

**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 2019**

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September 23, 2019

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This is the eighth monthly report of program year (PY) 2019. The purpose of this report is to consolidate activity for Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) 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 ESA and CARE Program results and expenditures through August 2019 for Southern California Gas Company (SoCalGas).

Respectfully Submitted  
on behalf of Southern California Gas Company,

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September 23, 2019

**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:

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.

<b>Program Summary through August 2019</b>			
	<b>Authorized / Planning Assumptions*</b>	<b>Actual to Date</b>	<b>%</b>
Budget	\$223,151,718	\$59,107,500	26.49%
Homes Treated	182,265	57,341	31.46%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,530,000	876,011	13.42%

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

In August 2019, SoCalGas processed and paid contractor invoices for 9,507 treated homes. Additionally, SoCalGas paid for the weatherization of 7,305 homes, 551 furnace repairs and replacements, 1,297 water heater repairs and replacements, and 181 High Efficiency (HE) clothes washers.

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

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

**Ethnic and Mass Media Campaign**

SoCalGas did not conduct any mass media campaigns during the month of August. SoCalGas is currently planning and developing a multi-media ESA campaign that will launch in October 2019.

**E- Newsletter**

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

**Energy Savings Assistance Program - Emails**

During the month of August, SoCalGas prepared and scheduled emails for six different customer lists covering three targeted geographic areas as part of AL 5256 (Clear Plan). The Clear Plan targets customers that have not previously participated in the ESA Program and have been identified as highly eligible. The email featured ESA Program information and included the contact information of the customer's assigned contractor. Providing the contractor's contact information creates context and confidence for the customer as they are more likely to be familiar with the name and have assurance of legitimacy when the contractor calls. Emails were sent based on zip codes to accurately reflect contractor assignments. SoCalGas also generated 12,823 leads in the month of August from

the Interest Email deployed to 514,523 eligible CARE customers in April 2019. The leads were created for customers who responded “yes”, they were interested in the ESA program.

### **Energy Saving Assistance Program - Direct Mailings**

In conjunction with the email efforts, also in August, SoCalGas prepared and scheduled direct mailers for six different customer lists covering three targeted geographic areas as part of the Clear Plan. Much like the email campaign, the direct mailers, targeting customers who have not previously participated in the ESA Program, featured ESA Program messaging and the contact information of their assigned contractors. Customers are directed to contact their contractor for more information and to enroll into the program. SoCalGas will continue to coordinate with contractors to schedule marketing materials in order for them to be prepared when customers call.

### **Energy Savings Assistance Program – Text Messaging**

SoCalGas tested sending 3,943 text messages to ESA eligible customers in one zip code. The text messages provided information about the ESA program and prompted customers to reply to the text message if they were interested in being contacted by their assigned contractor. The text messages sent resulted in 12 customers responding that they were interested and of the 12, six were eligible and thus, enrolled into the program. SoCalGas will continue to coordinate with contractors to test the use of text messaging to reach customers.

### **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 for program year (PY) 2019.

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

There were 95 internet-generated leads for the ESA Program during the month of August. SoCalGas also utilized social media platforms to post ESA Program messaging. On Facebook, the English language post reached 12,940 people and resulted in 130 ESA Program web page link clicks. The Spanish language Facebook post reached 9,174 people and resulted in 117 ESA Program web page link clicks. On Twitter, the post generated 1,671 impressions and 19 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<sup>1</sup>. 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>
August 1	National Night Out	Lancaster	Customer Assistance Outreach staff provided information regarding SoCalGas' Customer Assistance Programs (CAP) programs. CAP materials were distributed to approximately 65 attendees.
August 1 (Radio Campesina)	Kern County Cuadrilla	Landers Rd & Tejon Hwy – Arvin	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
August 2	Bounce Back to School with Clinica Sierra Vista	34 <sup>th</sup> Street Community Health Center – Bakersfield	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 110 customers.
August 3 (MICOP)	5 <sup>th</sup> Annual K-12 Resource Fair	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
August 3 (LA 211)	Department of Family & Family Services – Belvedere Families Back to School Event	Bell	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 of the 110 attendees.
August 3 (SCDC)	Relay for Life	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 of the 500 attendees.
August 4 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80

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<sup>1</sup> 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>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			attendees.
August 5 (SCDC)	South Gate Community Fair	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 of the 600 attendees.
August 5 (SCDC)	Southeast Community Development Center's Summer Camp Experience	Bell	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 of the 150 attendees.
August 6 (SCDC)	National Night Out	Bell	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
August 6 (LA 211)	National Night Out	Rosemead	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 350 of the 600 attendees.
August 6 (LA 211)	National Night Out	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 of the 500 attendees.
August 6 (Statewide Energy Upgrade California)	National Night Out	Alhambra	Energy Upgrade California representatives provided information regarding SoCalGas' Customer Assistance Programs. 50 CARE applications and 100 ESA applications were distributed.
August 6 (Statewide Energy Upgrade California)	National Night Out	Artesia	Energy Upgrade California representatives provided information regarding SoCalGas' Customer Assistance Programs. 50 CARE applications and 100 ESA applications were distributed.
August 6 (Statewide Energy Upgrade California)	National Night Out	Beverly Hills	Energy Upgrade California representatives provided information regarding SoCalGas' Customer Assistance Programs. 50 CARE applications and 50 ESA applications were distributed.
August 6 (Statewide Energy Upgrade)	National Night Out	Culver City	Energy Upgrade California representatives provided information regarding SoCalGas' Customer Assistance Programs. 50 CARE applications and 100 ESA applications were

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
California)			distributed.
August 6 (Statewide Energy Upgrade California)	National Night Out	Lancaster	Energy Upgrade California representatives provided information regarding SoCalGas' Customer Assistance Programs. 50 CARE applications and 50 ESA applications were distributed.
August 6 (Statewide Energy Upgrade California)	National Night Out	Chino Hills	Energy Upgrade California representatives provided information regarding SoCalGas' Customer Assistance Programs. 50 CARE applications and 100 ESA applications were distributed.
August 6 (Statewide Energy Upgrade California)	National Night Out	Pasadena	Energy Upgrade California representatives provided information regarding SoCalGas' Customer Assistance Programs. 50 CARE applications and 100 ESA applications were distributed.
August 6 (Human Services Association)	National Night Out	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
August 6 (Human Services Association)	National Night Out	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
August 6 (MICOP)	Community Outreach at El Rio	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
August 6 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
August 7 (LA 211)	Sunset Day Reporting Center Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 of the 100 attendees.
August 7 (SCRS-IL)	City of Commerce Senior Citizen Commission	Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
August 8	YMCA Back to	Maywood	CBO staff provided information regarding

