

**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 2020**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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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.

Program Summary through August 2020			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$231,913,662	\$66,322,277	28.59%
Homes Treated	191,186	56,108	29.35%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	318,310	4.87%

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

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

In August 2020, SoCalGas processed and paid contractor invoices from prior months' activity for 8,081 treated homes. Additionally, SoCalGas paid for the weatherization of 8,081 homes, 424 furnace repairs and replacements, 614 water heater repairs and replacements, and 698 High Efficiency (HE) clothes washers.

SoCalGas lifted its ESA Program suspension on June 1 and SoCalGas' contractors worked through August to reestablish operations. Based on treated unit performance in

July and August, of SoCalGas' five most productive contractors (accounting for nearly 75% of 2020 treated units), all but one has recovered to a level of at least 75% when compared to the last full month before the suspension began. However, not all program contractors have recovered to near pre-suspension levels as challenges in ramping up persist due to difficulty in recruiting staff as well as continued customer unwillingness particularly in the multifamily sector, due to the pandemic.

On May 12, in order to support the current contractor workforce and to help maintain program continuity, SoCalGas launched a virtual enrollment process. Under this new procedure contractors may enroll customers, perform income verification, and provide energy education without visiting the home. In the month of August, approximately 236 enrollments were completed through this method.

Finally, starting in July, SoCalGas began tracking customers unwilling to participate in the ESA Program due to COVID-19 concerns. Of the unwilling customers identified in August, 24 were recorded as specifically citing COVID-19 concerns.

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

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

Ethnic and Mass Media Campaign

SoCalGas did not launch a media campaign during the month of August.

SoCalGas was in the planning stage of a campaign before the program was

temporarily suspended due to the COVID-19 emergency. SoCalGas will consider launching a campaign in the coming months.

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of August, SoCalGas sent 64,777 emails to customer lists covering 20 specific 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 features ESA Program information and includes the contact information of the customer's assigned contractor. The email also includes a link that allows customers to express interest in the program by either selecting a link that sends an email to their assigned contractor for follow-up or by calling their assigned contractor's contact information that is provided. Providing the contractor's contact information creates context and instills 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.

Energy Saving Assistance Program - Direct Mailings

In August, in conjunction with the email efforts above, SoCalGas sent 86,592 direct mailers to 20 targeted geographic areas as part of the Clear Plan. Much like the email campaign, the direct mailers targeted customers who have not previously participated in the ESA Program. The direct mailers 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 distribution of marketing materials for them to be prepared when customers call.

Energy Savings Assistance Program – Text Messaging

In August, SoCalGas sent 71,367 text messages to customers for 20 targeted geographic areas as part of the Clear Plan. The text messages prompt customers to visit a program landing page that allows customers to express interest in the program by either selecting a link that sends an email to their assigned contractor for follow-up or by calling their assigned contractor's contact information that is provided.

Energy Savings Assistance Program - Bill Inserts

In August, SoCalGas sent an ESA Program bill insert to 513,858 customers directing them to the program's landing page.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 129 internet-generated leads for the ESA Program during the month of August from all channel activities conducted in previous months. The leads will be pursued as contractors ramp up their operations.

Energy Savings Assistance Program – Social Media Activity

SoCalGas did not post about ESA to Facebook in the month of August as contractors are continuing to ramp up their operations to get back to full capacity following lifting of the suspension.

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

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – representing both the general population and low-income customers.

CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed in the table below represent specific outreach events that SoCalGas participated in during the month of August. 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 2020 (LA 211)	Social Media Outreach	Online	Community Based Organization (CBO) staff promoted SoCalGas' Customer Assistance Programs (CAP) via social media. Five posts were made via social media platforms throughout the month.
August 3 – 7 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information via phone regarding SoCalGas' Customer Assistance Programs to 23 clients.
August 3 (LAC+USC)	Email Blast and Zoom Meeting	Virtual	CBO Director of LAC+USC Medical Center Social Work Department shared SoCalGas' Customer Assistance Program information with Social Work staff to provide to LAC+USC Medical Center patients and their families. 150 families were provided information on SoCalGas' Customer Assistance Programs.
August 3 (HSA)	Census Program Outreach Call	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 5 calls were made.
August 3 (HSA)	Census Program Outreach Call	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 2 calls were made.
August 4 (HSA)	Census Program Outreach Call	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 4 (HSA)	Census Program Outreach Call	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 2 calls were made.
August 4 (HSA)	Census Program Outreach Call	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 4 calls were made.
August 4 (Santa Barbara Food Bank)	Brown Bag Orcutt Presbyterian Church	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
August 5 (El Nido)	Hot Meal Distribution	Pacoima	CBO staff distributed information regarding SoCalGas Customer Assistance Programs. CAP material was distributed to approximately 25 families.
August 5 (HSA)	Census Program Outreach Call	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 7 calls were made.
August 5 (HSA)	Census Program Outreach Call	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 6	AHRI for Justice Presentation	Zoom Presentation	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs via Zoom. CAP materials were distributed to approximately 15 in attendance.
August 7 (SCRS-IL)	Backpack Giveaway	Various	CBO staff provided information at a backpack giveaway for the most vulnerable community members. Giveaway also provided families with household care packages. 250 packages were distributed.
August 10 (Via Care)	507 Clinic Food Drive	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees.
August 10-14 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information via phone regarding SoCalGas' Customer Assistance Programs to 12 clients.
August 12 (CFS-Promotores Collaborative)	Food Bank Distribution	Lillian Larsen Elementary School, San Miguel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CARE materials were distributed to approximately 30 attendees.
August 12 (El Nido)	Hot Meal Distribution	Pacoima	CBO staff distributed information regarding SoCalGas Customer Assistance Programs. CAP material was distributed to approximately 40 families.
August 13 (CFS-Promotores Collaborative)	Community Outreach	Daniel's Wood L Enterprises, Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CARE materials were distributed to approximately 150 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
August 13 (LAC+USC)	Email Outreach	Email	CBO CARES staff sent an email blast to friends & family members asking that SoCalGas Customer Assistance Program information be shared with contacts. 58 emails were distributed.
August 14 (HSA)	Census Program Outreach Call	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 4 calls were made.
August 14 (HSA)	Census Program Outreach Call	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 14 (HSA)	Census Program Outreach Call	Lynwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 14 (CFS-Promotores Collaborative)	Community Outreach	Day Care Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CARE materials were distributed to approximately 45 attendees.
August 16 and 19 (CFS-Promotores Collaborative)	Paso Robles Mixteco Community	Trailer Park Paso Robles, CA	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CARE materials were distributed to approximately 45 attendees.
August 17-21 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information via phone regarding SoCalGas' Customer Assistance Programs to 29 clients.
August 17 (LAC+USC)	Email Blast	Email	CBO staff sent email blast to Presbyterian Church of Pasadena members and friends asking that they share SoCalGas Customer Assistance Program information with their friends and contacts. 53 emails were sent.
August 18 (HSA)	Census Program Outreach Call	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 18 (HSA)	Census Program Outreach Call	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 18 (HSA)	Census Program	Cudahy	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Outreach Call		conducting Census Program outreach calls. 1 call was made.
August 18 (HSA)	Census Program Outreach Call	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 19 (LAC+USC)	Food Distribution at LAC+USC Medical Center	Los Angeles	CBO staff distributed SoCalGas Customer Assistance Program information during a food distribution event. 466 individuals were given SoCalGas bags with food and SoCalGas program information.
August 19 (El Nido)	Hot Meal Distribution	Pacoima	Event staff distributed information regarding SoCalGas' Customer Assistance Programs. CAP material was distributed to approximately 40 families.
August 19 (SCRS-IL)	Virtual Presentation and Community Resources for Low Income Families	Arcadia Savior Food Pantry Recipients - Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs during a virtual presentation to the community. 15 attended and received information.
August 19 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in English: 148 Facebook reach 54 Twitter impressions
August 19 (CFS-Promotores Collaborative)	School Supplies Pick-up Day	Georgia Brown Elementary School, Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CARE materials were distributed to approximately 155 attendees.
August 20 (CFS-Promotores Collaborative)	Food Bank Distribution	District Office/ Grammar School, Cambria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CARE materials were distributed to approximately 147 attendees.
August 21 (CFS-Promotores Collaborative)	Food Bank Distribution at SAFE Resources Center	Oceano Community Center, Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CARE materials were distributed to approximately 53 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
August 22 (Radio Campesina)	Social Media	KBDS Kern County, CA	CBO shared Customer Assistance Programs infographic to their social media platforms in English: 150 Facebook Reach 53 Twitter Impressions
August 22 (LAC+USC)	Newsletter	N/A	Printed SoCalGas Customer Assistance Programs information in Presbyterian Church newsletter and mailed out to 248 individuals.
August 22 (Radio Campesina)	Cuadrilla	Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
August 22 (Radio Campesina)	Social Media	KMYX Kern County, CA	CBO shared SoCalGas Customer Assistance Programs infographic to their social media platforms in Spanish: 286 Facebook reach 154 Instagram reach 24 Twitter impressions
August 24 (CFS-Promotores Collaborative)	Arroyo Grande High School distribution books and materials for students	487 Fair Oaks Ave Arroyo Grande CA 93420	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CARE materials were distributed to approximately 25 attendees.
August 24-28 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information via phone regarding SoCalGas' Customer Assistance Programs to 10 clients.
August 25 (HSA)	Census Program Outreach Call	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 25 (HSA)	Census Program Outreach Call	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs while conducting Census Program outreach calls. 1 call was made.
August 25 (Radio Campesina)	Social Media	KBDS Kern County, CA	CBO shared SoCalGas Customer Assistance Programs infographic to their social media platforms in English: 161 Facebook reach 30 Twitter impressions
August 25 (MICOP)	Food Distribution	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			materials were distributed to approximately 180 attendees.
August 25 (SCRS-IL)	Virtual Session Presentation on SCRS Services & SoCalGas Resources to East LA Residents	East LA – Virtual Presentation	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs during a virtual presentation to East LA residents. CAP materials were distributed virtually to approximately 20 attendees.
August 26 (LAC+USC)	Food Distribution at LAC+USC Medical Center	Los Angeles	CBO staff distributed SoCalGas Customer Assistance Program information during a food distribution event. 372 individuals were given SoCalGas bags with food and SoCalGas program information.
August 26 (Radio Campesina)	Social Media	KMYX Kern County, CA	CBO staff shared SoCalGas Customer Assistance Programs infographic to their social media platforms in Spanish: 201 Facebook reach 84 Instagram reach 11 Twitter impressions
August 26 (CFS-Promotores Collaborative)	Community Outreach	1075 The Pike, Arroyo Grande	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CARE materials were distributed to approximately 40 attendees.
August 27 (SCRS-IL)	Personal Protection Equipment (PPE) Package Delivery	Various	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to 300 family households along with PPE packages within low income underserved community.
August 27 (LAC+USC)	Patient Referral	N/A	CBO staff provided update on patient referrals made by LAC+USC Social Workers. CAP information shared by Social Workers with 38 patients.
August 28	Back to School Giveaway – Hilda L Solis	Walnut Elementary School	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 460 attendees.
August 29 (Radio Campesina)	Social Media	KBDS - Kern County, CA	CBO shared Customer Assistance Programs infographic to their social media platforms in English: 155 Facebook reach 28 Twitter impressions

