

**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 AUGUST 2018**

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September 21, 2018

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This is the eighth monthly report of program year (PY) 2018. The purpose of this report is to consolidate activity for the CARE and ESA Programs and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date CARE and ESA Program results and expenditures through August 2018 for Southern California Gas Company (SoCalGas).

Respectfully Submitted
on behalf of Southern California Gas Company,

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September 21, 2018

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1 Energy Savings Assistance (ESA) Program Overview

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

Program Summary through August 2018			
	Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$194,044,551	\$52,327,396	26.97%
Homes Treated	164,175	54,804	33.38%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,540,000	871,747	13.33%

* Annual budget approved in Resolution G-3532, D.16-11-022, D.17-12-009 and Disposition of Advice Letter 5256-A.

In August 2018, SoCalGas processed and paid contractor invoices for 8,896 treated homes. Additionally, SoCalGas paid for the weatherization of 6,689 homes, 91 furnace repairs and replacements, 26 water heater repairs and replacements, and 117 High Efficiency (HE) clothes washers.

SoCalGas submitted its ESA Program Clear Plan Advice Letter (AL) 5256 on February 12, 2018, and supplemental AL 5256-A on March 14, 2018, which was approved by Energy Division (ED) on May 18, 2018 with modifications on the ESA Program budget for additional treated units. This report reflects the approved budget updates per the disposition of AL 5256-A.

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

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

Ethnic and Mass Media Campaign

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

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of August, 9,488 emails were deployed to customers with a high probability of being eligible for the ESA Program as well as an additional 11,236 emails to newly enrolled CARE customers to generate interest in the ESA Program.

Energy Savings Assistance Program - Direct Mailings

During the month of August, SoCalGas deployed 15,510 direct mailings to new and existing CARE customers. The direct mailings included the standard ESA Program message and is intended to drive customers to the ESA Program web page at www.socalgas.com.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 173 internet-generated leads for the ESA Program during the month of August. SoCalGas utilized social media platforms to post ESA Program messaging on Facebook which reached 1,001 people, resulting in 127 post clicks, and on Twitter reaching 3,718 people with 28 total engagements.

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

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed below represent specific outreach events that SoCalGas participated in during the month of August.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
August 1	West Riverside Council of Govt Membership Quarterly Meeting	Riverside	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed during presentation to the approximately 20 in attendance.
August 2	Cuadrilla de la Semana	Bakersfield	Community Based Organization (CBO) event staff and local radio station staff provided information regarding SoCalGas' Customer Assistance Programs to a group of local farm workers during lunch break in Bakersfield. Lunch, information and giveaways were provided to the approximately 20 in attendance.
August 2	National Night Out	Lancaster	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 in attendance.
August 4	Beyond the Walls Outreach Ministry at Greater Mt. Olive Baptist Church of LA	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 of 100 visitors.
August 4	41 st Assembly District Block Party	Pasadena	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 in attendance.
August 4	Montebello Girl Scouts Service Animal Awareness	Montebello	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 23 parents, 25 kids and 4 troop leaders in attendance.
August 5	Lincoln Heights Health Fair	Lincoln Heights	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 in attendance.
August 5	Cesar Chavez Community Celebration	Bakersfield	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 in attendance.
August 7	National Night Out San Gabriel	San Gabriel	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 175 of the 1,500 visitors.
August 7	National Night Out	Rosemead	CBO event staff provided information regarding

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Rosemead		SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 of the 600 visitors.
August 7	National Night Out Willowbrook	Willow-brook	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 of the 250 visitors.
August 7	National Night Out Florence Firestone	Florence Firestone Area of LA County	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 of 300 in attendance.
August 8 – August 12	Orange County Fair	Orange County	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,500 in attendance.
August 9	Rowland Adult Back to School Event	Rowland Heights	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 of the 75 visitors.
August 10	Congress-woman Linda Sanchez 16 th Annual Senior Fair	Norwalk	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 of the 550 visitors.
August 11	Compton Family Health Fair	Compton	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 90 of the 320 visitors.
August 11 & August 12	Ventura County Fair	Ventura County	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,700 of the 40,000 in attendance.
August 15	Pomona PACT Meeting	Pomona	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to all in attendance.
August 15	YMCA Senior Spectacular 2018	Chatsworth North Valley YMCA	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to over 200 seniors in attendance.
August 17	Deputy Chief U.S. PreTrial Services	Pasadena	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to all in attendance.
August 17	DCFS Citrus College Resource Fair	Glendora	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			materials were distributed to approximately 50 of the 125 visitors.
August 18	SoCal Community Connect Event	Lakewood	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 130 in attendance.
August 21	Meeting with Center for Living and Learning	Van Nuys	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the Director and 3 other senior staff serving transitional persons from the Penal system and Foster Care that are becoming independent. Reviewing opportunities with organization on how they can provide CAP program information/enrollment to clients they serve.
August 21	Tri City (Pomona Coordinated Entry System)	Pomona	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to all in attendance.
August 21	Reseda Community Network Quarterly Meeting	Chatsworth Child Institute	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs to 28 representatives from nonprofit organizations in the valley serving the low income and disabled.
August 23	Cuadrilla de la Semana	Bakersfield	CBO event staff and local radio station staff provided information regarding SoCalGas' Customer Assistance Programs to a group of local farm workers during their lunch break in Bakersfield. Lunch, information and giveaways were provided to the approximately 20 in attendance.
August 23	Child Support Connect Day	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 of the 74 visitors.
August 25	Reach for the Stars Tardeada with Telemundo's Dunia Elvir	Oxnard	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
August 25	12 th Annual Liemart Park Village Book Fair	Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 in attendance.
August 25	16 th Annual Garden Jazz Festival	Garden Grove	SoCalGas Event staff provided information regarding SoCalGas' Customer Assistance

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			Programs. CAP materials were distributed to approximately 300 of the 2,000 in attendance.
August 29	San Gabriel Valley Energy Wise Partnership Summer 2018 Regional Meeting	Monrovia	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
August 31	Shields for Families Summer Wellness & Health Fair	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 of 50 in attendance

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 collaboration.