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(SCDC)	School		SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.
August 8 (SCDC)	Vernon Back to School	Vernon	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.
August 8 (LA 211)	Salazar Park Senior Center Grand Opening	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 of the 60 attendees.
August 9 (MICOP)	Outreach at Colonia Park	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
August 9 (Fiesta Educativa)	Fiesta Educativa and Mexican American Opportunity Foundation Outreach	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
August 9 (LA 211)	Congresswoman Barragan's Senior Briefing & Health Fair	Carson	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 of the 900 attendees.
August 10 (LA 211)	Toberman Neighborhood Center Back to School Event	San Pedro	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of the 50 attendees.
August 10-11	Ventura County Fair	Ventura	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2,000 in attendance.
August 10-11	18 <sup>th</sup> Annual Hawaiian Gardens Pow Wow	Hawaiian Gardens	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 in attendance.
August 11 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
August 13 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM, Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
August 13 (LA 211)	Child Support Connect Day	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 of the 30 attendees.
August 14	Backpack Giveaway	Thousand Oaks	Customer Assistance Outreach Staff distributed information on Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
August 14 (SCRS-IL)	San Gabriel Community Center – Outreach	San Gabriel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
August 14 (LA 211)	Senior Advisory Commission	Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
August 14 (LA 211)	Florence Firestone Community Leaders	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
August 14 (Food Bank – Santa Barbara County)	Brown Bag Distribution St. Vincent	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
August 14 (Food Bank – Santa Barbara County)	Brown Bag Distribution Goleta Valley	Goleta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 72 attendees.
August 15 (Radio Campesina – Cesar Chavez Foundation)	Cuadrilla de la Semana	Bakersfield County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
August 15 (MICOP)	Farmers' Market Downtown Oxnard – Plaza Park	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
August 15 (SCDC)	Cudahy Back to School	Cudahy	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.
August 15 (LA 211)	Los Angeles County Management Council	Santa Fe Spring	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
August 16 (MICOP)	Night in Oaxaca Community Event	Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
August 16	Congresswoma n Sanchez 17 <sup>th</sup> Annual Senior Fair	Norwalk	Customer Assistance Outreach staff and Local Public Affairs Manager provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 450 attendees.
August 17 (Fiesta Educativa)	Back to School Backpack and School Supplies Event	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 550 attendees.
August 17 (LA 211)	Lakewood Community Connect Event	Lakewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 of the 80 attendees.
August 17 (LA 211)	Tzu Chi USA Walk Resource Fair	South El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 325 of the 3,000 attendees.
August 18	CicLAvia Hollywood	Hollywood	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 600 attendees.
August 20 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
		Oxnard	application completion process.
August 20 (LA 211)	211 Training for Long Term Recovery Group – Presentation	Canoga Park	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
August 20 (MICOP)	Farmer’s Market	Pasadena	SoCalGas event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 50 in attendance.
August 21 (MICOP)	MICOP Backpack Distribution	Santa Paula	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees.
August 22 (Radio Campesina – Cesar Chavez Foundation)	Cuadrilla de la Semana	Bakersfield County	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
August 23 (SCRS-IL)	Service Area Advisory Committee	Downey	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 45 of the 50 attendees.
August 23 (LA 211)	Shields for Families	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 43 of the 50 attendees.
August 24 (MICOP)	5 <sup>th</sup> Annual Community Resources Fair	Oxnard	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
August 25 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
August 25	Vintage & Makers Event	Dana Point	SoCalGas event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 350 in attendance.
August 25 (LA 211)	Community Day Event	Compton	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP



<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
			materials were distributed to approximately 50 of the 60 attendees.
August 26 (Human Services Association)	Home Visitation Group Connections Workshop	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
August 27 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
August 27	2019 SoCalGas Southeast Region Safety and Wellness Congress	Riverside	Customer Assistance Outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees.
August 27	Farmer's Market	Pasadena	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 in attendance.
August 27 (LA 211)	Obama Blvd. Women, Infant & Children (WIC) Center Unveiling	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 of the 50 attendees.
August 28 (Food Share of Ventura County)	Senior Kit Distribution	Oxnard County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
August 29 (SCRS-IL)	Blue Shield Members Presentation at East LA Community Center	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 of the 65 attendees.
August 29 (SCDC/ Human Services Association)	Maywood Back to School	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
August 29	Get Engaged –	Los Angeles	Customer Assistance Outreach staff provided



<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	SoCalGas Employee Resource Fair		information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 in attendance.
August 29 (LA 211)	Veterans Affairs: Community Engagement & Reintegration Service All Hands Meeting	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
August 30 (Food Bank – Santa Barbara County)	Brown Bag Home Delivery	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees.
August 30	La Fiesta de San Gabriel	San Gabriel	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 700 in attendance.
August 30 (SCRS-IL)	Monthly One-on-One Client Meetings and Application Assistance	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 15 attendees. Assistance was also given to complete application process.
August 31 (Human Services Association)	Pasitos Summer Carnival	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

In August, a pilot program began with 18 Special Supplemental Nutrition Programs for Women, Infants, and Children (WIC) offices in Los Angeles County. Customer Assistance Programs Outreach staff worked with the local district director to provide information on SoCalGas' Customer Assistance Programs and seek assistance and approval to provide information to the clients they serve. Following a brief discussion, approval was provided by the district director. Based on a GAP report, 18 offices were determined to be in

underpenetrated areas for both ESA and CARE. Each office was given 150 ESA forms, and 150 CARE applications along with a display containing income guidelines and categorical information to be displayed in the resource areas.

Talking points were also provided for a quick training of front desk staff. Since WIC is a categorical qualifier, this partnership is a natural fit. Based on the two month pilot, a road map will be created for dissemination to other underpenetrated offices in the rest of Los Angeles County and roll-out to the other 11 counties within SoCalGas' service territory. Below is a list of offices that are part of the two month pilot programs:

Culver City 4700 Inglewood Blvd. Culver City, CA 90230	Los Angeles Region 4303 N Figueroa St. Los Angeles, CA 90065	Los Angeles Region 3667 Crenshaw Blvd. Los Angeles, CA 90016	Rosemead 8923 E Mission Dr. Rosemead, CA 91770
Lawndale 15625 Hawthorne Blvd. Lawndale, CA 90260	Los Angeles Region 1801 S La Cienega Blvd. Los Angeles, CA 90035	Los Angeles Region 5940 Santa Monica Blvd. Los Angeles, CA 90038	Cypress 4470 Lincoln Ave. Cypress, CA 90630
San Pedro 312 N Gaffey St. San Pedro, CA 90731	Los Angeles Region 4214 Beverly Blvd. Los Angeles, CA 90004	City of Industry 15942 Amar Rd. City of Industry, CA 91744	La Habra 131 S Harbor Blvd. La Habra, CA 90631
Torrance 1640 W Carson St. Torrance, CA 90501	Los Angeles Region 4100 W. Pico Blvd. Los Angeles, CA 90019	La Puente 417 S Azusa Ave. La Puente, CA 91744	La Mirada 14539 Telegraph Rd. La Mirada, CA 90638
Placentia 618 W Chapman Ave. Placentia, CA 92870	Santa Ana 1701 S Grand Ave. Santa Ana, CA 92705		

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

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding of HE Clothes Washers. To date, \$109,920 has been co-funded to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District

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

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

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

<b>Municipal Electric Provider</b>	<b>Participating Customers</b>
Anaheim Public Utilities	1,192
Colton Public Utilities	0
LADWP	2,658
Pasadena Water and Power	61
Riverside Public Utilities	1,071
<b>Total</b>	<b>4,982</b>

Providers have reported the activity noted above for 2019 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 &

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

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

<sup>4</sup> San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa

*Footnote continued on next page*

Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

#### **1.4. Workforce Education & Training**

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

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

Potential outreach specialists attend a mandatory 3-day E&A training class that reviews the requirements for enrollment, assessment and in-home education. This class also covers utility-specific items related to policies, security processes and overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Classes are held at SoCalGas' Energy Resource Center located in Downey, California.