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
August 31 (Radio Campesina)	Social Media	KBDS Kern County, CA	CBO shared Customer Assistance Programs infographic to their social media platforms in English: 170 Facebook reach 36 Twitter impressions
August 31 (Radio Campesina)	Social Media	KMYX Kern County, CA	CBO shared Customer Assistance Programs infographic to their social media platforms in Spanish: 291 Facebook reach 88 Instagram reach 15 Twitter impressions

1.3. Leveraging Success Evaluation Including CSD

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

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

In 2020, leveraging opportunities with municipalities and water agencies remains a high priority in providing comprehensive energy savings to joint customers, especially for those customers not in a joint IOU service territory. SoCalGas is able to provide administrative and co-funding opportunities for electric and water providers who might otherwise not offer these energy savings measures.

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding. Year to date, \$301,657 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 Company¹
- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³
- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District

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

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

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

³ San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa 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.

Providers have reported the activity noted below for 2020 through the month of August. Some of the electric measures installed include LEDs, Smart Power Strips, Torchierre Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	282
Colton Public Utilities	0
LADWP	4,406
Pasadena Water and Power	31
Riverside Public Utilities	281
Total	5,000

1.4. Workforce Education & Training

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

SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. SoCalGas completed development of on-line E&A curriculum in May. Implementation of the curriculum as well as on-line testing began in June. SoCalGas is continuing to evaluate presenting field operations training online and addressing some of the challenges due to the technical nature of the subject matter.

The year-to-date training results are shown in the following tables.

SoCalGas Enrollment and Assessment Training					
	Q1	Q2	July	August	Total
Attended Class*	71	N/A	N/A	N/A	71
Tested	62	2	43	61	168
Passed	47	2	22	34	105
Retention Rate**	76%	100%	51%	56%	63%
*As of June 2020, in person training has been transitioned to on-line self-directed training. SoCalGas will report tested/passed only. **Retention Rate is Passed/Tested Note: Due to the COVID-19 emergency, there were no classes scheduled in the month of April or May.					

SoCalGas Field Operations Training										
Class Type	Q1		Q2		July		August		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	3	29	0	0	0	0	0	0	3	29
HVAC Initial	2	28	0	0	0	0	0	0	2	28
Wx / NGAT Refresher	1	11	0	0	0	0	0	0	1	11
HVAC Refresher	3	26	0	0	0	0	0	0	3	26
Grand Total	9	94	0	0	0	0	0	0	9	94
Note: Due to the COVID-19 emergency, there were no classes scheduled during the months of April through August.										

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

On June 22, 2020, SoCalGas filed Advice Letter (AL) 5604-B supplementing emergency disaster relief protections in SoCalGas' service territory in response to the COVID-19 emergency. The AL enacted the following customer protections identified in Res. M-4842:

- Waive all security deposit requirements for residential and small business customers.
- Assist residential and small business customers in establishing reasonable payment arrangements up to 12 months as needed.
- Suspend disconnections for nonpayment and associated fees for residential and small business customers.
- Suspension of all collection activities for active residential and small business accounts.
- Support low-income residential customers by:
 - freezing all standard and high-usage reviews for CARE Program eligibility and discontinuing removing customers from low-income programs;
 - suspension of medical base line (MBL) certifications at the time of enrollment, recertification reviews and discontinuing removing customers from the program.
 - contacting all community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of these eligibility changes;
 - partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount; and
 - indicating how the ESA Program can be deployed to assist customers.

- Suspend all CARE and FERA Program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected.
- Discontinue generating all recertification and verification requests that require customers to provide their current income information.
- Include the customer protections above as part of the larger community outreach and public awareness plans.

Protections will remain in place through April 16, 2021, unless modified by the Commission.

