

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

Application of Southern California Edison Company (U 388E) for Approval of its Energy Savings Assistance and California Alternative Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007 (Filed November 18, 2014)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2015-2017.	Application 14-11-009 (Filed November 18, 2014)
Application of Pacific Gas and Electric Company for Approval of the 2015-2017 Energy Savings Assistance and California Alternative Rates for Energy Programs and Budget (U 39 M).	Application 14-11-010 (Filed November 18, 2014)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2015-2017.	Application 14-11-011 (Filed November 18, 2014)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2014**

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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 Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary through December 2014			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$132,417,191	\$94,307,123	71.22%
Homes Treated	136,836	82,928	60.60%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 ***	2,814,342	115.96%

* Program Phase I decision 12-08-044 was issued August 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014; table reflects updated budgets and goals.

** Reflects authorized levels; does not reflect fund shift transactions.

*** Value shown represents the estimated energy savings for Program Year 2014 associated with the requested funding in Application (A.) 11-05-018. Funding was increased pursuant to D.11-08-044, which did not contain an associated upward energy savings estimate.

In December, SoCalGas processed and paid contractor invoices for 5,203 treated homes. This brings the year-to-date treated enrollment count to 82,928 homes, or approximately 61% of the 2014 annual treated goal of 136,836. Additionally, in December, SoCalGas paid for the weatherization of 5,612 homes, 711 furnace repairs and replacements, 124 water heater repairs and replacements, and 866 High Efficiency Clothes Washers.

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

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

Ethnic and Mass Media Campaign

No Ethnic and Mass Media Campaign was deployed in the month of December.

E- Newsletter

No E-Newsletter was deployed in the month of December.

Energy Savings Assistance Program - Bill inserts/onserts

No bill inserts/onserts was deployed in the month of December.

Energy Savings Assistance Program - Direct Mailings

In the month of December, there were 23,976 direct mail pieces sent to potentially eligible ESA Program customers.

Energy Savings Assistance Program - Outbound Dialing

No outbound dialing was performed in the month of December.

Energy Savings Assistance Program - Web Activities

SoCalGas included website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. In December, through its online ESA Program lead form, SoCalGas generated 137 online leads.

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

December 7 – CicLAvia, South Los Angeles

The city of Los Angeles closes several miles of its city streets on certain Sundays during the year to provide relief from the city's congestion and to alleviate pollution of its city streets. CicLAvia makes the streets safe for people to walk, skate, play, and ride a bike by creating a temporary park for free, simply by removing cars from city streets. On December 7, CicLAvia closed city streets in south Los Angeles. The route included low-income neighborhoods; therefore SoCalGas used the CicLAvia event as an opportunity for extending grassroots awareness of its Customer Assistance Programs. SoCalGas staffed a booth with bilingual speakers who spoke to cyclists on low-income programs and distributed approximately 2,000 flyers on Customer Assistance Programs.

December 12 – Westside Center for Independent Living, West Los Angeles

SoCalGas sponsored an end-of-year event in collaboration with the Westside Center for Independent Living (WCIL), an organization that is dedicated to assisting low income persons with disabilities and seniors who are trying to live on their own. Approximately 200 people attended this event. Bilingual representatives from SoCalGas distributed materials and answered questions on Customer Assistance Programs. SoCalGas also reminded customers who are already on the CARE Program to be aware of the need to recertify eligibility when requested. Further events with WCIL are being discussed for 2015.

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?

As directed by D.12-08-044, SoCalGas worked closely with the California Department of Community Services & Development (CSD) on the deployment of leveraging pilots. SoCalGas has supported the solar water heating pilot by marketing to customers previously treated by the ESA Program and directing them to CSD. This pilot came to a close in December.

During December, SoCalGas maintained its water measure leveraging agreements with three investor owned water utilities, each co-funding High Efficiency (HE) Washers. SoCalGas' three water IOU agreements are with Park Water Company,¹ San Gabriel Valley Water Company,² and Fontana Water Company.³ SoCalGas also has leveraging agreements with two water districts.

¹ Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

² 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.

³ Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

The agreement with the Eastern Municipal Water District (EMWD)⁴ is to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers. The leveraging agreement with Irvine Ranch Water District⁵ is to co-fund HE Washers installed at joint customer households. SoCalGas has billed over \$381,000 in 2014 related to co-funding activities associated with these water leveraging agreements.

1.4. Workforce Education & Training

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

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

SoCalGas Skill-Level Test Results					
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total
Attended Testing	78	115	96	56	345
Passed Test	68	100	84	46	298
Pass Rate	87%	87%	88%	82%	86%

⁴ Cities in the EMWD service include Hemet, Menifee, Moreno Valley, Murrieta, Perris, San Jacinto, and Temecula.