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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.

<b>SoCalGas Enrollment and Assessment Training</b>					
	<b>Q1</b>	<b>Q2</b>	<b>July</b>	<b>August</b>	<b>Total</b>
Attended Class	98	89	35	54	276
Tested	94	86	35	54	269
Passed Class	77	63	30	46	216
Retention Rate*	82%	73%	86%	85%	80%
*Retention Rate is Passed/Tested					

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2019.

<b>SoCalGas Field Operations Training</b>										
<b>Class Type</b>	<b>Q1</b>		<b>Q2</b>		<b>July</b>		<b>August</b>		<b>YTD Total</b>	
	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>
Wx / NGAT Initial	5	23	4	23	2	13	1	5	12	64
HVAC Initial	2	13	1	1	2	14	2	12	7	40
Wx / NGAT Refresher	1	1	8	199	3	33	1	7	13	240
HVAC Refresher	2	18	6	56	2	23	1	5	11	102
<b>Grand Total</b>	<b>10</b>	<b>55</b>	<b>19</b>	<b>279</b>	<b>9</b>	<b>83</b>	<b>5</b>	<b>29</b>	<b>43</b>	<b>446</b>

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

D.16-04-040 at Ordering Paragraph 10 orders, “Southern California Gas

Company and Southern California Edison Company shall track and report on its

emergency response efforts immediately on a monthly basis to the Commission’s Energy Division.” This section provides a summary of efforts undertaken in response to D.16-04-040. The current Decision (D.16-11-022), extends this requirement into the current program cycle.

Please refer to ESA Table 2.

## 2. CARE EXECUTIVE SUMMARY

### 2.1. CARE Program Summary – 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	\$1,834,963	45.82%
Proc., Certification and Verification	\$3,121,351	\$1,012,890	32.45%
Information Tech./Programming	\$1,037,796	\$466,949	44.99%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$290,261	66.35%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$234,919	49.37%
General Administration	\$953,729	\$527,870	55.35%
CPUC Energy Division Staff	\$60,000	\$40,587	67.65%
<b>Total Expenses</b>	<b>\$10,091,122</b>	<b>\$4,408,438</b>	<b>43.69%</b>
<b>Subsidies and Benefits</b>	<b>\$132,351,979</b>	<b>\$92,416,645</b>	<b>69.83%</b>
<b>Total Program Costs and Discounts</b>	<b>\$142,443,101</b>	<b>\$96,825,083</b>	<b>67.97%</b>

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

### **CARE My Account Activity & Enrollments**

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications are now processed in real-time. Once logged into My Account, customers receive message center alerts notifying them that they can apply to the CARE Program if they are eligible, or that they are due for recertification or post-enrollment verification (PEV), depending on their CARE status. Customers may then visit a dedicated CARE Program page within My Account where application processes including enrollment, recertification and PEV are available in English and Spanish. CARE customers may also opt-out of the program if they no longer qualify.

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 123,272 successful enrollments, 48,427 recertifications, 4,326 post-enrollment verifications, and 4,013 opt-outs. Activity for August is as follows:

<b>CARE My Account Activity</b>		
	<b>Transactions</b>	<b>Approved</b>
Self-certification	4,848	4,091
Re-certification	2,839	2,775
PEV	246	177
Customer opt-out	224	224

### **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 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 2019, CSRs successfully enrolled 13,229 customers in CARE. An additional 5,131 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 240,106 and 104,829 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 make sure there is 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 August, SoCalGas processed a total of 1,225 on-line renewals.

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

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,605,339	1,683,537	95.36%

### **2.2. Outreach**

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

### **CARE Emails & Enrollments**

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of August, SoCalGas sent 13,274 emails to new customers with a probability of being eligible for the CARE program. A total of 14,988 emails were sent to existing SoCalGas customers who may qualify for the CARE program. And to recapture those customers that have fallen off CARE, SoCalGas sent 6,383 emails encouraging these customers to reapply. All three categories of emails contribute to the 1,437 on-line enrollments that were processed in August.

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

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 1,237 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, 167 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.

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 with 140 members, providing them with SoCalGas' Customer Assistance Program information.

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

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility 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 Unity Shoppe introduced Customer Assistance Programs to 5 of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed and the agencies were also provided with information via email that contained links to program applications as well as printed pamphlets. This month the agencies were as follows: Franklin School, Oaks Bible Church, Department of Social Services – Lompoc, Santa Barbara District Attorney's Office, and Cencal Health.

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.

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. Along with promoting programs at several community events listed in sections above, during the month of August, SCDC had 67 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In August, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 87 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties received information during outreach contract visits with the city of LA. Approximately 20 percent of the tenants visited in August said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

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

During the month of August, SoCalGas did not send any applications via direct mail to new customers deemed likely to be eligible for the CARE Program.

However, 37 new customers were enrolled via direct mail applications that were sent to eligible customers in previous months. SoCalGas is modifying this direct mail piece for efficiencies and will begin mailing an updated version in September. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online. SoCalGas mailed 11,113 letters to customers who have failed to renew their CARE eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but still re-enrolled 280 customers who submitted previously mailed applications. Additionally, SoCalGas mailed 25,000 letters directing customers, who are not on CARE, but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE, but still enrolled 32 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contributed to the 1,437 online enrollments processed in August. SoCalGas is exploring enhancing the online application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.



### **CARE Bill Inserts**

No bill inserts were deployed during the month of August, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 6 bill insert applications from prior months in August.

### **Outreach by Field Employees**

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, the CARE Outreach Team has distributed supplemental deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued through the month of August. 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 mass media campaign in the month of August. The main campaign objectives are to maintain an above 90% penetration rate, lower monthly attrition levels to less than 55%, and increase the current rate of 30% online enrollments. The target audience is adults, ages 25 to 65 and includes messaging in both English and Spanish. The messaging focuses on reaching low income residential households who are unemployed, experiencing adverse economic events or are enrolled in other public assistance programs. The strategic media approach focuses on a mix of highly targeted channels and tactics that have

the ability to proximity target in high opportunity zip codes. Channels include out-of-home and mobile-led digital such as audio, display, social and search. The campaign will run until October 2019.