In 2018, SoCalGas maximized water measure leveraging agreements that provide co-funding of High Efficiency (HE) Clothes Washers. During the year, 1,512 HE Clothes Washers have been co-funded for an amount of \$140,578. The participating agencies for 2018 are:

- Eastern Municipal Water District
- Fontana Water Company¹

¹ Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³

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	805
Colton Public Utilities	176
LADWP	4,740
Pasadena Water and Power	89
Riverside Public Utilities	0
Total	5,810

Providers have reported the activity noted above through the month of August.

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.

² Liberty Utilities, formerly Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

³ 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

Footnote continued on next page

1.4 Workforce Education & Training

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

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

SoCalGas Skill Level Test Results					
	Q1	Q2	July	August	Total
Attended Testing	73	55	16	21	165
Passed Test	47	43	13	18	121
Pass Rate	64%	78%	81%	86%	73%

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 1-day class that reviews the requirements for enrollment, assessment and in-home education.

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.

SoCalGas Enrollment and Assessment Training					
	Q1	Q2	July**	August	Totals
Attended Class	77	36	0	24	137
Tested	71	32	0	24	127
Passed Class	57	25	0	18	100
Badged	0	0	0	0	0
Census Attendees	0	0	0	0	0
Retention Rate*	80%	78%	0%	75%	79%
*Retention Rate is Passed/Tested					
** There was no E&A Training in July					

A 5-day class covers utility-specific items related to policies, security processes and overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Due to market conditions, the year-to-date total for badged outreach specialists for SoCalGas is 0. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program.

The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2018.

Class Type	Q1		Q2		July		August		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	2	7	5	23	1	14	2	17	10	61
HVAC Initial	3	9	2	9	2	19	1	4	8	41
Wx / NGAT Refresher	3	17	9	223	2	39	0	0	14	279
HVAC Refresher	1	7	5	50	1	1	0	0	7	58
Grand Total	9	40	21	305	6	73	3	21	39	439

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 – August

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	\$2,502,632	62.49%
Proc., Certification and Verification	\$3,121,351	\$1,024,207	32.81%
Information Tech./Programming	\$1,037,796	\$688,445	66.34%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$139,933	31.98%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$299,354	62.91%
General Administration	\$953,729	\$540,076	56.63%
CPUC Energy Division Staff	\$60,000	\$19,318	32.20%
Total Expenses	\$10,091,122	\$5,213,784	51.67%
Subsidies and Benefits	\$132,351,979	\$72,872,449	55.06%
Total Program Costs and Discounts	\$142,443,101	\$78,086,233	54.82%

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

CARE My Account Activity & Enrollments

As of September 2017, and in accordance with D.17-12-009, CARE Program enrollment has been integrated within My Account, where applications are 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, depending on their CARE status. Customers may then visit a dedicated CARE Program page within My Account where application processes including enrollment, recertification and post-enrollment verification 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 69,425 successful enrollments, 20,036 recertifications, 2,308 post-enrollment verifications, and 1,767 opt-outs. Activity for August is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	5,003	4,310
Re-certification	2,818	2,752
PEV	224	131
Customer opt-out	209	209

CARE CSR Enrollment Initiative

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

CSRs began taking CARE applications over the phone at midnight on February 23, 2018.

During the month of August, CSRs successfully enrolled over 14,000 customers in CARE. An additional 6,434 customers preferred to receive a CARE application in the mail. Through this effort, year-to-date CARE enrollments via the CCC is at 90,056 and 42,809 mailed applications.

SoCalGas' CARE department will continue to obtain feedback from the CCC regarding this recently implemented process. All issues or concerns posed by the CSRs will be reviewed, and where needed, process changes will be implemented to ensure an even greater customer experience.

2.1.2 Please provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,611,312	1,792,502	89.89%

2.2 Outreach

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

CARE Telephone Enrollments and Recertification

To encourage recertification onto the CARE Program, SoCalGas sends hard-copy letters to customers as their recertification date approaches. If the customer does

not renew their certification, SoCalGas sends a second hard-copy letter. To reduce the need to send hard-copy letters, SoCalGas determines which CARE customers have an email address on file and sends an email several months in advance of the customer's recertification date. This email directs the customer to renew by means of an on-line form.

During the month of August, SoCalGas did not send any recertification reminder emails to customers whose renewal date was approaching but processed a total of 1,359 on-line renewals.

CARE Web Activity & Enrollments

SoCalGas references its website in nearly all communications. Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of August, SoCalGas sent 5,935 emails to customers with a probability of being eligible for the CARE program and processed 1,337 on-line enrollments. A total of 18,893 emails were sent to existing SoCalGas customers who may qualify for the CARE program.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers are bilingual (English and Spanish) and generated 2,039 approved enrollments in August. In addition to canvassers,

CBOs and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program, and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach. Additional activities are detailed in section 1.2.2. During the month of August, 566 callers were informed about the CARE Program, with 18 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles

and neighboring communities. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program.

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

SoCalGas has also begun a new 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. Their 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 Program and have a plan in place to provide outreach and enrollment in SoCalGas' programs.

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility is in downtown Santa Barbara and serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs.

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 has collaborated with MICOP to extend awareness of the CARE Program. MICOP will provide ongoing awareness, and SoCalGas will schedule periodic, sponsored events to highlight the outreach.