⁵ The Irvine Ranch Water District is an independent special district serving Central Orange County, California.

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class that reviews the requirements for enrollment, assessment and in-home education.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter***	Total
Attended Class	73	87	73	33	266
Tested	69	86	71	33	259
Passed Class	63	81	63	21	228
Badged	34	57	32**	9	139
Census Attendees	0	0	0	0	0
Retention Rate*	91%	94%	89%	64%	88%
*Retention Rate is Passed/Tested					
** Reflects updated badged students value associated with 3Q, 2014.					
***There was no 5-day E&A class in December.					

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 139. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2014.

Class Type	1st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter		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
Initial	6	24	8	25	3	22	10	37	27	108
Refreshers	1	1	3	9	1	10	3	12	8	32
NGAT 5-Day	4	13	5	18	1	3	4	23	14	57
Grand Total	11	38	16	52	5	35	17	72	49	197

2. CARE EXECUTIVE SUMMARY

2.1. CARE Program Summary - December

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach (1)(4)	\$3,750,223	\$4,357,259	116.19%
Proc., Certification and Verification	\$8,232,248	\$1,367,140	16.61%
Information Tech./Programming	\$2,937,450	\$897,354	30.55%
Pilots (1)	\$180,000	\$75,000	41.67%
Measurement and Evaluation (3)	\$18,659	\$63,254	339.00%
Regulatory Compliance (2)(5)	\$242,507	\$367,741	151.64%
General Administration	\$943,426	\$808,918	85.74%
CPUC Energy Division Staff	\$60,000	\$17,512	29.19%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,364,513	\$7,954,178	48.61%
Subsidies and Benefits	\$131,142,177	\$109,488,808	83.49%
Total Program Costs and Discounts	\$147,506,690	\$117,442,986	79.62%

* D. 12-08-044 was issued on Aug. 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014. Values are reflected in this table and may not sum to totals due to rounding.

(1) Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is based on SoCalGas 25% share of up to \$60,000/month as authorized in D.12-12-011, OP 1 & 2.

(2) In August the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from (\$242,507). This increase is to fund necessary labor expense consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.

(3) In November 2014, SCG increased PY 2014 M&E category budget by \$44,595 to fund M&E activities. The shift was funded from the unspent 2012 & 2013 available balance of \$55,789 reflected in the revised authorized budget D.14-08-030. The new PY 2014 budget for M&E is \$63,254.

(4) In November 2014, SCG increased PY 2014 Outreach category budget by \$880,000 to fund Outreach activities. The shift was funded from the unspent 2012 available balance of \$880,337 reflected in the revised authorized budget D.14-08-030. The new PY 2014 budget for Outreach is \$4,630,223.

(5) In December 2014, the Regulatory Compliance category budget has been increased by \$5,234 to \$367,741 from \$362,507. This increase is to fund necessary labor expense.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,568,011	1,898,302	82.6%

2.2. Outreach

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

CARE Telephone Enrollments and Recertification

As reported in previous months, SoCalGas is concerned with customers who fail to recertify for the CARE Program; therefore, during the summer SoCalGas began an experimental campaign to encourage such customers to re-apply for the CARE Program. Based on the preliminary results, SoCalGas has decided to continue with these letters. SoCalGas did not launch a campaign in the month of December; this campaign will resume in January 2015. Nevertheless, during December, there were 3,506 customers who had previously failed to renew their CARE eligibility and who responded to a direct mail application from the letters that had been mailed out in previous months.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all communications. Because of the increasing number of customers with an email address on file, SoCalGas uses email communication where appropriate.

During December, SoCalGas launched an email to 113,000 existing customers that have a probability of being eligible for the CARE Program. This email campaign complemented/reinforced the 200,000 customer direct mail campaign referenced below. SoCalGas expects enrollments from this campaign to be reported in future months.

During December, SoCalGas received 5,167 online applications from customers. The online activity resulted in 1,899 enrollments and 1,864 recertifications of eligibility.

CARE Third-Party Enrollments & Outreach

SoCalGas employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 2,636 applications in December; 2,154 customers were subsequently approved for enrollment into the CARE Program. The number of applications and enrollments experienced in November and December is lower than previous months, but the canvassers will soon be receiving a fresh supply of leads, which is expected to improve results. Year-to-date, approximately 37,700 customers have enrolled in the CARE Program through door-to-door canvassing.