### **Disability**

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

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

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and

independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through 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 also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 285 clients and worked with 15 new clients one-on-one in regards to SoCalGas' Customer Assistance Programs.

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

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
August 3 (SCRS-IL)	East LA College Diversabilities College Student Graduation	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
August 13 (Fiesta Educativa)	South Bay Collaborative	Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 60 in attendance representing 12 organization working with the senior and disabled communities.
August 21 (SCRS-IL)	City of Commerce Special Needs Commission	Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
August 23	Blind Veterans and Disabled Veterans Associations Bi Monthly Meeting	Long Beach	Customer Assistance Programs Disability Liaison provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 39 in attendance including Large Print Brochures and Medical Baseline information.

**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, 2,298 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 1,731 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 89 customers enrolled through leveraging during the month of August.

**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 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 Quarterly

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2019</b>												
4													
5		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
6	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	<b>Energy Efficiency</b>												
8	Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ 153,598	\$ 153,598	N/A	\$ 1,579,196	\$ 1,579,196	N/A	9.04%	9.04%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ 1,085,672	\$ 1,085,672	N/A	\$ 7,754,322	\$ 7,754,322	N/A	37.57%	37.57%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ 2,103,938	\$ 2,103,938	N/A	\$ 17,738,739	\$ 17,738,739	N/A	53.72%	53.72%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ 1,153,011	\$ 1,153,011	N/A	\$ 10,041,652	\$ 10,041,652	N/A	41.91%	41.91%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 118,235	\$ 118,235	N/A	\$ 978,995	\$ 978,995	N/A	49.53%	49.53%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 18,886,236	\$ 18,886,236	N/A	\$ 2,343,468	\$ 2,343,468	N/A	\$ 12,893,533	\$ 12,893,533	N/A	68.27%	68.27%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 102,870	\$ 102,870	N/A	\$ 1,192,915	\$ 1,192,915	N/A	30.79%	30.79%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	<b>Energy Efficiency TOTAL</b>	N/A	<b>\$ 119,817,199</b>	<b>\$ 119,817,199</b>	N/A	<b>\$ 7,060,792</b>	<b>\$ 7,060,792</b>	N/A	<b>\$ 52,179,353</b>	<b>\$ 52,179,353</b>	N/A	<b>43.55%</b>	<b>43.55%</b>
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 64,169	\$ 64,169	N/A	\$ 489,989	\$ 489,989	N/A	52.89%	52.89%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ 128,714	\$ 128,714	N/A	\$ 929,975	\$ 929,975	N/A	38.28%	38.28%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 13,763	\$ 13,763	N/A	\$ 387,749	\$ 387,749	N/A	26.74%	26.74%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ -	\$ -	N/A	\$ 51,801	\$ 51,801	N/A	44.80%	44.80%
25	Regulatory Compliance	N/A	\$ 351,194	\$ 351,194	N/A	\$ 40,650	\$ 40,650	N/A	\$ 272,571	\$ 272,571	N/A	77.61%	77.61%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 643,047	\$ 643,047	N/A	\$ 3,785,209	\$ 3,785,209	N/A	56.83%	56.83%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 60,881	\$ 60,881	N/A	70.79%	70.79%
28													
29	<b>TOTAL PROGRAM COSTS</b>	N/A	<b>\$ 131,836,750</b>	<b>\$ 131,836,750</b>	N/A	<b>\$ 7,951,135</b>	<b>\$ 7,951,135</b>	N/A	<b>\$ 58,157,528</b>	<b>\$ 58,157,528</b>	N/A	<b>44.11%</b>	<b>44.11%</b>
30	<b>Funded Outside of ESA Program Budget</b>												
31	Indirect Costs				N/A	\$ 303,774	\$ 303,774	N/A	\$ 2,163,286	\$ 2,163,286			
32	NGAT Costs					\$ 131,613	\$ 131,613		\$ 1,232,433	\$ 1,232,433			
33													
34													
35	<sup>1</sup> Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
36	<b>Note:</b> In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December 2018 activities. This amount was incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses <sup>2</sup>			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ 9,180	\$ 9,180	N/A	\$ 88,782	\$ 88,782	N/A	17.76%	17.76%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 111,608	\$ 111,608	N/A	\$ 861,191	\$ 861,191	N/A	19.14%	19.14%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
<b>TOTAL PROGRAM BUDGET/EXPENSES<sup>1</sup></b>	<b>N/A</b>	<b>\$ 76,263,219</b>	<b>\$ 76,263,219</b>	<b>N/A</b>	<b>\$ 120,788</b>	<b>\$ 120,788</b>	<b>N/A</b>	<b>\$ 949,972</b>	<b>\$ 949,972</b>	<b>N/A</b>	<b>1.25%</b>	<b>1.25%</b>