2.1.1. Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget*	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,004,885	\$2,168,252	54.14%
Proc., Certification and Verification	\$3,121,351	\$1,037,996	33.25%
Information Tech./Programming	\$1,037,796	\$437,921	42.20%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$212,891	48.66%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$261,395	54.93%
General Administration	\$953,729	\$541,680	56.80%
CPUC Energy Division Staff	\$60,000	\$58,326	97.21%
Total Expenses	\$10,091,122	\$4,718,461	46.76%
Subsidies and Benefits	\$135,012,254	\$99,354,932	73.59%
Total Program Costs and Discounts	\$145,103,376	\$104,073,393	71.72%

* 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 192,763 successful enrollments, 70,998 recertifications, 6,035 post-enrollment verifications and 9,717 opt-outs. Activity for August is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	5,796	4,667	80%
Re-certification	227	217	96%
PEV	15	9	60%
Customer opt-out	141	141	100%

CARE CSR Enrollment Initiative

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

took place during the fourth quarter of 2017. CSRs began taking CARE applications over the phone at midnight on February 23, 2018.

During the month of August 2020, CSRs successfully enrolled 10,314 customers in CARE. An additional 3,175 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 373,224 and 150,397 mailed applications.

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of August, SoCalGas processed a total of 40 on-line renewals. As mentioned above, due to the COVID-19 emergency, SoCalGas has suspended recertification requirements for the CARE Program.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,713,163	1,675,718	102.23%

2.2. Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. SoCalGas also added source codes to each of the three types of emails it sends to customers, for tracking purposes. During the month of August, SoCalGas sent 13,514 emails to new customers with a probability of being eligible for the CARE program. A total of 283 customers enrolled using the link within this email. A total of 15,460 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 586 enrolled using the link within this email. Typically, SoCalGas sends emails to recapture those customers that have fallen off CARE encouraging them to reapply. SoCalGas did not send any emails to customers who needed to reapply this month as customers are not being removed from the program for the remainder of the COVID-19 emergency.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid mobile phone numbers encouraging them to apply online. In August, SoCalGas sent 14,120 text

messages to new customers and existing customers not on CARE. A total of 102 enrollments were generated from text messages sent. SoCalGas did not send text messages to customers who need to reapply this month as customers are not being dropped from the program for the remainder of the COVID-19 emergency.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 1,738 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. Many CBOs have modified their outreach procedures to comply with COVID-19 related recommendations and mandates. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are put on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was

not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and through their relationship with SoCalGas, they discuss low-income programs as part of their outreach. During the month of August, 211 LA did not participate in outreach events due to the COVID-19 emergency; however, 1,096 callers were informed about the CARE Program, with 13 interested in the ESA Program.

For the months of July and August, SoCalGas Customer Assistance Programs has partnered with Golden Future Senior Expo, which is Southern California's Premier Lifestyle, Health & Active Aging Expo for Baby Boomers and Seniors. Due to the current COVID-19 pandemic, no events are being held. In lieu of events, Golden Futures reached out to seniors throughout Southern California to join the Golden Future's Club for free. As part of the membership, each month participants will receive a box and newsletter with important information pertinent to seniors. Our Customer Assistance Program information will be included in these boxes and newsletter. During the months of July and August, 460 boxes will be shipped in the following counties: Los Angeles, Ventura, Orange, Riverside and San Bernardino.

In the month of August, SoCalGas Customer Assistance Programs was able to collaborate with Goodwill. Goodwill works to enhance people's dignity and quality of life by strengthening their communities, eliminating their barriers to

opportunity and helping them reach their full potential through leaning and the power of work. Local Goodwill organizations are innovative and sustainable social enterprises that create job training programs, employment placement and other community-based programs by selling donated clothing and household items in more than 3,300 Goodwill stores. Goodwill is assisting SoCalGas Customer Assistance Programs by displaying CAP information in their stores and resource centers as well as educating their employees on the programs. In August, 100,000 CAP bilingual flyers (English and Spanish) were distributed to Goodwill Customers in ten different locations.

In August, SoCalGas Customer Assistance Programs started a new collaboration with Walking Shield. Walking Shield's mission is to improve the quality of life for American Indian families in Orange and LA Counties by coordinating programs that provide shelter, healthcare, community development support, educational assistance, employment development, and humanitarian aid. Through this partnership, Walking Shield will provide SoCalGas CAP information to the Native American community, by utilizing social media platforms, newsletters and via phone and virtual meetings with clients. Currently events are not taking place due to COVID-19 pandemic, but once events begin, Walking Shield will promote SoCalGas programs at community gatherings such as Pow-Wows. In the month of August, Walking Shield held 10 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Walking Shield also emailed a total of 400

participants from their education program with information on SoCalGas' Customer Assistance Programs, as well as a link to apply for the programs. Also, 21 emails were sent with outreach information to its client base. On social media, CBO staff posted SoCalGas program information and links via Facebook, Instagram and Twitter and reached approximately 2,100 views. For the coming months, the organization is working to increase the presence of SoCalGas' programs on their website.

The mission of Catholic Charities of Orange County is to provide service to people in need, to promote their voice in society, and to call on the Church and all people to do the same. Catholic Charities of Orange County works with charitable services such as CalFresh (Food Stamps) Outreach/Applications Program, Camp Re-Creation For Adults And Children With Special Needs, Cantlay Food Distribution Center, Catholic Campaign For Human Development, Catholic Charities Auxiliary, Catholic Charities of Orange County, Inc., Immigration and Citizenship Center, L'arche Wavecrest, Natural Family Planning, New Hope Crisis Counseling Hotline, Snap-Ed (Nutrition Education and Obesity-Prevention Program), Society of St. Vincent De Paul and The Orange Catholic Foundation. Catholic Charities of Orange County promotes SoCalGas' Customer Assistance Programs through all these different avenues. CalFresh Outreach Program team members assists families and individuals apply for CalFresh benefits and during this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs.

A partnership in Orange County has been developed with Families Forward. Families Forward is an organization that has been helping families in need achieve and maintain self-sufficiency through housing, food, counseling, education, and other support services. Families Forward holds strong to its commitment to the values of dignity, empowerment, accountability, community spirit, and hope since 1984. A key factor for success is Families Forward's commitment to collaborate with many organizations to end family homelessness in Orange County, including Orange County United Way, the Commission to End Homelessness, First 5 Orange County and many other partner agencies and foundations. In the month of August, 1,014 families received CARE Program information during their food distribution. In addition, CAP information was posted on the Families Forward community resource page under their rental and assistance section (652 total views and 521 unique views) as well as under their COVID-19 support page (947 total views and 755 unique views). For the month of August, no SoCalGas information was posted on social media.

A new partnership was established in 2020 with the Center Auxiliary for Recruitment, Education and Service which is the auxiliary for the Los Angeles County + USC Medical Center. This program is also known as CARES. Los Angeles County + USC Medical Center is one of the largest public hospitals in the country ensuring that treatment is available to every member of the community. CARES is a California nonprofit corporation, providing financial support and volunteer services. Its primary mission is to benefit patients by

adding comfort to their hospital stay and providing services which help the patients and their families access quality healthcare. Through this partnership, CARES will provide SoCalGas CAP information in their senior food distributions, CAREs Child and Family Program, Obstetrics department and information stands that will be placed throughout the medical center. In addition, CAP staff will be invited to speak to staff at the medical centers who provide information to patients about the program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In August, Worksite Wellness staff provided enrollment assistance to 65 families that qualified for Customer Assistance Programs based on Medi-Cal, MyHealthLA, or Covered California participation. An additional 368 clients were provided information via health education. Beginning on March 15, due to COVID-19 emergency, all enrollments were conducted over the phone and all classes were cancelled. As restrictions have been lifted, health education presentations have mostly continued via phone or online, but some open air sessions were conducted. Class sizes were reduced by size to 7-10 people, with social distancing.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer Assistance Programs. This month, LIFT worked to provide over 151 members with SoCalGas' CAP information. Due to the COVID-19 emergency, as of March 16, 2020, LIFT switched its programming to virtual coaching so their services to parents could continue uninterrupted. LIFT's ability to be nimble and pivot to virtual has meant that they are able to see more members virtually than the in-person meetings. Since transitioning to virtual coaching, LIFT-LA has seen an increase in one-on-one virtual coaching sessions along with urgent wraparound supports.