CARE Direct Mail Activity and Enrollments

During the month of August, SoCalGas sent 17,926 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 431 customers via direct mail/new customer applications onto the CARE Program. Because of SoCalGas' ongoing concern with customers who fail to recertify, SoCalGas sends direct mail applications to customers who were previously participating in the CARE Program and have fallen off of the program due to failure to recertify. SoCalGas mailed 11,440 letters to customers who have failed to renew their CARE eligibility. As a result of these direct mailings, 1,367 customers were enrolled onto the CARE Program. Additionally, SoCalGas mailed 25,000 letters to customers who are not on CARE but who have a high probability of being qualified for CARE resulting in 1,169 customer enrollments.

CARE Bill Inserts

No bill inserts were deployed during the month of August, however, a Customer Assistance message was included on customers' bills. To date, SoCalGas processed 18,221 bill insert applications.

Outreach by Field Employees

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, CARE Outreach 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 August. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

CARE Mass Media Campaign

On June 15th, SoCalGas launched its "Moments that Matter" advertising campaign designed to raise awareness of the CARE 20% discount, and promote the new, expedited online application to help increase program participation. The campaign, which is now scheduled to run through the end of November, targets top zip codes with the lowest CARE penetration and includes a mix of online advertising, search terms, out-of-home and paid social media. The strategy behind the media plan is designed to align with the messaging, promoting the new online application and helping drive customers to enroll immediately.

From a messaging standpoint, the campaign provides a glimpse into a mother’s balancing act of ensuring her family is taken care of and managing the upkeep of her home. With so much on her plate, SoCalGas can lighten her load of responsibilities through the CARE discount, giving her more time for “Moments that Matter” most. The campaign continues to engage our targeted CARE audience garnering 10.3 million impressions as well as reaching 26,100 clicks to the program landing site through the end of August.

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. The event listed below represents SoCalGas’ outreach events for the month of August.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
August 10	ELARC Meeting	Alhambra	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs to 5 case managers that serve the Hispanic families of special needs children. CAP program materials were distributed to all in attendance
August 31	Disabled Veterans Resource Meeting	Long Beach	Joint meeting of Blinded Veterans Assoc. and Disabled American Veterans. SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the 37 attendees. Lead was established with a potential partnership with Local American

			Legions.
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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 August, 4,453 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 August, generated 1,584 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase Post-Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low-Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre-enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during August, 129 LIHEAP customers were enrolled in SoCalGas' CARE Program.

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of August.

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

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

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

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

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

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

ESA Program - Table 4A – Homes / Buildings Treated

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

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	August 2018												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% 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	\$ 21,358,152	\$ 21,358,152	N/A	\$ 225,831	\$ 225,831	N/A	\$ 2,414,685	\$ 2,414,685	N/A	11.31%	11.31%
9	Domestic Hot Water	N/A	\$ 41,187,158	\$ 41,187,158	N/A	\$ 1,063,158	\$ 1,063,158	N/A	\$ 7,965,624	\$ 7,965,624	N/A	19.34%	19.34%
10	Enclosure	N/A	\$ 42,287,958	\$ 42,287,958	N/A	\$ 2,279,705	\$ 2,279,705	N/A	\$ 16,055,491	\$ 16,055,491	N/A	37.97%	37.97%
11	HVAC	N/A	\$ 35,502,082	\$ 35,502,082	N/A	\$ 1,459,409	\$ 1,459,409	N/A	\$ 8,604,561	\$ 8,604,561	N/A	24.24%	24.24%
12	Maintenance	N/A	\$ 2,980,637	\$ 2,980,637	N/A	\$ 121,363	\$ 121,363	N/A	\$ 957,665	\$ 957,665	N/A	32.13%	32.13%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 28,814,208	\$ 28,814,208	N/A	\$ 1,716,627	\$ 1,716,627	N/A	\$ 10,522,337	\$ 10,522,337	N/A	36.52%	36.52%
16	In Home Education	N/A	\$ 7,322,987	\$ 7,322,987	N/A	\$ 107,325	\$ 107,325	N/A	\$ 639,585	\$ 639,585	N/A	8.73%	8.73%
17	Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 179,953,182	\$ 179,953,182	N/A	\$ 6,973,417	\$ 6,973,417	N/A	\$ 47,159,947	\$ 47,159,947	N/A	26.21%	26.21%
19													
20	Training Center	N/A	\$ 926,681	\$ 926,681	N/A	\$ 57,931	\$ 57,931	N/A	\$ 404,665	\$ 404,665	N/A	43.67%	43.67%
21	Inspections	N/A	\$ 3,520,035	\$ 3,520,035	N/A	\$ 157,161	\$ 157,161	N/A	\$ 974,078	\$ 974,078	N/A	27.67%	27.67%
22	Marketing and Outreach	N/A	\$ 2,200,000	\$ 2,200,000	N/A	\$ 39,612	\$ 39,612	N/A	\$ 377,104	\$ 377,104	N/A	17.14%	17.14%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies	N/A	\$ 153,125	\$ 153,125	N/A	\$ (38,040)	\$ (38,040)	N/A	\$ 42,371	\$ 42,371	N/A	27.67%	27.67%
25	Regulatory Compliance	N/A	\$ 405,114	\$ 405,114	N/A	\$ 38,270	\$ 38,270	N/A	\$ 300,224	\$ 300,224	N/A	74.11%	74.11%
26	General Administration	N/A	\$ 6,800,414	\$ 6,800,414	N/A	\$ 487,025	\$ 487,025	N/A	\$ 3,049,690	\$ 3,049,690	N/A	44.85%	44.85%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 19,318	\$ 19,318	N/A	22.46%	22.46%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 194,044,551	\$ 194,044,551	N/A	\$ 7,715,376	\$ 7,715,376	N/A	\$ 52,327,396	\$ 52,327,396	N/A	26.97%	26.97%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 355,181	\$ 355,181	N/A	\$ 2,419,415	\$ 2,419,415			
32	NGAT Costs					\$ 146,889	\$ 146,889		\$ 1,286,638	\$ 1,286,638			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022 and updated via Resolution G-3532 addressing conforming AL 5111-A and 5111-B, and revised in the Clear Plan Disposition Letter. Budget table currently excludes Multi-Family budget for \$4.5M and CSD budget for \$261K related to unspent funds from previous budget cycles for a total budget of \$199M.												
36	Note: In January 2018, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,799,496 for contractor costs related to all ESA Program measure categories associated to December 2017 activities. This amount was incorporated in 2017 costs as reported in the SoCalGas' Annual Report filed May 2018. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
August 2018**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 4,251,507	\$ 4,251,507	N/A	\$ 225,831	\$ 225,831	N/A	\$ 2,414,685	\$ 2,414,685	N/A	56.80%	56.80%
Domestic Hot Water	N/A	\$ 32,202,646	\$ 32,202,646	N/A	\$ 1,063,158	\$ 1,063,158	N/A	\$ 7,965,624	\$ 7,965,624	N/A	24.74%	24.74%
Enclosure	N/A	\$ 9,123,929	\$ 9,123,929	N/A		\$ -	N/A	\$ 9,123,929	\$ 9,123,929	N/A	100.00%	100.00%
HVAC	N/A	\$ 8,584,066	\$ 8,584,066	N/A	\$ 1,438,914	\$ 1,438,914	N/A	\$ 8,584,066	\$ 8,584,066	N/A	100.00%	100.00%
Maintenance	N/A	\$ 749,539	\$ 749,539	N/A		\$ -	N/A	\$ 749,539	\$ 749,539	N/A	100.00%	100.00%
Customer Enrollment	N/A	\$ 5,480,503	\$ 5,480,503	N/A		\$ -	N/A	\$ 5,480,503	\$ 5,480,503	N/A	100.00%	100.00%
In Home Education	N/A	\$ 6,218,260	\$ 6,218,260	N/A	\$ 107,325	\$ 107,325	N/A	\$ 639,585	\$ 639,585	N/A	10.29%	10.29%
Training Center	N/A	\$ 92,337	\$ 92,337	N/A		\$ -	N/A	\$ 92,337	\$ 92,337	N/A	100.00%	100.00%
Inspections	N/A	\$ 916,590	\$ 916,590	N/A	\$ 99,673	\$ 99,673	N/A	\$ 916,590	\$ 916,590	N/A	100.00%	100.00%
Mult-Family Common Area Measures	N/A	\$ 18,000,000	\$ 18,000,000	N/A	\$ 10,368	\$ 10,368	N/A	\$ 108,825	\$ 108,825	N/A	0.60%	0.60%
Leveraging - CSD	N/A	\$ 522,072	\$ 522,072	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 332,828	\$ 332,828	N/A	\$ 38,270	\$ 38,270	N/A	\$ 300,224	\$ 300,224	N/A	90.20%	90.20%
TOTAL UNSPENT PROGRAM COSTS¹	N/A	\$ 86,474,277	\$ 86,474,277	N/A	\$ 2,983,539	\$ 2,983,539	N/A	\$ 36,375,907	\$ 36,375,907	N/A	42.07%	42.07%