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

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

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



	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	Z	AA	AB	AC	AD	AE	AF			
1	<b>Energy Savings Assistance Program Table 2</b>																																		
2	<b>Southern California Gas Company</b>																																		
3	<b>August 2019</b>																																		
4																																			
5		<b>ESA Program (Summary) Total <sup>1</sup></b>											<b>ESA Program (First Touch Homes Treated)</b>					<b>ESA Program (Re-Treated Homes/Go Backs)</b>					<b>ESA Program (Aliso Canyon - SCG &amp; SCE) <sup>7</sup></b>												
6		<b>Year-To-Date Completed &amp; Expended Installation</b>						<b>Year-To-Date Completed &amp; Expended Installation <sup>8</sup></b>						<b>Year-To-Date Completed &amp; Expended Installation <sup>8</sup></b>						<b>Year-To-Date Completed &amp; Expended Installation <sup>8</sup></b>															
7	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>						
8		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																													
9	<b>Appliances</b>																																		
10	High Efficiency Clothes Washer	Each	2,051	-	-	63,335	\$ 1,694,216	3.3%	Each	620	-	-	19,146	\$ 512,572	2.5%	Each	1,431	-	-	44,189	\$ 1,181,645	3.9%	Each	685	-	-	21,153	\$ 565,403	2.5%						
11	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
12	Microwaves <sup>3</sup>	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
13	<b>Domestic Hot Water</b>																																		
14	Water Heater Blanket	Home	1,331	-	-	3,210	\$ 76,355	0.1%	Home	803	-	-	1,917	\$ 46,041	0.2%	Home	528	-	-	1,292	\$ 30,313	0.1%	Home	372	-	-	929	\$ 21,316	0.1%						
15	Low Flow Shower Head	Home	45,483	-	-	69,546	\$ 2,142,618	4.2%	Home	20,599	-	-	30,560	\$ 997,661	4.8%	Home	24,884	-	-	38,986	\$ 1,144,957	3.8%	Home	21,962	-	-	32,243	\$ 957,468	4.2%						
16	Water Heater Pipe Insulation	Home	1,122	-	-	2,084	\$ 24,897	0.0%	Home	534	-	-	974	\$ 11,849	0.1%	Home	588	-	-	1,111	\$ 13,048	0.0%	Home	434	-	-	837	\$ 9,630	0.0%						
17	Faucet Aerator	Home	45,276	-	-	154,917	\$ 589,380	1.2%	Home	20,096	-	-	66,189	\$ 268,486	1.3%	Home	25,180	-	-	88,727	\$ 320,894	1.1%	Home	22,107	-	-	70,657	\$ 270,660	1.2%						
18	Water Heater Repair/Replacement	Each	9,169	-	-	30,673	\$ 2,571,094	5.0%	Each	3,574	-	-	11,517	\$ 640,118	3.1%	Each	5,595	-	-	19,156	\$ 1,930,976	6.3%	Each	2,766	-	-	9,212	\$ 660,242	2.9%						
19	Thermostatic Shower Valve	Each	47,264	-	-	119,221	\$ 2,103,655	4.1%	Each	21,636	-	-	53,204	\$ 962,978	4.7%	Each	25,628	-	-	66,017	\$ 1,140,677	3.7%	Each	21,644	-	-	51,983	\$ 963,334	4.2%						
20	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
21	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
22	New - Tub Diverter/ Tub Spout	Each	1,764	-	-	14,029	\$ 192,965	0.4%	Each	951	-	-	7,622	\$ 104,788	0.5%	Each	813	-	-	6,407	\$ 88,177	0.3%	Each	468	-	-	3,817	\$ 51,410	0.2%						
23	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
24	<b>Enclosure</b>																																		
25	Air Sealing / Envelope <sup>4</sup>	Home	40,455	-	-	188,202	\$ 10,292,304	20.1%	Home	17,735	-	-	73,490	\$ 4,279,835	20.7%	Home	22,720	-	-	114,712	\$ 6,012,469	19.7%	Home	17,677	-	-	15,125	\$ 4,591,452	20.0%						
26	Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%						
27	Attic Insulation	Home	3,363	-	-	89,231	\$ 5,247,447	10.3%	Home	1,686	-	-	45,304	\$ 2,705,170	13.1%	Home	1,677	-	-	43,926	\$ 2,542,277	8.3%	Home	1,870	-	-	52,194	\$ 2,683,884	11.7%						
28	<b>HVAC</b>																																		
29	FAU Standing Pilot Conversion	Each	2	-	-	84	\$ 623	0.0%	Each	2	-	-	84	\$ 623	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
30	Furnace Repair/Replacement	Each	4,840	-	-	-	\$ 8,750,190	17.1%	Each	896	-	-	-	\$ 1,437,917	6.9%	Each	3,944	-	-	-	\$ 7,312,273	24.0%	Each	2,250	-	-	-	\$ 4,240,977	18.5%						
31	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
32	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
33	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
34	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
35	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
36	Duct Testing and Sealing	Home	567	-	-	8,620	\$ 371,872	0.7%	Home	53	-	-	802	\$ 31,477	0.2%	Home	514	-	-	7,818	\$ 340,395	1.1%	Home	77	-	-	1,110	\$ 50,855	0.2%						
37	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%						
38	New - Prescriptive Duct Sealing	Home	7,617	-	-	21,911	\$ 782,269	1.5%	Home	3,604	-	-	10,305	\$ 376,426	1.8%	Home	4,013	-	-	11,606	\$ 405,843	1.3%	Home	1,586	-	-	4,545	\$ 161,939	0.7%						
39	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%						
40	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%						
41	<b>Maintenance</b>																																		
42	Furnace Clean and Tune	Home	17,216	-	-	110,949	\$ 978,076	1.9%	Home	8,016	-	-	55,111	\$ 463,220	2.2%	Home	9,200	-	-	55,838	\$ 514,856	1.7%	Home	6,078	-	-	54,452	\$ 330,011	1.4%						
43	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%						
44	<b>Lighting</b>																																		
45	Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
46	Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
47	Torchiere LED	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
48	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
49	LED Night Lights	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
50	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
51	New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
52	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
53	New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
54	<b>Miscellaneous</b>																																		
55	Pool Pumps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%						
56	Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-																

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

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

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

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

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

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

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

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

**Energy Savings Assistance Program Common Area Measures - Table 2B**  
**Southern California Gas Company**  
**August 2019**

ESA CAM Measures <sup>2,3</sup>	ESA Program - Multifamily Common Area <sup>1</sup>						
	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh <sup>4</sup> (Annual)	kW <sup>4</sup> (Annual)	Therms <sup>4</sup> (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
Large Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Enclosure</b>							
Air Sealing / Envelope <sup>6</sup>	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Maintenance</b>							
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Lighting</b>							
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>							
Smart Thermostat	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Ancillary Services</b>							
Commissioning <sup>7</sup>	Home	-	-	-	-	\$ -	0.0%
Audit <sup>8</sup>	Home	-	-	-	-	\$ -	0.0%
Administration <sup>9,10</sup>	Home	-	-	-	-	\$ (1,499)	-44.3%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment <sup>10</sup>	Home	-	-	-	-	\$ 4,881	144.3%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Total Savings/Expenditures</b>						\$ 3,382	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated <sup>12</sup>	-
Subtotal of Master-metered Multifamily Properties Treated	-
Total Number of Multifamily Tenant Units w/in Properties Treated <sup>13</sup>	-

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ (1,499)	\$ (1,499)
Direct Implementation (Non-Incentive)	\$ -	\$ 4,881	\$ 4,881
Direct Implementation	\$ -	\$ 857,808	\$ 857,808
<b>TOTAL MF CAM COSTS</b>	\$ -	\$ 861,191	\$ 861,191

<<Includes measures costs

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

<sup>2</sup> 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.

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

<sup>4</sup> All savings are calculated based on the following sources:

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

<sup>5</sup> Microwave savings are from ECONorthWest Studies received in December of 2011.

<sup>6</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

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

<sup>8</sup> 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.

<sup>9</sup> Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

<sup>10</sup> Includes a credit amount related to prior period corrections.