In the Southeast region of Los Angeles County, SoCalGas collaborates with Human Services Association (HSA), which is a private nonprofit agency whose

principal mission is to provide families with compassionate and comprehensive care to promote wellness and build strong communities. HSA was founded in Bell Gardens as an outreach effort of the Presbyterian Church USA. Today, HSA serves over 20,000 clients annually on a non-sectarian basis with a range of services that addresses the unique and shared needs of clients of all ages. During the month of August, 34 people were introduced to SoCalGas Customer Assistance Programs.

A partnership with St. Barnabas Foundation in Los Angeles County was formed in 2018 to assist with the growing number of older adults in SoCalGas' service territory who lack basic developmental tools. The impacts of COVID-19 has affected most events with the organization. SBSS works with vulnerable population and provide one-on-one case management phone calls where they are able to introduce SoCalGas' Customer Assistance Programs to clients directly as well as provide translations and answer common questions about their gas bill. In the month of August, 14 clients were contacted via phone in the Mid-City, Hollywood and Echo Park service regions. SBSS is also developing new, adapted ways to connect and stay in touch with their clients. These new modes of communication include monthly newsletters which will be delivered to clients through their meal delivery program. Moving forward, SBSS will also disseminate SoCalGas Customer Assistance Program information via the printed newsletter, using information provided by SoCalGas Customer Assistance Outreach staff. Through this distribution it is expected to reach over 500 seniors

per month. SBSS will also use similar messaging to communicate via web and social media accounts (Facebook and Instagram) to reach a broader audience of seniors and/or their caregivers.

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month due to the COVID-19 emergency, Unity Shoppe did not perform usual in-person activities of introducing Customer Assistance Programs to their partner agencies that work in referrals of low-income clients or agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services. For the month of August, Unity Shoppe provided information on SoCalGas' Customer Assistance Programs to over 1,170 participants. Due to the COVID-19 pandemic, Unity Shoppe has seen an increase in participants, and in March started efforts to respond through home deliveries which included grocery deliveries to homebound seniors and the disabled.

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but who speak various indigenous languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in

Ventura County. To reach out to these residents and customers - primarily farmworkers and persons with limited English proficiency – SoCalGas collaborates with MICOP to extend awareness of the CARE Program. MICOP provides ongoing awareness, and SoCalGas schedules periodic sponsored events to provide direct outreach. Due to the COVID-19 pandemic, MICOP has leveraged its radio resource and has provided information on customer assistance programs through their radio station.

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation’s largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of August, Food Share Ventura County distributed 4,015 “Emergency Box Distributions” with SoCalGas’ Customer Assistance Programs materials at various locations throughout Ventura County.

In Oxnard, SoCalGas has partnered with El Concilio, a CBO that is a service center for the rural low-income, limited or non-English speaking community. El Concilio, transitions low income families by providing services that integrate them into the community to assist them in becoming self-sufficient, engaged and greater contributors to the community. Due to the COVID-19 emergency, El Concilios’ service center has been closed and employees are working from home. El Concilio plans to share their programs in social media until they can go back to

the service center. El Concilio plans to resume events and program participation activities at that time.

In San Luis Obispo County, a new partnership has been established with Center for Family Strengthening - Promotores Collaborative (CFS- Promotores Collaborative). This organization aims at developing a sustainable, diverse, and comprehensive culture that promotes equal access to community resources and services among all members of the Hispanic community in San Luis Obispo County. The Promotores are provided with the tools needed to work as advocates, change agents, and partners with local agencies for positive change. Through this partnership, 20 Promotores located in Paso Robles, San Miguel, Shandon, Atascadero, San Luis Obispo, Los Osos, Five Cities and Nipomo will be trained on the SoCalGas CARE Program. The Promotores are actively participating in food bank distributions and will use that platform to inform customers on SoCalGas Customer Assistance Programs. In addition, CARE information will be disseminated in parenting classes and support programs as well as their social media outlets.

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert's regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. FIND operates 22 FIND

Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, Faith-Based Organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of August, FIND Foodbank's partnership with SoCalGas led to 860 one-on-one outreach opportunities to present SoCalGas' CAP information in 7 of the 15 coverage areas they serve: Desert Hot Springs, Indio, Mecca, North Palm Springs, Oasis, Palm Desert, and Palm Springs.

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

The organization has experienced significant changes to their CalFresh Outreach Program due to the current COVID-19 pandemic. Moving forward, the organization has received approval from the County of Orange to do CalFresh applications over the phone, however, they have not set any appointments to date. The team has seen a decrease in call volume to the Food Assistance Helpline, despite the ongoing pandemic. In August, 366 calls were received, with only 128 of those leaving voicemails for follow ups and assistance. The team has been providing callers with referrals for various types of assistance and encouraging them to apply for SoCalGas' CARE Program when team speaks directly to clients.

In the Eastern San Fernando Valley, SoCalGas has developed a collaborative effort with El Nido Family Source Centers. El Nido is regarded as a nonprofit leader in Los Angeles – an integral part of the fabric of the communities it serves – providing critical social services in the most disadvantaged and under-resourced neighborhoods of LA County. With more than 90 years of experience and with programs that serve ethnically diverse clients of all ages – from newborns to toddlers to teens and into adulthood – El Nido transforms the lives of tens of thousands of vulnerable individuals across Los Angeles each year. SoCalGas CAP information was distributed to over 710 El Nido Pacoima visitors in August. Staff distributed information regarding SoCalGas' Customer Assistance Programs to individuals that visited/received assistance at their site for the citywide Emergency Rental Assistance Subsidy Program, Temporary Rent Subsidy for

tenants in the City of Los Angeles who are unable to pay rent due to circumstances related to the COVID-19 Pandemic and also Monica Rodriguez CD 7 Emergency Funds.

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 organized 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 2020 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. For the month of August, due to the COVID-19 emergency, SCDC has changed its programing and

has provided one-on-one assistance to 924 customers over the phone and online, discussing the CARE Program.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In August, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 81 tenants via mail, along with tenant's rights information.

CARE Direct Mail Activity & Enrollments

During the month of August, SoCalGas sent 18,425 direct mail letters to new customers deemed likely to be eligible for the CARE Program. The letters encouraged customers to enroll online. SoCalGas mailed 25,000 letters directing customers who are not on CARE but who have a high probability of being qualified for CARE, to also enroll online.

To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail letters informing them to reapply

online. SoCalGas did not send direct mail letters to customers who failed to renew or needed to reapply since customers are not being removed from the program for the remainder of the COVID-19 emergency.

As of April 2019, SoCalGas no longer mails paper applications with direct mail letters. Rather, the letters direct customers to apply online and resulted in 1,710 online enrollments processed in August. These online enrollments are generated when a customer organically searches for and visits the CARE homepage.