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.

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

Energy Savings Assistance Program Table 2A
Southern California Gas Company
August 2018

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ¹ (Annual)	kW ¹ (Annual)	Therms ¹ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each						0.0%
Refrigerators	Each						0.0%
Microwaves ²	Each						0.0%
Domestic Hot Water							
Water Heater Blanket	Home						0.0%
Low Flow Shower Head	Home						0.0%
Water Heater Pipe Insulation	Home						0.0%
Faucet Aerator	Home						0.0%
Water Heater Repair/Replacement	Each						0.0%
Thermostatic Shower Valve	Each						0.0%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
New - Tub Diverter/ Tub Spout	Each						0.0%
New - Thermostat-controlled Shower Valve	Each						0.0%
Enclosure							
Air Sealing / Envelope ³	Home						0.0%
Caulking	Home						0.0%
Attic Insulation	Home						0.0%
HVAC							
FAU Standing Pilot Conversion	Each						0.0%
Furnace Repair/Replacement	Each						0.0%
Room A/C Replacement	Each						0.0%
Central A/C replacement	Each						0.0%
Heat Pump Replacement	Each						0.0%
Evaporative Cooler (Replacement)	Each						0.0%
Evaporative Cooler (Installation)	Each						0.0%
Duct Testing and Sealing	Home						0.0%
New - Energy Efficient Fan Control	Home						0.0%
New - Prescriptive Duct Sealing	Home						0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - A/C Time Delay	Home						0.0%
Maintenance							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
Lighting							
Interior Hard wired LED fixtures	Each						0.0%
Exterior Hard wired LED fixtures	Each						0.0%
Torchiere LED	Each						0.0%
Occupancy Sensor	Each						0.0%
LED Night Lights	Each						0.0%
New - LED Diffuse Bulb (60W Replacement)	Each						0.0%
New - LED Reflector Bulb	Each						0.0%
New - LED Reflector Downlight Retrofit Kits	Each						0.0%
New - LED A-Lamps	Each						0.0%
Miscellaneous							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						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 Weatherized⁴							
CSD MF Buildings Treated							
			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

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

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

³ 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.

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

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

**Energy Savings Assistance Program Table 2B
Southern California Gas Company
August 2018**

ESA Program - Multifamily Common Area ¹							
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves ³	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁴	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁵	Home	-	-	-	-	\$ -	0.0%
Audit	Home	-	-	-	-	\$ -	0.0%
Administration ⁶	Home	-	-	-	-	\$ 26,061	23.9%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ 82,765	76.1%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures							
			-	-	-	\$ 108,825	100.0%
Total Multifamily Buildings Weatherized ⁷							
Multifamily Buildings Treated							
Total							
- Multifamily			-				

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 All savings are calculated based on the following sources:

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

³ Microwave savings are from ECONorthWest Studies received in December of 2011.

