												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 224,867	\$ 224,867	N/A	\$ 935,872	\$ 935,872	N/A	23.37%	23.37%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 142,873	\$ 142,873	N/A	\$ 462,703	\$ 462,703	N/A	15.60%	15.60%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 10,179	\$ 10,179	N/A	\$ 26,026	\$ 26,026	N/A	16.81%	16.81%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 26,357	\$ 26,357	N/A	\$ 185,960	\$ 185,960	N/A	17.92%	17.92%
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	\$ -	\$ -	N/A	\$ 114,846	\$ 114,846	N/A	26.25%	26.25%
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	\$ 33,011	\$ 33,011	N/A	\$ 127,965	\$ 127,965	N/A	26.89%	26.89%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 76,149	\$ 76,149	N/A	\$ 243,012	\$ 243,012	N/A	25.48%	25.48%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 26,107	\$ 26,107	N/A	43.51%	43.51%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 513,434	\$ 513,434	N/A	\$ 2,122,490	\$ 2,122,490	N/A	21.03%	21.03%
20													
21	CARE Rate Discount	N/A	\$ 135,012,254	\$ 135,012,254	N/A	\$ 13,918,565	\$ 13,918,565	N/A	\$ 65,722,978	\$ 65,722,978	N/A	48.68%	48.68%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 145,103,376	\$ 145,103,376	N/A	\$ 14,431,999	\$ 14,431,999	N/A	\$ 67,845,468	\$ 67,845,468	N/A	46.76%	46.76%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,633,935	\$ 1,633,935	N/A	\$ 7,437,555	\$ 7,437,555			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,633,935	\$ 1,633,935	N/A	\$ 7,437,555	\$ 7,437,555			
31													
32	Indirect Costs				N/A	\$ 138,072	\$ 138,072	N/A	\$ 489,825	\$ 489,825			
33													
34	¹ 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	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																								
2	Southern California Gas Company																								
3	April 2020																								
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 ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
8	January	2,214	1,524	80	3,818	5,635	5,465	10,500	0	21,600	25,418	4,786	12,476	18,833	36,095	11,373	2,606	199	12,180	26,358	61,513	-940	1,608,798	1,671,785	96.23%
9	February	2,155	1,933	87	4,175	7,786	6,111	10,201	0	24,098	28,273	4,811	13,645	19,247	37,703	11,021	2,404	237	12,401	26,063	65,976	2,210	1,611,008	1,671,785	96.36%
10	March	1,946	2,017	157	4,120	7,268	9,472	11,790	0	28,530	32,650	8,284	18,001	28,128	54,413	8,209	2,425	298	12,116	23,048	87,063	9,602	1,620,610	1,671,785	96.94%
11	April	2,751	1,719	188	4,658	13,065	10,363	9,940	0	33,368	38,026	9,978	17,034	0	27,012	1,795	560	547	10,000	12,902	65,038	25,124	1,645,734	1,674,331	98.29%
12	May																								
13	June																								
14	July																								
15	August																								
16	September																								
17	October																								
18	November																								
19	December																								
20	YTD Total	9,066	7,193	512	16,771	33,754	31,411	42,431	0	107,596	124,367	27,859	61,156	66,208	155,223	32,398	7,995	1,281	46,697	88,371	279,590	35,996	1,645,734	1,674,331	98.29%
21																									
22	¹ Enrollments via data sharing between the IOUs.																								
23	² Enrollments via data sharing between departments and/or programs within the utility.																								
24	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																								