CARE Bill Inserts

In August, CARE bill inserts were sent to 1,809,000 residential customers who are not already on CARE. Also, a CARE message was included on the outbound envelope of customers' gas bills. SoCalGas approved 160 bill insert applications from prior months in August.

Outreach by Field Employees

Although field visits other than those related to health or safety concerns have been temporarily suspended, field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, the CARE Outreach Team has distributed supplemental deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued

through the month of 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 mixed media campaign in the month of April. SoCalGas planned and budgeted \$950,000 for a large campaign to reach more newly eligible customers impacted by COVID-19 throughout the service territory. The campaign's objective was to inform customers experiencing financial hardship due to COVID-19 that they may now be eligible for CARE. The campaign ran until the end of July with digital, social, television and radio ads in multiple languages. Campaign results will be available in September.

Disability

SoCalGas continues to work with organizations in the disability community such as Fiesta Educativa, an organization that focuses on helping Latino families that have family members with special needs. This organization performs disability outreach and community events in Los Angeles, Riverside, San Bernardino, and Orange Counties. In the month of August, Fiesta Educativa has held virtual workshops through Zoom due to the COVID-19 emergency. 226 clients were introduced to Customer Assistance Programs through the Zoom workshops. The areas covered are Los Angeles, Arcadia, Whittier, Monterey Park, and San Gabriel.

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. Due to the COVID-19 emergency, Blind Support Services has changed its programming to provide one-on-one assistance through mail and phone calls. In August, Blind Support Services provided one-on-one touchpoints to 130 seniors and individuals with disabilities, providing them with information on SoCalGas' Customer Assistance Programs.

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

activities listed below, SCRS-IL has held one-on-one meetings via phone and provided SoCalGas CAP information to 92 clients. Due to the COVID-19 emergency, in person meetings have been cancelled. SCRS distributed 250 Backpacks and 300 PPE packages in total during the month of August. All packages included SoCalGas Customer Assistance Program information and utilized SoCalGas bags. Additional PPE packages will be distributed every Thursday due to an unprecedented need from the underserved communities throughout LA County.

Frank D Lanterman Regional Center is one of 21 regional centers in the state of California that together serve individuals with, or at risk for developmental disabilities and their families. Lanterman is a private, non-profit, that operates under contract with the State of California through the Departmental of Developmental Services. Lanterman offers lifelong services and supports for approximately 11,500 individuals with developmental disabilities. Lanterman Regional Center works together with client, families, services providers, and communities to provide quality services and supports that address an individual's unique strengths and needs. Lanterman's service area includes Hollywood-Wilshire, Central Los Angeles, Glendale, Burbank, La Cañada-Flintridge, La Crescenta and Pasadena. Lanterman holds training events for the following cultural groups throughout its service area: Korean, Filipino, Armenian and Hispanic. Most of the clients are at or below the national poverty level. Through the SoCalGas partnership, CAP information is provided to all individuals seeking

assistance through the Lanterman regional center. During the month of August, Lanterman Regional Center facilitated many online support and training meetings. Approximately 849 people were introduced to SoCalGas’ low income programs.

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
August 20 (SCRS-IL)	Benefits Presentation	Virtual	CBO staff conducted a virtual benefits presentation for accessible yoga consumers. SoCalGas CAP information was provided virtually to 25 attendees.
August 23 (Fiesta Educativa)	Personal Protective Equipment Distribution	Los Angeles	CBO staff in partnership with the State Developmental Disability Council distributed 550 essential packages that included Personal Protection Equipment (PPE) and information regarding SoCalGas’ Customer Assistance Programs.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of August, 4,745 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 1,692 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 68 customers enrolled through leveraging during the month of August.

California Lifeline

On April 14, 2020, SoCalGas received a request from the Energy Division (ED) to incorporate co-marketing of the California Lifeline program as part of increased CARE outreach marketing initiatives responding to COVID-19. Per directive from the ED, where feasible and appropriate, new CARE marketing and outreach materials promoted discounted phone services and referred SoCalGas customers to California Lifeline <https://www.californialifeline.com/en> and the pilot program <https://www.boostmobile.com/plans/cpuc-boost-mobile> that connected CARE participants with an active Lifeline promotion.

In August, SoCalGas continued to display the California Lifeline and pilot program web links provided by the ED to the top of its CARE webpage.

SoCalGas CARE outreach and marketing initiatives directs traffic from all media,

including social media and print campaigns to the CARE webpage, and is therefore an optimal placement of the California Lifeline information, allowing for broader awareness.

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

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of 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 Monthly**

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	August 2020												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ 18,099,837	\$ 18,099,837	N/A	\$ 622,590	\$ 622,590	N/A	\$ 2,377,008	\$ 2,377,008	N/A	13.13%	13.13%
9	Domestic Hot Water	N/A	\$ 20,189,371	\$ 20,189,371	N/A	\$ 975,054	\$ 975,054	N/A	\$ 6,675,258	\$ 6,675,258	N/A	33.06%	33.06%
10	Enclosure	N/A	\$ 33,990,377	\$ 33,990,377	N/A	\$ 1,901,725	\$ 1,901,725	N/A	\$ 11,237,665	\$ 11,237,665	N/A	33.06%	33.06%
11	HVAC	N/A	\$ 24,437,294	\$ 24,437,294	N/A	\$ 1,360,537	\$ 1,360,537	N/A	\$ 9,707,490	\$ 9,707,490	N/A	39.72%	39.72%
12	Maintenance	N/A	\$ 2,016,018	\$ 2,016,018	N/A	\$ 74,120	\$ 74,120	N/A	\$ 508,039	\$ 508,039	N/A	25.20%	25.20%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous ⁴	N/A	\$ -	\$ -	N/A	\$ (13,987)	\$ (13,987)	N/A	\$ 14,374,664	\$ 14,374,664	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 19,379,347	\$ 19,379,347	N/A	\$ 2,152,222	\$ 2,152,222	N/A	\$ 14,066,891	\$ 14,066,891	N/A	72.59%	72.59%
16	In Home Education	N/A	\$ 3,951,472	\$ 3,951,472	N/A	\$ 107,415	\$ 107,415	N/A	\$ 653,874	\$ 653,874	N/A	16.55%	16.55%
17	Pilot ²	N/A	\$ -	\$ -	N/A	\$ 35,400	\$ 35,400	N/A	\$ 77,875	\$ 77,875	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 122,063,716	\$ 122,063,716	N/A	\$ 7,215,076	\$ 7,215,076	N/A	\$ 59,678,763	\$ 59,678,763	N/A	48.89%	48.89%
19													
20	Training Center	N/A	\$ 945,010	\$ 945,010	N/A	\$ 53,831	\$ 53,831	N/A	\$ 588,914	\$ 588,914	N/A	62.32%	62.32%
21	Inspections	N/A	\$ 2,636,480	\$ 2,636,480	N/A	\$ 116,038	\$ 116,038	N/A	\$ 697,564	\$ 697,564	N/A	26.46%	26.46%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 112,954	\$ 112,954	N/A	\$ 1,018,717	\$ 1,018,717	N/A	70.26%	70.26%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies ³	N/A	\$ 115,625	\$ 115,625	N/A	\$ -	\$ -	N/A	\$ (592)	\$ (592)	N/A	-0.51%	-0.51%
25	Regulatory Compliance	N/A	\$ 358,217	\$ 358,217	N/A	\$ 30,865	\$ 30,865	N/A	\$ 259,852	\$ 259,852	N/A	72.54%	72.54%
26	General Administration	N/A	\$ 6,818,403	\$ 6,818,403	N/A	\$ 494,025	\$ 494,025	N/A	\$ 3,774,666	\$ 3,774,666	N/A	55.36%	55.36%
27	CPUC Energy Division ⁵	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 87,490	\$ 87,490	N/A	101.73%	101.73%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 134,473,450	\$ 134,473,450	N/A	\$ 8,022,790	\$ 8,022,790	N/A	\$ 66,105,374	\$ 66,105,374	N/A	49.16%	49.16%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 268,613	\$ 268,613	N/A	\$ 2,191,150	\$ 2,191,150			
32	NGAT Costs					\$ 90,673	\$ 90,673		\$ 560,936	\$ 560,936			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
36	² Pilot current year expenditures related to 2019 activity paid and posted in 2020, however total 2017-2020 cycle spend still within overall cycle budget.												
37	³ Studies YTD credit amount due to December 2019 accrual estimate higher than January 2020 actual amount posted.												
38	⁴ Total current and y-t-d expenses are related to contractor payment advance associated with COVID - 19.												
39	⁵ Total y-t-d CPUC oversight expense over authorized budget due to delayed billing related to 2019 activity, but still within overall 2017-2020 cycle budget.												
40	Note: In January 2020, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,987,394 for contractor costs related to all ESA Program measure categories associated to December 2019 activities. This amount will be incorporated in 2019 costs as reported in the SoCalGas' Annual Report filed May 2020. 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 2020**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,422,895	\$ 3,422,895	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 13,366,922	\$ 13,366,922	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 20,001,550	\$ 20,001,550	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 14,241,745	\$ 14,241,745	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,392,325	\$ 1,392,325	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 18,495,563	\$ 18,495,563	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,896,366	\$ 4,896,366	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Training Center	N/A	\$ 32,049	\$ 32,049	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,168,900	\$ 1,168,900	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 14,554	\$ 14,554	N/A	\$ 216,903	\$ 216,903	N/A	4.82%	4.82%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 70,147	\$ 70,147	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
TOTAL PROGRAM BUDGET/EXPENSES ¹	N/A	\$ 82,388,463	\$ 82,388,463	N/A	\$ 14,554	\$ 14,554	N/A	\$ 216,903	\$ 216,903	N/A	0.26%	0.26%