⁴ 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.

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

⁶ 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.

⁷ 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.

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average	
2	Bill Savings per Treated Home/Common Area	
3	Southern California Gas Company	
4	August 2018	
5	ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	871,747
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	9,405,729
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 9.70
13	Average Lifecycle Bill Savings / Treated Households	\$ 86.83
14		
15		
16	ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area¹	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	871,747
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	9,405,729
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 9.70
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 86.83
47		
48	¹ Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Homes / Buildings Treated						
2	Southern California Gas Company						
3	August 2018						
4	ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	12	11,398	11,410	23	687	710
8	Imperial	17,940	0	17,940	307	2	309
9	Kern	29,798	13,387	43,185	2,340	225	2,565
10	Kings	12,745	10	12,755	498	0	498
11	Los Angeles	3,112	1,088,592	1,091,704	396	24,802	25,198
12	Orange	24	231,776	231,800	0	3,387	3,387
13	Riverside	136,480	111,962	248,442	1,030	7,698	8,728
14	San Bernardino	1,051	181,496	182,547	118	10,037	10,155
15	San Luis Obispo	15,004	8,991	23,995	303	1	304
16	Santa Barbara	1,188	40,723	41,911	275	170	445
17	Tulare	47,667	11,421	59,088	1,677	288	1,965
18	Ventura	2,546	62,132	64,678	74	466	540
19	Total	267,567	1,761,888	2,029,455	7,041	47,763	54,804
20							
21	ESA Program - CSD Leveraging						
22	Eligible Households			Households Treated YTD			
23	County	Rural	Urban	Total	Rural	Urban	Total
24	Fresno			0			0
25	Imperial			0			0
26	Kern			0			0
27	Kings			0			0
28	Los Angeles			0			0
29	Orange			0			0
30	Riverside			0			0
31	San Bernardino			0			0
32	San Luis Obispo			0			0
33	Santa Barbara			0			0
34	Tulare			0			0
35	Ventura			0			0
36	Total	0	0	0	0	0	0
37							
38	ESA Program - Multi-Family Common Area						
39	Eligible Households			Buildings Treated YTD			
40	County	Rural	Urban	Total	Rural	Urban	Total
41	Fresno			0			0
42	Imperial			0			0
43	Kern			0			0
44	Kings			0			0
45	Los Angeles			0			0
46	Orange			0			0
47	Riverside			0			0
48	San Bernardino			0			0
49	San Luis Obispo			0			0
50	Santa Barbara			0			0
51	Tulare			0			0
52	Ventura			0			0
53	Total	0	0	0	0	0	0
54							
55	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 4b - Homes Unwilling / Unable to Participate
Southern California Gas Company
August 2018**

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	14	66	0	0	5	0	1
Imperial	10	0	0	0	10	1	3
Kern	56	26	0	0	15	4	3
Kings	70	64	0	0	5	0	3
Los Angeles	1285	695	0	0	151	45	47
Orange	411	121	0	0	94	14	35
Riverside	1541	253	0	0	198	69	69
San Bernardino	2186	416	0	0	47	16	9
San Luis Obispo	7	2	0	0	1	0	2
Santa Barbara	2	3	0	0	1	0	0
Tulare	350	196	0	0	12	1	10
Ventura	40	43	0	0	11	2	9
Total	5,972	1,885	0	0	550	152	191

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	August 2018																
4	ESA Program																
5		Gas & Electric				Gas Only			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	-	-	-	-	3,470	83,075	-	-	-	-	-	-	3,470	83,075	-	-
10	March	-	-	-	-	7,553	129,460	-	-	-	-	-	-	7,553	129,460	-	-
11	April	-	-	-	-	11,447	190,043	-	-	-	-	-	-	11,447	190,043	-	-
12	May	-	-	-	-	6,854	114,452	-	-	-	-	-	-	6,854	114,452	-	-
13	June	-	-	-	-	8,933	143,174	-	-	-	-	-	-	8,933	143,174	-	-
14	July	-	-	-	-	7,651	132,041	-	-	-	-	-	-	7,651	132,041	-	-
15	August	-	-	-	-	8,896	79,504	-	-	-	-	-	-	8,896	79,504	-	-
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	54,804	871,747	-	-	-	-	-	-	54,804	871,747	-	-
21																	
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
24																	
25	ESA Program - CSD Leveraging																
26		Gas & Electric				Gas Only			Electric Only			Total					
29		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
30	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
32	January																
33	February																
34	March																
35	April																
36	May																
37	June																
38	July																
39	August																
40	September																
41	October																
42	November																
43	December																
44	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
45																	
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
48																	
49	ESA Program - Multi-Family Common Area																
50		Gas & Electric				Gas Only			Electric Only			Total					
51		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
52	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
53	January																
54	February																
55	March																
56	April																
57	May																
58	June																
59	July																
60	August																
61	September																
62	October																
63	November																
64	December																
65	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
66																	
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
68	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	August 2018												
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	\$ -	\$ -	N/A	0.00%	0.00%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A	\$ (38,040)	\$ (38,040)	N/A	\$ 110,629	\$ 110,629	N/A	80.46%	80.46%
12	Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 124,711	\$ 124,711	N/A	99.77%	99.77%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Potential Ad Hoc Tasks ³	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ (38,040)	\$ (38,040)	N/A	\$ 235,341	\$ 235,341	N/A	47.07%	47.07%
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 for the original Low Income Governing Board approved by Resolution E-3585.												
19	³ The \$200,000 budget is for potential data analysis, small scale studies, etc. that SoCal Gas will conduct, as needed,during the program years. This budget may be used for one or multiple tasks and may be conducted Statewide or solely by SoCalGas.												
20	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
Southern California Gas Company
August 2018**