<sup>11</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

<sup>12</sup> Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

<sup>13</sup> 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**  
**August 2019**

Common Area Measures Category and Eligible Measures Title <sup>1</sup>	Effective Date	End Date <sup>2</sup>	Eligible Climate Zones <sup>3</sup>
<b>Appliances</b>			
High Efficiency Clothes Washer	11/10/2016	N/A	All Climate Zones
<b>Domestic Hot Water</b>			
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
<b>Envelope</b>			
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
<b>HVAC</b>			
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
<b>Lighting</b>			
<b>Miscellaneous</b>			
Smart Thermostat	12/19/2018	N/A	All Climate Zones

<sup>1</sup> 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.**

<sup>2</sup> Only complete if measure is canceled or discontinued

<sup>3</sup> Defined as CEC California Building Climate Zones

[https://www.energy.ca.gov/maps/renewable/building\\_climate\\_zones.html](https://www.energy.ca.gov/maps/renewable/building_climate_zones.html)

	A	B
1	<b>Energy Savings Assistance Program Tables 3A-B</b>	
2	<b>Energy Savings and Average Bill Savings per Treated Home/Common</b>	
3	<b>Area</b>	
4	<b>Southern California Gas Company</b>	
	<b>August 2019</b>	
5	<b>Table 3A-1, ESA Program</b>	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	876,011
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	9,583,302
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 9.32
13	Average Lifecycle Bill Savings / Treated Households	\$ 101.95
14		
15		
16	<b>Table 3A-2, ESA Program - CSD Leveraging</b>	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26	<b>Table 3A-3, Summary - ESA Program/CSD Leveraging</b>	
27	Annual kWh Savings	N/A
28	Annual Therm Savings	876,011
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	9,583,302
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 9.32
34	Average Lifecycle Bill Savings / Treated Household	\$ 101.95
35		
36		
37	<b>Table 3B, ESA Program - Multifamily Common Area</b>	
38	Annual kWh Savings	N/A
39	Annual Therm Savings	-
40	Lifecycle kWh Savings	N/A
41	Lifecycle Therm Savings	-
42	Current kWh Rate	N/A
43	Current Therm Rate	\$ -
44	Average 1st Year Bill Savings / Treated Properties	\$ -
45	Average Lifecycle Bill Savings / Treated Properties	\$ -
46		
47	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4 - Homes / Buildings Treated</b>						
2	<b>Southern California Gas Company</b>						
3	<b>August 2019</b>						
4	<b>Table 4A-1, ESA Program</b>						
5		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
6	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	15	11,641	11,656	22	814	836
8	Imperial	17,084	0	17,084	204	1	205
9	Kern	29,886	15,030	44,916	1,662	177	1,839
10	Kings	13,725	11	13,736	723		723
11	Los Angeles	2,526	997,368	999,894	281	25,189	25,470
12	Orange	10	235,276	235,286	0	3,961	3,961
13	Riverside	131,956	107,940	239,896	1,775	8,178	9,953
14	San Bernardino	1,046	163,216	164,262	144	10,004	10,148
15	San Luis Obispo	14,372	8,245	22,617	271		271
16	Santa Barbara	1,188	37,199	38,387	431	298	729
17	Tulare	47,331	11,227	58,558	1,752	519	2,271
18	Ventura	2,420	59,163	61,583	40	895	935
19	<b>Total</b>	<b>261,559</b>	<b>1,646,316</b>	<b>1,907,875</b>	<b>7,305</b>	<b>50,036</b>	<b>57,341</b>
20							
21	<b>Table 4B, ESA Program - CSD Leveraging</b>						
22					<b>Households Treated YTD</b>		
23	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
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	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
37							
38	<b>Table 4C, ESA Program - Multi-Family Common Area</b>						
39					<b>Properties Treated YTD</b>		
40	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
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	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
54							
55	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
56	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4A-2 - Homes Unwilling / Unable to Participate  
Southern California Gas Company  
August 2019**

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	60	162	0	0	0	0	1
Imperial	21	40	0	0	4	0	11
Kern	51	161	1	1	22	3	2
Kings	167	115	0	1	9	1	1
Los Angeles	7,441	2,839	1	19	577	75	50
Orange	1,059	498	0	13	126	9	40
Riverside	1,639	1,140	1	8	195	29	17
San Bernardino	7,018	1,206	0	7	236	23	52
San Luis Obispo	3	7	0	0	12	0	1
Santa Barbara	7	23	0	0	13	0	0
Tulare	417	346	0	4	22	3	4
Ventura	198	195	0	0	43	1	3
<b>Total<sup>1</sup></b>	<b>18,081</b>	<b>6,732</b>	<b>3</b>	<b>53</b>	<b>1,259</b>	<b>144</b>	<b>182</b>

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																
2	<b>Southern California Gas Company</b>																
3	<b>August 2019</b>																
4	<b>Table 5A, ESA Program</b>																
5	Gas & Electric				Gas Only				Electric Only				Total				
6	Month	# 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			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	4,646	73,560	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	-	8,224	171,078	-	-	-	-	-	-	8,224	171,078	-	-
11	April	-	-	-	-	11,123	168,417	-	-	-	-	-	-	11,123	168,417	-	-
12	May	-	-	-	-	6,835	119,981	-	-	-	-	-	-	6,835	119,981	-	-
13	June	-	-	-	-	6,907	103,439	-	-	-	-	-	-	6,907	103,439	-	-
14	July	-	-	-	-	10,099	128,692	-	-	-	-	-	-	10,099	128,692	-	-
15	August	-	-	-	-	9,507	110,843	-	-	-	-	-	-	9,507	110,843	-	-
16	September																
17	October																
18	November																
19	December																
20	<b>YTD Total</b>	-	-	-	-	<b>57,341</b>	<b>876,011</b>	-	-	-	-	-	-	<b>57,341</b>	<b>876,011</b>	-	-
21																	
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
24																	
25	<b>Table 5B, ESA Program - CSD Leveraging</b>																
26	Gas & Electric				Gas Only				Electric Only				Total				
29	Month	# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
31			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	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
45																	
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
47	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
48																	
49	<b>Table 5C, ESA Program - Multi-Family Common Area</b>																
50	Gas & Electric				Gas Only				Electric Only				Total				
51	Month	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
52			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	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
66																	
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
68	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2019</b>												
4													
5		<b>Authorized 4-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2017</b>			<b>% of 4-Year Budget Expended</b>		
6		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	<b>Pilots</b>												
8		N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 9,180	\$ 9,180	N/A	\$ 88,782	\$ 88,782	N/A	8.88%	8.88%
9		N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 9,180	\$ 9,180	N/A	\$ 88,782	\$ 88,782	N/A	8.88%	8.88%
10	<b>Studies</b>												
11		N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12		N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 173,774	\$ 173,774	N/A	139.02%	139.02%
13		N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 31,887	\$ 31,887	N/A	85.03%	85.03%
14		N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15		<b>N/A</b>	<b>\$ 500,000</b>	<b>\$ 500,000</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ 345,208</b>	<b>\$ 345,208</b>	<b>N/A</b>	<b>69.04%</b>	<b>69.04%</b>
16													
17	<sup>1</sup> Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	<sup>2</sup> Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	<sup>3</sup> Overspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	<sup>4</sup> These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)  
Southern California Gas Company  
August 2019**

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

<b>7B - Households Receiving In- Home Energy Education Only</b>		
<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>
In-Home Energy Education	Home	7,927

<b>7C - Households for My Energy/My Account Platform</b>		
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>
21,055	33,566	1,347