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

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

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

Energy Savings Assistance Program Common Area Measures - Table 2B
Southern California Gas Company
August 2020

ESA Program - Multifamily Common Area ¹							
ESA CAM Measures ^{2,3}	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ^{4,12} (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
Water Heater Replace	Each	5	-	-	TBD	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Lighting							
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ⁹	Home	-	-	-	-	\$ 17,356	72.8%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ 6,489	27.2%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures			-	-	-	\$ 23,845	100.0%

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

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 17,356	\$ 17,356
Direct Implementation (Non-Incentive)	\$ -	\$ 6,489	\$ 6,489
Direct Implementation	\$ -	\$ 193,058	\$ 193,058
TOTAL MF CAM COSTS	\$ -	\$ 216,903	\$ 216,903

<<Includes measures costs

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

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

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

⁴ All savings are calculated based on the following sources:

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

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

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

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

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

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

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

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

¹² NMEC calculations require 12 months prior and 12 months post implementation.

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

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

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

¹ All savings are calculated based on the following sources:

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

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

⁵ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

⁶ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

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

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

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

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

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

² Only complete if measure is canceled or discontinued

³ Defined as CEC California Building Climate Zones

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

	A	B
1	Energy Savings Assistance Program Tables 3A-B	
2	Southern California Gas Company	
3	August 2020	
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	318,310
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	2,126,165
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 5.67
13	Average Lifecycle Bill Savings / Treated Households	\$ 37.89
14		
15		
16	Table 3A-2, ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26	Table 3A-3, Summary - ESA Program/CSD Leveraging	
27	Annual kWh Savings	N/A
28	Annual Therm Savings	318,310
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	2,126,165
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 5.67
34	Average Lifecycle Bill Savings / Treated Household	\$ 37.89
35		
36		
37	Table 3B, ESA Program - Multifamily Common Area	
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	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	August 2020						
4	Table 4A-1, ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	18	12,348	12,366	34	185	219
8	Imperial	18,441	0	18,441	200	0	200
9	Kern	30,156	15,968	46,124	1,015	152	1,167
10	Kings	12,227	8	12,235	392	0	392
11	Los Angeles	2,850	998,655	1,001,505	364	30,014	30,378
12	Orange	11	231,301	231,312	0	5,859	5,859
13	Riverside	130,490	107,039	237,529	885	5,747	6,632
14	San Bernardino	999	159,955	160,954	110	8,346	8,456
15	San Luis Obispo	14,901	8,870	23,771	276	0	276
16	Santa Barbara	1,174	35,601	36,775	266	212	478
17	Tulare	46,280	11,535	57,815	1,139	532	1,671
18	Ventura	2,506	58,358	60,864	16	364	380
19	Total	260,053	1,639,638	1,899,691	4,697	51,411	56,108
20							
21							
22	Table 4B, ESA Program - CSD Leveraging						
23				Households Treated YTD			
24	County				Rural	Urban	Total
25	Fresno			0			0
26	Imperial			0			0
27	Kern			0			0
28	Kings			0			0
29	Los Angeles			0			0
30	Orange			0			0
31	Riverside			0			0
32	San Bernardino			0			0
33	San Luis Obispo			0			0
34	Santa Barbara			0			0
35	Tulare			0			0
36	Ventura			0			0
37	Total	0	0	0	0	0	0
38							
39							
40	Table 4C, ESA Program - Multi-Family Common Area						
41				Properties Treated YTD			
42	County				Rural	Urban	Total
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0			0
48	Orange			0			0
49	Riverside			0			0
50	San Bernardino			0			0
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	Total	0	0	0	0	0	0
56							
57	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
58	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4A-2 - Homes Unwilling / Unable to Participate
Southern California Gas Company
August 2020**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	749	49	0	1	16	0	1
Imperial	7	7	0	12	0	1	6
Kern	42	56	0	2	9	0	0
Kings	132	93	0	4	1	1	0
Los Angeles	36,371	1,286	16	215	380	89	121
Orange	18,028	123	1	18	649	132	658
Riverside	13,200	192	1	19	194	35	74
San Bernardino	11,068	157	1	59	299	24	32
San Luis Obispo	2	4	0	0	4	0	0
Santa Barbara	4	25	0	0	3	0	0
Tulare	2,349	418	1	177	57	7	9
Ventura	19	80	0	0	15	4	1
Total¹	81,971	2,490	20	507	1,627	293	902