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

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	1,852

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
NA	NA	NA

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	August 2018												
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	\$ 363,874	\$ 363,874	N/A	\$ 2,502,632	\$ 2,502,632	N/A	62.49%	62.49%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 163,190	\$ 163,190	N/A	\$ 950,823	\$ 950,823	N/A	32.05%	32.05%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 8,772	\$ 8,772	N/A	\$ 73,204	\$ 73,204	N/A	47.28%	47.28%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 64,344	\$ 64,344	N/A	\$ 688,445	\$ 688,445	N/A	66.34%	66.34%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 139,933	\$ 139,933	N/A	31.98%	31.98%
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	\$ 41,237	\$ 41,237	N/A	\$ 299,354	\$ 299,354	N/A	62.91%	62.91%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 61,443	\$ 61,443	N/A	\$ 540,076	\$ 540,076	N/A	56.63%	56.63%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 19,318	\$ 19,318	N/A	32.20%	32.20%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 702,861	\$ 702,861	N/A	\$ 5,213,784	\$ 5,213,784	N/A	51.67%	51.67%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 6,463,159	\$ 6,463,159	N/A	\$ 72,872,449	\$ 72,872,449	N/A	55.06%	55.06%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 7,166,020	\$ 7,166,020	N/A	\$ 78,086,233	\$ 78,086,233	N/A	54.82%	54.82%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 552,921	\$ 552,921	N/A	\$ 8,284,263	\$ 8,284,263			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 552,921	\$ 552,921	N/A	\$ 8,284,263	\$ 8,284,263			
31													
32	Indirect Costs				N/A	\$ 200,572	\$ 200,572	N/A	\$ 1,364,469	\$ 1,364,469			
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	August 2018																											
4																												
5		New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment							
6		Automatic Enrollment				Self-Certification (Income or Categorical)																						
7	2018	Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)	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)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
8	January	4,759	1,778	109	6,646	8,414	10,469	253	1	19,137	25,783	14,159	14,914	11,886	40,959	12,502	1,410	320	9,695	23,927	66,742	1,856	1,565,982	1,789,906	87.49%			
9	February	4,063	1,858	149	6,070	8,749	8,891	451	1	18,092	24,162	18,652	13,182	14,523	46,357	9,687	1,557	484	9,540	21,268	70,519	2,894	1,568,876	1,789,906	87.65%			
10	March	3,952	2,105	194	6,251	8,663	10,294	4,127	4	23,088	29,339	22,632	18,483	19,190	60,305	4,833	1,801	555	11,684	18,873	89,644	10,466	1,579,342	1,789,906	88.24%			
11	April	4,144	1,758	228	6,130	7,712	11,551	6,598	4	25,865	31,995	14,550	14,959	18,364	47,873	19,590	1,428	551	5,113	26,682	79,868	5,313	1,584,655	1,793,233	88.37%			
12	May	4,878	2,705	194	7,777	5,664	11,510	6,811	1	23,986	31,763	14,975	15,009	18,100	48,084	10,973	1,676	416	5,494	18,559	79,847	13,204	1,597,859	1,793,233	89.10%			
13	June	3,135	2,863	217	6,215	4,897	12,075	5,991	1	22,964	29,179	14,495	14,982	24,052	53,529	12,344	2,033	413	6,233	21,023	82,708	8,156	1,606,015	1,793,233	89.56%			
14	July	2,811	1,837	151	4,799	4,852	9,511	5,671	0	20,034	24,833	11,692	26,520	16,847	55,059	11,683	2,228	463	8,068	22,442	79,892	2,391	1,608,407	1,792,502	89.73%			
15	August	4,453	1,584	129	6,166	5,064	8,349	5,768	3	19,184	25,350	16,374	29,129	17,435	62,938	11,401	3,111	581	7,352	22,445	88,288	2,905	1,611,312	1,792,502	89.89%			
16	September																											
17	October																											
18	November																											
19	December																											
20	YTD Total	32,195	16,488	1,371	50,054	54,015	82,650	35,670	15	172,350	222,404	127,529	147,178	140,397	415,104	93,013	15,244	3,783	63,179	175,219	637,508	47,185	1,611,312	1,792,502	89.89%			
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	August 2018								
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	1,565,982	3,479	0.22%	1,909	231	2,140	61.51%	0.14%
7	February	1,568,876	4,147	0.26%	2,345	275	2,620	63.18%	0.17%
8	March	1,579,342	3,998	0.25%	2,245	211	2,456	61.43%	0.16%
9	April	1,584,655	5,614	0.35%	3,498	319	3,817	67.99%	0.24%
10	May	1,597,859	5,466	0.34%	2,654	307	2,961	54.17%	0.19%
11	June	1,606,015	5,063	0.32%	8	272	280	5.53%	0.02%
12	July	1,608,407	5,241	0.33%	4	170	174	3.32%	0.01%
13	August	1,611,312	5,371	0.33%	6	47	53	0.99%	0.00%
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,611,312	38,379	2.38%	12,669	1,832	14,501	37.78%	0.90%

19

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

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

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 adjustments.

24

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

28	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
29	January								
30	February								
31	March								
32	April								
33	May								
34	June								
35	July								
36	August								
37	September								
38	October								
39	November								
40	December								
41	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%

42

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

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

45 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.