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2019</b>												
4													
5		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
6	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 261,016	\$ 261,016	N/A	\$ 1,834,963	\$ 1,834,963	N/A	45.82%	45.82%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 122,430	\$ 122,430	N/A	\$ 954,188	\$ 954,188	N/A	32.17%	32.17%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 7,099	\$ 7,099	N/A	\$ 58,701	\$ 58,701	N/A	37.91%	37.91%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 53,181	\$ 53,181	N/A	\$ 466,949	\$ 466,949	N/A	44.99%	44.99%
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	\$ 290,261	\$ 290,261	N/A	66.35%	66.35%
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	\$ 36,043	\$ 36,043	N/A	\$ 234,919	\$ 234,919	N/A	49.37%	49.37%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 81,029	\$ 81,029	N/A	\$ 527,870	\$ 527,870	N/A	55.35%	55.35%
17	CPUC Energy Division <sup>2</sup>	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 40,587	\$ 40,587	N/A	67.65%	67.65%
18													
19	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>N/A</b>	<b>\$ 10,091,122</b>	<b>\$ 10,091,122</b>	<b>N/A</b>	<b>\$ 560,797</b>	<b>\$ 560,797</b>	<b>N/A</b>	<b>\$ 4,408,438</b>	<b>\$ 4,408,438</b>	<b>N/A</b>	<b>43.69%</b>	<b>43.69%</b>
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 6,166,054	\$ 6,166,054	N/A	\$ 92,416,645	\$ 92,416,645	N/A	69.83%	69.83%
22													
23	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>N/A</b>	<b>\$ 142,443,101</b>	<b>\$ 142,443,101</b>	<b>N/A</b>	<b>\$ 6,726,851</b>	<b>\$ 6,726,851</b>	<b>N/A</b>	<b>\$ 96,825,083</b>	<b>\$ 96,825,083</b>	<b>N/A</b>	<b>67.97%</b>	<b>67.97%</b>
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 598,123	\$ 598,123	N/A	\$ 9,761,261	\$ 9,761,261			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 598,123	\$ 598,123	N/A	\$ 9,761,261	\$ 9,761,261			
31													
32	Indirect Costs				N/A	\$ 156,009	\$ 156,009	N/A	\$ 1,083,050	\$ 1,083,050			
33													
34	<sup>1</sup> Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	<sup>2</sup> June correction reallocating correct amount of CPUC oversight cost to ESA.												
36	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																								
2	<b>Southern California Gas Company</b>																								
3	<b>August 2019</b>																								
4																									
5	2019	New Enrollment									Recertification					Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
6		Automatic Enrollment			Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
7		Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%
9	February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%
10	March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	44,168	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%
11	April	1,429	1,764	221	3,414	6,748	6,979	11,476	4	25,207	28,621	9,990	11,081	20,069	41,140	8,740	1,966	333	10,924	21,963	69,761	6,658	1,620,797	1,683,842	96.26%
12	May	1,409	1,799	156	3,364	5,032	6,175	10,433	0	21,640	25,004	15,955	11,395	18,471	45,821	8,372	2,297	387	13,183	24,239	70,825	765	1,621,562	1,683,842	96.30%
13	June	1,445	1,793	137	3,375	3,930	5,223	10,624	5	19,782	23,157	11,412	12,543	17,627	41,582	10,562	2,704	471	13,131	26,868	64,739	-3,711	1,617,851	1,683,842	96.08%
14	July	2,085	1,803	134	4,022	4,414	4,050	11,085	0	19,549	23,571	13,488	11,305	15,807	40,600	12,168	2,674	370	15,968	31,180	64,171	-7,609	1,610,242	1,683,537	95.65%
15	August	2,298	1,731	89	4,118	4,528	4,228	11,175	0	19,931	24,049	12,737	12,174	20,587	45,498	10,751	2,442	359	15,400	28,952	69,547	-4,903	1,605,339	1,683,537	95.36%
16	September																								
17	October																								
18	November																								
19	December																								
20	YTD Total	13,570	14,492	1,020	29,082	46,084	48,484	80,696	9	175,273	204,355	98,811	92,394	141,202	332,407	88,763	20,120	3,184	102,476	214,543	536,762	-10,188	1,605,339	1,683,537	95.36%
21																									
22	<sup>1</sup> Enrollments via data sharing between the IOUs.																								
23	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																								
24	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
25	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																								

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

5	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification <sup>3</sup>	% of Total CARE Households De-enrolled
6	January	1,613,195	4,921	0.31%	2,659	279	2,938	59.70%	0.18%
7	February	1,613,054	4,718	0.29%	2,579	287	2,866	60.75%	0.18%
8	March	1,614,139	5,341	0.33%	2,856	296	3,152	59.02%	0.20%
9	April	1,620,797	5,166	0.32%	2,906	295	3,201	61.96%	0.20%
10	May	1,621,562	4,530	0.28%	1,908	243	2,151	47.48%	0.13%
11	June	1,617,851	4,425	0.27%	8	247	255	5.76%	0.02%
12	July	1,610,242	4,470	0.28%	1	187	188	4.21%	0.01%
13	August	1,605,339	4,514	0.28%	2	59	61	1.35%	0.00%
14	September								
15	October								
16	November								
17	December								
18	<b>YTD Total</b>	<b>1,605,339</b>	<b>38,085</b>	<b>2.37%</b>	<b>12,919</b>	<b>1,893</b>	<b>14,812</b>	<b>38.89%</b>	<b>0.92%</b>