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	August 2020																
4	Table 5A, ESA Program																
5		Gas & Electric				Gas Only ¹				Electric Only				Total			
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	13,616	85,799	-	-	-	-	-	-	13,616	85,799	-	-
10	March	-	-	-	-	9,405	57,571	-	-	-	-	-	-	9,405	57,571	-	-
11	April	-	-	-	-	13,506	62,907	-	-	-	-	-	-	13,506	62,907	-	-
12	May	-	-	-	-	2,696	9,436	-	-	-	-	-	-	2,696	9,436	-	-
13	June	-	-	-	-	1,274	4,333	-	-	-	-	-	-	1,274	4,333	-	-
14	July	-	-	-	-	7,530	39,502	-	-	-	-	-	-	7,530	39,502	-	-
15	August	-	-	-	-	8,081	58,762	-	-	-	-	-	-	8,081	58,762	-	-
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	56,108	318,310	-	-	-	-	-	-	56,108	318,310	-	-
21																	
22	¹ As of September 2019, all savings are calculated based on the following source:																
23	DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.																
24	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
26																	
27	Table 5B, ESA Program - CSD Leveraging																
28		Gas & Electric				Gas Only				Electric Only				Total			
31		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
32	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
33	January																
34	February																
35	March																
36	April																
37	May																
38	June																
39	July																
40	August																
41	September																
42	October																
43	November																
44	December																
45	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46																	
47																	
48	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
50																	
51	Table 5C, ESA Program - Multi-Family Common Area																
52		Gas & Electric				Gas Only				Electric Only				Total			
53		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
54	Month		Therm	kWh	kW		Therm ¹	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
55	January																
56	February																
57	March																
58	April																
59	May																
60	June																
61	July																
62	August																
63	September																
64	October																
65	November																
66	December																
67	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68																	
69	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
70	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
71	¹ - Savings calculated via deemed savings; NMEC methodology continues to be reviewed and evaluated with the Energy Division																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	August 2020												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 35,400	\$ 35,400	N/A	\$ 233,497	\$ 233,497	N/A	23.35%	23.35%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 35,400	\$ 35,400	N/A	\$ 233,497	\$ 233,497	N/A	23.35%	23.35%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment ^{2,3}	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 246,582	\$ 246,582	N/A	197.27%	197.27%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ 26,908	\$ 26,908	N/A	13.45%	13.45%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ 450,537	\$ 450,537	N/A	90.11%	90.11%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing from Lead IOU for cost related to 2016.												
20	⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
August 2020**

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

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	122

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
10,440	8,600	61

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

**Energy Savings Assistance Program Table 8 - Contractor Advanced Funding and Repayment
Southern California Gas Company
August 2020**

Contractor Advanced Funding and Repayment								
B-C				E x F			(B)-(cumulative H + cumulative I)	
Total Advanced Amount	Total Advance PPRS Credit Eligible [1]	Total Advance Not Eligible for PPRS Credit	Percentage for PPRS Credit Calculation [2]	Total Contractor Invoices Each Month [3]	Total PPRS Credit Earned Each Month [4]	PPRS Credits Applied Each Month [5]	Non PPRS Payments Applied Each Month [6]	Total Advances Outstanding
Aug-20				\$ 4,457,143.11	\$ 1,782,857.24	\$ -	\$ 1,024,292.78	\$ 13,367,731.84
Sep-20								\$ 13,367,731.84
Oct-20								\$ 13,367,731.84
Nov-20								\$ 13,367,731.84
Dec-20								\$ 13,367,731.84
Jan-21								\$ 13,367,731.84
Feb-21								\$ 13,367,731.84
Mar-21								\$ 13,367,731.84
Apr-21	\$ 14,392,024.62	\$ 5,363,051.67	\$ 9,028,972.95	40%				\$ 13,367,731.84
May-21								\$ 13,367,731.84
Jun-21								\$ 13,367,731.84
Jul-21								\$ 13,367,731.84
Aug-21								\$ 13,367,731.84
Sep-21								\$ 13,367,731.84
Oct-21								\$ 13,367,731.84
Nov-21								\$ 13,367,731.84
Dec-21								\$ 13,367,731.84
Total				\$ 4,457,143.11	\$ 1,782,857.24	\$ -	\$ 1,024,292.78	

IOUs - Do not delete footnotes 1-6 below.

[1] Contractor labor and labor-related costs. Post-Pandemic Return to Service (PPRS) credit **eligible**.

[2] 40% for PPRS credit calculation from Joint Tier 2 Advice Letter 5654-G filed on June 29, 2020

[3] For work performed during PPRS credit-earning period July 15, 2020 through January 14, 2021, for contractors receiving advances. (Dates will vary by IOU based on start of PPRS credit earnings period.)

[4] Based on total monthly contractor invoices, up to maximum allowable for each contractor.

[5] Credits may be applied at a later date than earned depending on the contractor repayment schedule. This value should not exceed column **G**.

[6] Includes repayments processed for which PPRS credits were not applied.

Note: This table created pursuant to section 1.2.3 in Commission Resolution E-5074. This report covers the period from the issuance of advances until the last day of the month reported. Any required corrections/adjustments are reported herein and supersede results reported in prior months.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	August 2020												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 339,413	\$ 339,413	N/A	\$ 2,168,252	\$ 2,168,252	N/A	54.14%	54.14%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 111,037	\$ 111,037	N/A	\$ 973,429	\$ 973,429	N/A	32.81%	32.81%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 7,996	\$ 7,996	N/A	\$ 64,566	\$ 64,566	N/A	41.70%	41.70%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 53,874	\$ 53,874	N/A	\$ 437,921	\$ 437,921	N/A	42.20%	42.20%
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	\$ 212,891	\$ 212,891	N/A	48.66%	48.66%
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	\$ 27,170	\$ 27,170	N/A	\$ 261,395	\$ 261,395	N/A	54.93%	54.93%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 106,789	\$ 106,789	N/A	\$ 541,680	\$ 541,680	N/A	56.80%	56.80%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 58,326	\$ 58,326	N/A	97.21%	97.21%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 646,279	\$ 646,279	N/A	\$ 4,718,461	\$ 4,718,461	N/A	46.76%	46.76%
20													
21	CARE Rate Discount	N/A	\$ 135,012,254	\$ 135,012,254	N/A	\$ 7,636,843	\$ 7,636,843	N/A	\$ 99,354,932	\$ 99,354,932	N/A	73.59%	73.59%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 145,103,376	\$ 145,103,376	N/A	\$ 8,283,122	\$ 8,283,122	N/A	\$ 104,073,393	\$ 104,073,393	N/A	71.72%	71.72%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 776,944	\$ 776,944	N/A	\$ 11,125,924	\$ 11,125,924			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 776,944	\$ 776,944	N/A	\$ 11,125,924	\$ 11,125,924			
31													
32	Indirect Costs				N/A	\$ 128,626	\$ 128,626	N/A	\$ 1,056,008	\$ 1,056,008			
33													
34	¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Southern California Gas Company
August 2020**

	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																										
2																										
3																										
4																										
5	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	2019	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation													Combined (F+G+H+I)				
8	January	2,214	1,524	80	3,818	5,635	5,465	10,500	0	21,600	25,418	4,786	12,476	18,833	36,095	14,204	65	200	11,889	26,358	61,513	-940	1,608,798	1,671,785	96.23%	
9	February	2,155	1,933	87	4,175	7,786	6,111	10,201	0	24,098	28,273	4,811	13,645	19,247	37,703	13,520	80	238	12,225	26,063	65,976	2,210	1,611,008	1,671,785	96.36%	
10	March	1,946	2,017	157	4,120	7,268	9,472	11,790	0	28,530	32,650	8,284	18,001	28,128	54,413	10,683	165	305	11,895	23,048	87,063	9,602	1,620,610	1,671,785	96.94%	
11	April	2,751	1,719	188	4,658	13,065	10,363	9,940	0	33,368	38,026	9,978	17,034	0	27,012	2,325	108	562	9,907	12,902	65,038	25,124	1,645,734	1,674,331	98.29%	
12	May	5,895	1,722	92	7,709	13,520	5,045	8,219	0	26,784	34,493	1,936	10,792	0	12,728	0	104	280	9,469	9,853	47,221	24,640	1,670,374	1,674,331	99.76%	
13	June	5,388	1,460	56	6,904	8,284	3,115	9,106	2	20,507	27,411	585	7,594	0	8,179	0	32	90	11,759	11,881	35,590	15,530	1,685,904	1,674,331	100.69%	
14	July	4,268	1,667	22	5,957	5,810	2,884	9,964	4	18,662	24,619	290	13,533	0	13,823	0	12	41	13,490	13,543	38,442	11,076	1,699,741	1,675,718	101.43%	
15	August	4,745	1,692	68	6,505	5,566	2,853	10,424	0	18,843	25,348	212	11,345	0	11,557	0	4	24	13,853	13,881	36,905	11,467	1,713,163	1,675,718	102.23%	
16	September																									
17	October																									
18	November																									
19	December																									
20	YTD Total	29,362	13,734	750	43,846	66,934	45,308	80,144	6	192,392	236,238	30,882	104,420	66,208	201,510	40,732	570	1,740	94,487	137,529	437,748	98,709	1,713,163	1,675,718	102.23%	

21

22 ¹ Enrollments via data sharing between the IOUs.