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	August 2018						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	5,703,813	498,582	369,377	50,791	20,964	57,450
7	Percentage		100.00%	74.09%	10.19%	4.20%	11.52%
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	August 2018									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,021	12	11,033	11,328	17	11,345	102.78%	137.68%	102.82%
8	Imperial	0	16,418	16,418	1	15,203	15,204	N/A	92.60%	92.61%
9	Kern	12,593	28,987	41,579	11,894	29,043	40,937	94.45%	100.19%	98.46%
10	Kings	10	12,549	12,559	17	14,519	14,536	178.46%	115.70%	115.75%
11	Los Angeles	931,577	3,085	934,662	840,159	1,118	841,277	90.19%	36.24%	90.01%
12	Orange	193,368	24	193,393	153,505	18	153,523	79.38%	73.85%	79.38%
13	Riverside	106,380	129,905	236,285	94,311	119,681	213,992	88.66%	92.13%	90.57%
14	San Bernardino	168,095	1,025	169,120	167,219	854	168,073	99.48%	83.35%	99.38%
15	San Luis Obispo	7,810	14,332	22,142	3,602	11,119	14,721	46.12%	77.58%	66.48%
16	Santa Barbara	36,069	1,145	37,214	27,459	532	27,991	76.13%	46.44%	75.22%
17	Tulare	11,468	46,532	57,999	11,983	49,120	61,103	104.49%	105.56%	105.35%
18	Ventura	57,837	2,261	60,098	47,093	1,517	48,610	81.42%	67.10%	80.89%
19	Total	1,536,228	256,274	1,792,502	1,368,571	242,741	1,611,312	89.09%	94.72%	89.89%
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	August 2018							
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	1,565,982	37,134	2.37%	26,056	13,826	70.17%	0.88%
7	February	1,568,876	35,608	2.27%	24,511	13,126	68.84%	0.84%
8	March	1,579,342	31,777	2.01%	20,521	13,113	64.58%	0.83%
9	April	1,584,655	33,160	2.09%	20,919	14,058	63.09%	0.89%
10	May	1,597,859	31,101	1.95%	19,670	10,174	63.25%	0.64%
11	June	1,606,015	37,743	2.35%	19,938	980	52.83%	0.06%
12	July	1,608,407	34,023	2.12%	12,016	460	35.32%	0.03%
13	August	1,611,312	34,476	2.14%	3,040	86	8.82%	0.01%
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,611,312	275,022	17.07%	146,671	65,823	53.33%	4.09%
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 Contractors¹						
2	Southern California Gas Company						
3	August 2018						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-
7		Private	CBO	WMDVBE	LIHEAP	Month	Date
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children’s Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	Delhi Center		X			3	12
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	3
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					3	15
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	August 2018								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,565,982	N/A	1,565,982	1,789,906	87.49%	0.12%	5,576,632
7	February	N/A	1,568,876	N/A	1,568,876	1,789,906	87.65%	0.18%	5,582,512
8	March	N/A	1,579,342	N/A	1,579,342	1,789,906	88.24%	0.67%	5,585,251
9	April	N/A	1,584,655	N/A	1,584,655	1,793,233	88.37%	0.34%	5,586,896
10	May	N/A	1,597,859	N/A	1,597,859	1,793,233	89.10%	0.83%	5,587,086
11	June	N/A	1,606,015	N/A	1,606,015	1,793,233	89.56%	0.51%	5,586,345
12	July	N/A	1,608,015	N/A	1,608,015	1,792,502	89.71%	0.12%	5,585,258
13	August	N/A	1,611,312	N/A	1,611,312	1,792,502	89.89%	0.21%	5,584,775
14	September								
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,611,312	N/A	1,611,312	1,792,502	89.89%	2.98%	5,584,775
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 adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	August 2018				
4					
5	2018	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 139,933	31.98%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 139,933	31.98%
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 One-on-One Customer Assistance Sessions Southern California Gas Company (Provide Cumulative Data from January 2018 - end of Reporting Month) ¹														
Date	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ²	Description of each contact made with that customer's utility until a solution is reached.	Initially Enrolled		Through CHANGES CBO's			Customers Receiving Assistance with Bill		Disputes, including bill modification, by the		Calls to Dedicated 800 # Recorded by IOU ³	
				#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		dedicated Toll-Free Number Used		
										1=Yes	Reason 800 # Not Used	1=Yes		Reason 800 # Not Used
2018-04-18	Arabic	HEAP/LiHeap Application Assistance		0										
2018-04-19	Arabic	HEAP/LiHeap Application Assistance		1	Customer Contact Center									
2018-05-07	Armenian	HEAP/LiHeap Application Assistance		1	Direct Mail Application				0	Meeting with client.				
2018-05-03	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-03	Armenian	HEAP/LiHeap Application Assistance		1	CARE Contact Center				0	Meeting with client.				
2018-05-07	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-08	Armenian	HEAP/LiHeap Application Assistance		1	Branch Office				0	client.				
2018-05-08	Armenian	HEAP/LiHeap Application Assistance		1	Direct Mail Application				0	Meeting with client.				
2018-05-08	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-09	Armenian	HEAP/LiHeap Application Assistance		0					0	client.				
2018-05-09	Armenian	HEAP/LiHeap Application Assistance		1	Branch Office				0	client.				
2018-05-09	Armenian	HEAP/LiHeap Application Assistance		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-09	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-10	Armenian	HEAP/LiHeap Application Assistance		1	Rate Transfer				0	client.				
2018-05-10	Armenian	HEAP/LiHeap Application Assistance		1	CARE Contact Center				0	Meeting with client.				
2018-05-10	Armenian	HEAP/LiHeap Application Assistance		0					0	client.				
2018-05-10	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-11	Armenian	HEAP/LiHeap Application Assistance		1	CARE Contact Center				0	Meeting with client.				
2018-05-11	Armenian	HEAP/LiHeap Application Assistance		1	LIHEAP				0	client.				
2018-05-14	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-15	Armenian	HEAP/LiHeap Application Assistance		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-16	Armenian	HEAP/LiHeap Application Assistance		1	LIHEAP				0	client.				
2018-05-16	Armenian	HEAP/LiHeap Application Assistance		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-16	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-18	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-21	Armenian	HEAP/LiHeap Application Assistance		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-21	Armenian	HEAP/LiHeap Application Assistance		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-21	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-21	Armenian	HEAP/LiHeap Application Assistance		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-21	Armenian	HEAP/LiHeap Application Assistance		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-21	Armenian	HEAP/LiHeap Application Assistance		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-21	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-22	Armenian	Medical Baseline Application Assistance Educated on Medical Baseline		1	Customer Contact Center				0	Meeting with client.				
2018-05-23	Farsi	HEAP/LiHeap Application Assistance		1	LIHEAP				0	client.				
2018-05-23	Armenian	ESAP Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-29	Armenian	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-09	Spanish	HEAP/LiHeap Application Assistance		1	My Account				0	client.				
2018-05-25	English	Medical Baseline Application Assistance Educated on Medical Baseline		1	Edison Data Sharing				0	Meeting with client.				
2018-04-27	English	Set Up/Change Payment Plan Stop Disconnection		1	Edison Data Sharing				1					
2018-05-11	Chinese / Cantonese	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-18	Chinese / Cantonese	Set Up Account		1	Customer Contact Center				0	Meeting with client.				
2018-05-04	Spanish	Changes to Account		1	Data Sharing with ESAP				0	Meeting with client.				
2018-05-09	Spanish	ESAP Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-11	Spanish	Medical Baseline Application Assistance Educated on Medical Baseline		1	CARE Rate Transfer				0	Meeting with client.				
2018-05-14	Spanish	ESAP Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-15	Spanish	Set Up/Change Payment Extension		1	Edison Data Sharing				1					
2018-05-16	Spanish	ESAP Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-18	Spanish	Changes to Account Core Transport Agents (CTA's)		1	Edison Data Sharing						0	This call was to another company/organization (example: HEAP provider).		
2018-05-24	Spanish	ESAP Application Assistance		0					0	client.				
2018-05-30	Spanish	Set Up/Change Payment Extension		1	CBO				0	client.				
2018-05-03	Spanish	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
2018-05-17	Korean	HEAP/LiHeap Application Assistance		1	My Account				0	client.				
2018-05-29	Korean	HEAP/LiHeap Application Assistance		1	Direct Mail Application				0	Meeting with client.				
2018-05-02	Korean	Changes to Account		1	CARE Rate Transfer				1					
2018-05-10	Vietnamese	HEAP/LiHeap Application Assistance		1	Customer Contact Center				0	Meeting with client.				
Current Month Total				51		0	0	0	0				14	
Year-to-Date Total				389		0	0	0	0				164	