19

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

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

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

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

24

25

26

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

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

44

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

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

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

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

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>August 2019</b>						
4							
5		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
6	<b>Total (Y-T-D)</b>	999,122	369,550	293,757	50,075	14,564	11,154
7	<b>Percentage</b>		100.00%	79.49%	13.55%	3.94%	3.02%
8							
9	<sup>1</sup> Includes sub-metered customers.						
10	<sup>2</sup> An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
11	<sup>3</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	<sup>6</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County Southern California Gas Company August 2019</b>									
2										
3										
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,219	15	11,234	11,085	18	11,103	98.81%	120.96%	98.84%
8	Imperial	0	15,699	15,699	0	15,124	15,124	N/A	96.34%	96.34%
9	Kern	14,198	29,021	43,218	12,257	29,052	41,309	86.33%	100.11%	95.58%
10	Kings	9	13,563	13,572	11	14,691	14,702	119.20%	108.32%	108.32%
11	Los Angeles	852,010	2,517	854,527	828,642	1,164	829,806	97.26%	46.25%	97.11%
12	Orange	195,066	10	195,076	156,148	17	156,165	80.05%	168.35%	80.05%
13	Riverside	102,371	125,910	228,281	94,953	120,650	215,603	92.75%	95.82%	94.45%
14	San Bernardino	151,179	1,017	152,196	169,100	843	169,943	111.85%	82.85%	111.66%
15	San Luis Obispo	7,123	13,787	20,910	3,379	10,808	14,187	47.44%	78.39%	67.85%
16	Santa Barbara	33,025	1,137	34,163	27,512	556	28,068	83.31%	48.89%	82.16%
17	Tulare	11,078	46,391	57,469	11,941	48,554	60,495	107.79%	104.66%	105.27%
18	Ventura	55,053	2,139	57,193	47,295	1,539	48,834	85.91%	71.94%	85.38%
19	<b>Total</b>	<b>1,432,331</b>	<b>251,206</b>	<b>1,683,537</b>	<b>1,362,323</b>	<b>243,016</b>	<b>1,605,339</b>	<b>95.11%</b>	<b>96.74%</b>	<b>95.36%</b>
20										
21	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>August 2019</b>							
4								
5	Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,613,195	21,957	1.36%	12,551	9,693	57.16%	0.60%
7	February	1,613,054	23,815	1.48%	14,226	9,973	59.74%	0.62%
8	March	1,614,139	34,469	2.14%	20,673	14,393	59.98%	0.89%
9	April	1,620,797	31,160	1.92%	18,314	13,236	58.77%	0.82%
10	May	1,621,562	27,063	1.67%	15,656	9,226	57.85%	0.57%
11	June	1,617,851	28,579	1.77%	15,708	732	54.96%	0.05%
12	July	1,610,242	30,375	1.89%	13,616	505	44.83%	0.03%
13	August	1,605,339	28,219	1.76%	4,939	184	17.50%	0.01%
14	September							
15	October							
16	November							
17	December							
18	<b>YTD Total</b>	<b>1,605,339</b>	<b>225,637</b>	<b>14.06%</b>	<b>115,683</b>	<b>57,942</b>	<b>51.27%</b>	<b>3.61%</b>
19								
20	<sup>1</sup> Excludes count of customers recertified through the probability model.							
21	<sup>2</sup> Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
22	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
23	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							



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

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>August 2019</b>								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change <sup>1</sup>	Total Residential Accounts <sup>2</sup>
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
8	March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
9	April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
10	May	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.05%	5,617,442
11	June	N/A	1,617,851	N/A	1,617,851	1,683,842	96.08%	-0.23%	5,617,627
12	July	N/A	1,610,242	N/A	1,610,242	1,683,537	95.65%	-0.47%	5,615,699
13	August	N/A	1,605,339	N/A	1,605,339	1,683,537	95.36%	-0.30%	5,617,528
14	September								
15	October								
16	November								
17	December								
18	<b>YTD Total</b>	<b>N/A</b>	<b>1,605,339</b>	<b>N/A</b>	<b>1,605,339</b>	<b>1,683,537</b>	<b>95.36%</b>	<b>-0.63%</b>	<b>5,617,528</b>
19									
20	<sup>1</sup> The YTD amount represents a sum of all the total CARE participant changes each month.								
21	<sup>2</sup> Data represents total residential gas households. This includes submetered households.								
22	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	<b>CARE Program Table 9 - Expenditures for Pilots</b>				
2	<b>Southern California Gas Company</b>				
3	<b>August 2019</b>				
4					
5	<b>2019</b>	<b>Authorized Budget<sup>1</sup></b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2019</b>	<b>% of 2019 Budget Expended</b>
6		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
7	<b>Pilots</b>				
8	CHANGES	\$ 437,502	\$ -	\$ 290,261	66.35%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	<b>Total Pilots</b>	<b>\$ 437,502</b>	<b>\$ -</b>	<b>\$ 290,261</b>	<b>66.35%</b>
11					
12	<sup>1</sup> Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

**CARE Table 10**  
**CHANGES: Monthly summary of ratepayers provided education, needs assistance and**  
**dispute resolution services**  
**Southern California Gas Company**  
**Reporting Period: July 2019**  
**No. of attendees at Consumer Education sessions** **331**

<b>SCG -- Disputes Resolved</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	2
Changed 3 <sup>rd</sup> party Company/Gas Aggregation	4
Changed 3 <sup>rd</sup> Party Electricity Aggregation	0
Assist High Energy User with Document Submission	0
Medical Baseline Application	0
Enroll in Energy Assistance Programs	0
Request Meter Service or Testing	2
Request Bill Adjustment	0
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	0
Payment Plan	0
Solar	0
Stop Disconnection	0
Time of Use	0
Wildfire Related Issue	0
<b>TOTAL</b>	<b>8</b>

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

<b>SCG -- Disputes Resolved by Language</b>	
Spanish	6
<b>TOTAL</b>	<b>6</b>

<b>SCG - Needs Assistance</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	4
Assisted with Changes to Account	8
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	5
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	1
Gas Assistance Fund (SCG)	1
HEAP	33
Medical Baseline	2
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 <sup>rd</sup> Party Notification	1
Set Up New Account	2
Payment Extension	1
Payment Plan	1
Wildfire Related Issue	0
<b>TOTAL</b>	<b>59</b>

<b>SCG - Needs Assistance by Language</b>	
Armenian	28
Cantonese	1
English	6
Farsi	1
Korean	3
Spanish	17
Vietnamese	3
<b>TOTAL</b>	<b>59</b>

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

**CARE Table 11 - CHANGES Group Customer Assistance Sessions<sup>1</sup>**  
**Southern California Gas Company**  
**July 1 - July 31, 2019**

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length <sup>2</sup> (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	English	Avoiding Disconnection	2	N/A	6	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	6	N/A	117	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	22	CHANGES Ed Handout
		<b>Total</b>	<b>9</b>		<b>145</b>	
N/A	Armenian	CARE/FERA and Other Assistance Programs	9	N/A	74	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	2	N/A	10	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	1	N/A	26	CHANGES Ed Handout
		<b>Total</b>	<b>12</b>		<b>110</b>	
N/A	Cantonese	Electric and Natural Gas Safety	3	N/A	57	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	1	N/A	6	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	2	N/A	7	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	1	N/A	11	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	2	N/A	31	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	21	CHANGES Ed Handout
		<b>Total</b>	<b>10</b>		<b>133</b>	
N/A	Cantonese	Energy Conservation	1	N/A	24	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	5	N/A	89	CHANGES Ed Handout
		<b>Total</b>	<b>7</b>		<b>115</b>	
N/A	Spanish	Gas Aggregation	1	N/A	10	CHANGES Ed Handout
		<b>Total</b>	<b>1</b>		<b>10</b>	
N/A	English	High Energy Use	1	N/A	6	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	22	CHANGES Ed Handout
		<b>Total</b>	<b>2</b>		<b>28</b>	
N/A		Level Pay Plan	0	N/A	0	CHANGES Ed Handout
		<b>Total</b>	<b>0</b>		<b>0</b>	
N/A	English	Understanding Your Bill	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	1	N/A	20	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	3	N/A	54	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	2	N/A	46	CHANGES Ed Handout
		<b>Total</b>	<b>7</b>		<b>122</b>	
		<b>Monthly Total<sup>3</sup></b>	<b>48</b>		<b>663</b>	

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

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

<sup>3</sup> Totals will be reported on a monthly basis going forward.

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