23 ² Enrollments via data sharing between departments and/or programs within the utility.

24 ³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.

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

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	August 2020								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
6	January	1,608,798	4,848	0.30%	12	346	358	7.38%	0.02%
7	February	1,611,008	5,081	0.32%	13	272	285	5.61%	0.02%
8	March	1,620,610	4,830	0.30%	10	213	223	4.62%	0.01%
9	April	1,645,734	687	0.04%	2	1	3	0.44%	0.00%
10	May	1,670,374	334	0.02%	0	0	0	0.00%	0.00%
11	June	1,685,904	174	0.01%	0	1	1	0.57%	0.00%
12	July	1,699,741	136	0.01%	0	0	0	0.00%	0.00%
13	August	1,713,163	80	0.00%	0	0	0	0.00%	0.00%
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,713,163	16,170	0.94%	37	833	870	5.38%	0.05%

19

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

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

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

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

24

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

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

42

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

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

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

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	August 2020						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	2,780,803	317,331	239,907	53,125	13,921	10,378
7	Percentage		100.00%	75.60%	16.74%	4.39%	3.27%
8							
9	¹ Includes sub-metered customers.						
10	² An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
11	³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County Southern California Gas Company August 2020									
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	11,998	19	12,016	11,385	21	11,406	94.89%	112.75%	94.92%
8	Imperial	0	16,896	16,896	0	15,918	15,918	N/A	94.21%	94.21%
9	Kern	15,062	29,308	44,371	13,523	30,466	43,989	89.78%	103.95%	99.14%
10	Kings	8	12,117	12,125	12	15,587	15,599	145.31%	128.64%	128.65%
11	Los Angeles	851,388	2,835	854,223	872,686	1,457	874,143	102.50%	51.40%	102.33%
12	Orange	192,515	11	192,526	172,873	21	172,894	89.80%	195.70%	89.80%
13	Riverside	101,567	124,305	225,872	101,731	128,854	230,585	100.16%	103.66%	102.09%
14	San Bernardino	148,156	991	149,147	185,702	888	186,590	125.34%	89.62%	125.10%
15	San Luis Obispo	7,715	14,357	22,072	3,607	11,330	14,937	46.75%	78.91%	67.67%
16	Santa Barbara	31,920	1,114	33,034	29,532	653	30,185	92.52%	58.63%	91.38%
17	Tulare	11,403	45,411	56,814	12,633	50,961	63,594	110.79%	112.22%	111.93%
18	Ventura	54,417	2,206	56,623	51,575	1,748	53,323	94.78%	79.23%	94.17%
19	Total	1,426,149	249,569	1,675,718	1,455,259	257,904	1,713,163	102.04%	103.34%	102.23%
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results Southern California Gas Company August 2020							
2								
3								
4								
5	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,608,798	21,210	1.32%	15,119	645	71.28%	0.04%
7	February	1,611,008	24,571	1.53%	14,969	660	60.92%	0.04%
8	March	1,620,610	34,595	2.13%	19,355	933	55.95%	0.06%
9	April	1,645,734	267	0.02%	207	7	77.53%	0.00%
10	May	1,670,374	250	0.01%	164	10	65.60%	0.00%
11	June	1,685,904	262	0.02%	173	7	66.03%	0.00%
12	July	1,699,741	267	0.02%	151	10	56.55%	0.00%
13	August	1,713,163	220	0.01%	42	2	19.09%	0.00%
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,713,163	81,642	4.77%	50,180	2,274	61.46%	0.13%
19								
20	¹ Excludes count of customers recertified through the probability model.							
21	² Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
22	³ Includes customers who did not respond or who requested to be de-enrolled.							
23	⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

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

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	August 2020								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,608,798	N/A	1,608,798	1,671,785	96.23%	-0.06%	5,636,985
7	February	N/A	1,611,008	N/A	1,611,008	1,671,785	96.36%	0.14%	5,639,639
8	March	N/A	1,620,610	N/A	1,620,610	1,671,785	96.94%	0.60%	5,642,789
9	April	N/A	1,645,734	N/A	1,645,734	1,674,331	98.29%	1.55%	5,645,179
10	May	N/A	1,670,374	N/A	1,670,374	1,674,331	99.76%	1.50%	5,647,079
11	June	N/A	1,685,904	N/A	1,685,904	1,674,331	100.69%	0.93%	5,648,752
12	July	N/A	1,699,741	N/A	1,699,741	1,675,718	101.43%	0.82%	5,649,640
13	August	N/A	1,713,163	N/A	1,713,163	1,675,718	102.23%	0.79%	5,651,070
14	September								
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,713,163	N/A	1,713,163	1,675,718	102.23%	6.26%	5,651,070
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	August 2020				
4					
5	2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2020	% of 2020 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 212,891	48.66%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 212,891	48.66%
11					
12	¹ Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

CARE Table 10

**CHANGES: Monthly summary of ratepayers provided education, needs assistance
and dispute resolution services¹
Southern California Gas Company
Reporting Period: July 2020**

No. of attendees at Consumer Education sessions

23

SCG -- Disputes Resolved	
CARE Enrollment Issue	1
TOTAL	1

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

SCG -- Disputes Resolved by Language	
Spanish	1
TOTAL	1

SCG - Needs Assistance	
Assisted with Changes to Account	1
CARE Enrollment	1
CARE Recertification/Audit	1
Gas Assistance Fund	7
HEAP/LIHEAP	14
Payment Extension	4
TOTAL	28

SCG - Needs Assistance by Language	
Armenian	12
English	3
Farsi	1
Korean	4
Spanish	8
TOTAL	28

¹ Information provided by CHANGES contractor.

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

CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹
Southern California Gas Company

May 1 - 31, 2020³

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Vietnamese	Avoiding Disconnection	6	N/A	6	CHANGES Ed Handout
		Total	6		6	
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	6	N/A	6	CHANGES Ed Handout
		Total	6		6	
N/A		Electric and Natural Gas Safety	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A	Vietnamese	Energy Conservation	6	N/A	6	CHANGES Ed Handout
		Total	6		6	
N/A		Gas Aggregation	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A	Mandarin	High Energy Use	27	N/A	27	CHANGES Ed Handout
N/A	Spanish	High Energy Use	6	N/A	6	CHANGES Ed Handout
		Total	33		33	
N/A		Level Pay Plan	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A	Vietnamese	Understanding Your Bill	6	N/A	6	CHANGES Ed Handout
		Total	6		6	
		Monthly Total	57		57	

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

² Contractor states all sessions at least 30 minutes.

³ Beginning July 2020, totals will be reported on a quarterly basis. The next CHANGES report will be for Q1 covering June - August 2020 and will be reported in October.

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