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	April 2020								
4									
5	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% 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 ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
6	January	1,608,798	4,848	0.30%	12	315	327	6.75%	0.02%
7	February	1,611,008	5,081	0.32%	13	224	237	4.66%	0.01%
8	March	1,620,610	4,830	0.30%	10	149	159	3.29%	0.01%
9	April	1,645,734	687	0.04%	1	1	2	0.29%	0.00%
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,645,734	15,446	0.94%	36	689	725	4.69%	0.04%
19									
20	¹ Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or								
21	² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be								
22	³ 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								
24	adjustments.								
25									
26	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
27	Southern California Gas Company								
28	Not Applicable to SoCalGas								
29	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% 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 ²	% De-enrolled through HUV Post Enrollment Verification ³	% of Total CARE Households De-enrolled
30	January								
31	February								
32	March								
33	April								
34	May								
35	June								
36	July								
37	August								
38	September								
39	October								
40	November								
41	December								
42	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
43									
44	¹ Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or								
45	De-enrolled data.								
46	² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be								
47	weatherized.								
48	³ 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.								
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD								
50	adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	April 2020						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	411,580	266,123	160,194	64,853	10,635	30,441
7	Percentage		100.00%	60.20%	24.37%	4.00%	11.44%
8							
9	¹ Includes sub-metered customers.						
10	² 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	³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	April 2020									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,970	19	11,988	11,166	20	11,186	93.29%	107.38%	93.31%
8	Imperial	0	16,844	16,844	0	15,605	15,605	N/A	92.64%	92.64%
9	Kern	15,039	29,233	44,273	12,972	29,572	42,544	86.25%	101.16%	96.10%
10	Kings	8	12,071	12,079	9	15,178	15,187	108.98%	125.74%	125.73%
11	Los Angeles	852,052	2,836	854,888	841,846	1,290	843,136	98.80%	45.48%	98.63%
12	Orange	192,343	11	192,354	162,584	20	162,604	84.53%	186.38%	84.53%
13	Riverside	101,261	123,808	225,068	97,135	123,460	220,595	95.93%	99.72%	98.01%
14	San Bernardino	147,629	988	148,617	177,889	865	178,754	120.50%	87.56%	120.28%
15	San Luis Obispo	7,763	14,353	22,117	3,519	11,010	14,529	45.33%	76.71%	65.69%
16	Santa Barbara	31,891	1,114	33,005	28,461	623	29,084	89.24%	55.95%	88.12%
17	Tulare	11,335	45,247	56,582	12,248	49,666	61,914	108.06%	109.77%	109.42%
18	Ventura	54,312	2,204	56,516	48,980	1,616	50,596	90.18%	73.33%	89.53%
19	Total	1,425,603	248,728	1,674,331	1,396,809	248,925	1,645,734	97.98%	100.08%	98.29%
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	April 2020							
4								
5	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,608,798	21,210	1.32%	14,204	589	66.97%	0.04%
7	February	1,611,008	24,571	1.53%	13,206	550	53.75%	0.03%
8	March	1,620,610	34,595	2.13%	15,651	731	45.24%	0.05%
9	April	1,645,734	267	0.02%	89	2	33.33%	0.00%
10	May							
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,645,734	80,643	4.90%	43,150	1,872	53.51%	0.11%
19								
20	¹ Excludes count of customers recertified through the probability model.							
21	² 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	³ Includes customers who did not respond or who requested to be de-enrolled.							
23	⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors ¹						
2	Southern California Gas Company						
3	April 2020						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
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	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	0	0
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	LACDA		X			0	0
16	YMCA Montebello-Commerce		X			0	0
17	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
18	Coachella Valley Housing Coalition		X			0	0
19	Southeast Community Development Corp.		X			0	0
20	Latino Resource Organization		X			0	0
21	Community Action Partnership - Kern County		X			0	0
22	Ventura Cty Comm Human		X			0	0
23	Blessed Sacrament Church		X			0	0
24	Hernandad Mexicana		X			0	0
25	CSET		X			0	0
26	Crest Forest Family and Community Service		X			0	0
27	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
28	Veterans in Community Service		X	X	X	0	0
29	MEND		X			0	0
30	Catholic Charities of LA – Brownson House		X			0	0
31	OSCC, Inc. (Orange County Community Center)		X			0	0
32	APAC Service Center		X			0	0
33	Visalia Emergency Aid Council		X			0	0
34	Total Enrollments					0	0
35							
36	¹ All capitation contractors with contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
37	Note: agencies marked with an asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.						
38	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	April 2020								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,608,798	N/A	1,608,798	1,671,785	96.23%	-0.06%	5,636,985
7	February	N/A	1,611,008	N/A	1,611,008	1,671,785	96.36%	0.14%	5,639,639
8	March	N/A	1,620,610	N/A	1,620,610	1,671,785	96.94%	0.60%	5,642,789
9	April	N/A	1,645,734	N/A	1,645,734	1,674,331	98.29%	1.55%	5,645,179
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,645,734	N/A	1,645,734	1,674,331	98.29%	2.23%	5,645,179
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	April 2020				
4					
5	2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2020	% of 2020 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 114,846	26.25%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 114,846	26.25%
11					
12	¹ 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	Note: 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 services¹

Southern California Gas Company

Reporting Period: March 2020

No. of attendees at Consumer Education sessions

355

SCG -- Disputes Resolved	
Enroll in Energy Assistance programs	2
Bill Adjustment	2
Payment Extension	4
Payment Plan	4
Stop Disconnection	7
Time of Use	1
TOTAL	20

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

SCG -- Disputes Resolved by Language	
Cambodian	1
English	7
Farsi	1
Japanese	1
Spanish	4
TOTAL	14

SCG - Needs Assistance	
Assisted with Changes to Account	1
CARE Enrollment	3
Gas Assistance Fund	69
ESAP	3
HEAP/LiHEAP	22
Payment Extension	1
Payment Plan	1
TOTAL	100

SCG - Needs Assistance by Language	
Armenian	17
Cantonese	5
English	40
Korean	4
Spanish	31
Tagalog	1
Vietnamese	2
TOTAL	100

¹ Information provided by CHANGES contractor.

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 ¹
Southern California Gas Company
March 1 - 31, 2020

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Spanish	Avoiding Disconnection	1	N/A	7	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	12	CHANGES Ed Handout
		Total	2		19	
N/A	Armenian	CARE/FERA and Other Assistance Programs	4	N/A	46	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	4	N/A	15	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	7	N/A	141	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	1	N/A	22	CHANGES Ed Handout
		Total	16		224	
N/A	Cantonese	Electric and Natural Gas Safety	1	N/A	28	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	1	N/A	2	CHANGES Ed Handout
		Total	2		30	
N/A	English	Energy Conservation	2	N/A	9	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	1	N/A	26	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	1	N/A	16	CHANGES Ed Handout
		Total	4		51	
N/A	English	Gas Aggregation	1	N/A	9	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	1	N/A	21	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	21	CHANGES Ed Handout
		Total	3		51	
N/A	Vietnamese	High Energy Use	1	N/A	17	CHANGES Ed Handout
		Total	1		17	
N/A		Level Pay Plan	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A	English	Understanding Your Bill	4	N/A	34	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	18	N/A	108	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	25	N/A	136	CHANGES Ed Handout
		Total	47		278	
		Monthly Total ³	75		670	

¹ This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID for SoCalGas and Southern California Edison combined.

² Contractor states all sessions at least 30 minutes.

³ As of July 2019, totals are reported on a monthly basis.

YTD adjustments.