N/A = Not Available

¹ Cumulative data is through 5/31/18.

² Column C data was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format

³ Call data per one-on-one sessions is not available.

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 Sessions¹
Southern California Gas Company
May 1, 2018 through July 31, 2018

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Cantonese	Avoiding Disconnection	3	N/A	48	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	5	N/A	27	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	2	N/A	6	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	6	N/A	90	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	4	N/A	80	CHANGES Ed Handout
		Total	20		251	
N/A	Armenian	CARE/FERA and Other Assistance Programs	9	N/A	108	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	2	N/A	34	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	11	N/A	42	CHANGES Ed Handout
N/A	Japanese	CARE/FERA and Other Assistance Programs	1	N/A	4	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	2	N/A	11	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	6	N/A	10	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	14	N/A	114	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	69	CHANGES Ed Handout
		Total	48		392	
N/A	Cantonese	Electric and Natural Gas Safety	4	N/A	63	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	9	N/A	34	CHANGES Ed Handout
N/A	Japanese	Electric and Natural Gas Safety	1	N/A	22	CHANGES Ed Handout
N/A	Korean	Electric and Natural Gas Safety	2	N/A	21	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	5	N/A	13	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	10	N/A	80	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	2	N/A	46	CHANGES Ed Handout
		Total	33		279	
N/A	Cantonese	Energy Conservation	4	N/A	59	CHANGES Ed Handout
N/A	English	Energy Conservation	10	N/A	36	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	3	N/A	11	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	6	N/A	38	CHANGES Ed Handout
N/A	Tagalog	Energy Conservation	8	N/A	172	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	2	N/A	36	CHANGES Ed Handout
		Total	33		352	
N/A	Cambodian	Gas Aggregation	3	N/A	44	CHANGES Ed Handout
N/A	Mandarin	Gas Aggregation	3	N/A	21	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	8	N/A	127	CHANGES Ed Handout
N/A	Tagalog	Gas Aggregation	4	N/A	100	CHANGES Ed Handout
		Total	18		292	
N/A	Armenian	High Energy Use	9	N/A	97	CHANGES Ed Handout
N/A	Spanish	High Energy Use	7	N/A	147	CHANGES Ed Handout
		Total	16		244	
N/A	Cantonese	Level Pay Plan	2	N/A	26	CHANGES Ed Handout
N/A	English	Level Pay Plan	3	N/A	13	CHANGES Ed Handout
N/A	Mandarin	Level Pay Plan	2	N/A	13	CHANGES Ed Handout
N/A	Spanish	Level Pay Plan	1	N/A	15	CHANGES Ed Handout
N/A	Tagalog	Level Pay Plan	4	N/A	39	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	1	N/A	22	CHANGES Ed Handout
		Total	13		128	
N/A	Armenian	Understanding Your Bill	8	N/A	103	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	2	N/A	27	CHANGES Ed Handout
N/A	English	Understanding Your Bill	14	N/A	61	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	10	N/A	118	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	2	N/A	8	CHANGES Ed Handout
N/A	Russian	Understanding Your Bill	1	N/A	12	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	10	N/A	111	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	9	N/A	145	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	5	N/A	95	CHANGES Ed Handout
		Total	61		680	
		Second Quarter Total	242		2,618	
		Year-to-Date Total³	622		8,068	

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

² Contractor states all sessions at least 30 minutes.

³ Year-to-date total is the Second Quarter total plus the reported totals through April 30, 2018.

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