A major focus of SoCalGas outreach is to use grassroots tactics to expand and reinforce awareness of the CARE Program (and the importance of recertifying for the program). Community-Based Organizations and Faith-Based Organizations comprise a key component of the grassroots tactics.

211 LA County is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directs needy customers to the CARE Program. As part of its reporting, 211 LA County provides a zip code breakdown of where the calls originated, which assists in ongoing marketing. During December, approximately 1,050 CARE calls were referred by 211 LA County. The organization also distributes CARE applications at events that they attend, such as veteran events, health fairs, candidate forums, and resource fairs. 211 LA County attended 4 events during December and promoted Customer Assistance Programs.

To assist with grassroots outreach in Los Angeles, specifically the Pico Union and Westlake Communities, SoCalGas continues to work with Centro Latino for Literacy to create awareness of the CARE Program. This organization works with adults in Los Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that specifically teaches literacy skills to adults. SoCalGas is providing collateral and is being allowed to show an online ad that precedes the computer-based learning of the students.

CARE Outreach also works with LIFT LA/Magnolia, which is in the Pico Union community. Counselors receive regular briefings and materials from SoCalGas. The counselors provide one-on-one counseling to low-income families.

To assist with outreach to low-income seniors who are house-bound in central Los Angeles, SoCalGas works with St. Vincent Meals on Wheels (SVMOW). Every month, St Vincent distributes CARE material and/or CARE giveaways to approximately 3,000 seniors who receive home-delivered meals.

SoCalGas continues to work with Los Angeles Opportunities Industrialization Centers (in conjunction with the Los Angeles Public Libraries) to inform students

and families in low-income areas about the CARE Program. CARE Outreach sponsors library workshops that are in low-income neighborhoods. For example, during December, SoCalGas sponsored library workshops in Pico Union, Watts, and south Los Angeles. The south Los Angeles branch was chosen to complement the sponsorship of the south Los Angeles CicLAVia event, which is referenced in Section 1.2.2.

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

In Orange County, SoCalGas is working with Catholic Charities of Orange County, which continues to host CalFresh workshops where SoCalGas distributes materials on its low-income programs. Also in Orange County, the Delhi Center in Santa Ana is working with SoCalGas to provide information on low-income programs to the community. Several times a year, CARE Outreach works with the Delhi Center to host an event that informs the community of SoCalGas programs. The attendees at these events are usually mono-lingual Spanish audiences.

During the summer, SoCalGas began working with the Santa Barbara Foodbank to extend awareness of the CARE Program. The Santa Barbara Foodbank discusses CARE in conjunction with its CalFresh Outreach. Also in Santa Barbara County, SoCalGas has recently been working with Unity Shoppe, a Community-Based Organization that is a non-profit, public benefit corporation that encourages self-sufficiency and independence by providing education and the necessities of life to families, children, seniors, and persons with disabilities. In the city of Santa Barbara itself, Unity Shoppe serves approximately 17,000 low-income customers per year.

CARE Direct Mail Activity and Enrollments

During December, SoCalGas launched two separate direct mail campaigns. SoCalGas mailed out approximately 20,000 direct mail applications to new customers with a probability of being eligible. In addition, SoCalGas mailed out an additional 200,000 direct mail applications to current customers with a probability of being eligible. SoCalGas also received approximately 16,800 applications during December as a result of applications mailed in prior months, with approximately 12,700 customers subsequently enrolled in the CARE Program. Year to date, 93,800 direct mail applications have been returned and 61,700 customers have been enrolled in the CARE Program.

CARE Bill Inserts

CARE Outreach did not send out any bill inserts in the month of December. To recap the 2014 efforts, SoCalGas mailed out a bill insert to approximately 3 million residential customers not enrolled in the CARE Program in April. SoCalGas mailed out a similar bill insert in June, but the June insert publicized the updated eligibility guidelines. In addition, SoCalGas mailed an annual bill insert in September to approximately 300,000 Non-Profit Group Living facilities (for example, Migrant Farmworker Housing Centers (MFHC), qualified hospices, shelters, and transitional housing facilities). Year-to-date, approximately 8,300 customers have returned bill insert applications, and 5,200 customers were subsequently enrolled in the CARE Program.

Outreach by Field Employees

Field service employees distributed Customer Assistance Programs (CAP) flyers to customers when entering customer premises. Throughout the year CARE Outreach sends out supplemental deliveries to individual bases on an as-requested basis.

CARE Mass Media Campaign

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day.

SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*). These ads are ongoing.

Disability Outreach

SoCalGas has been working with WCIL to promote awareness of low-income programs to customers in the community, such as individuals who have disabilities and are trying to live on their own. The organization discusses low-income programs as part of its case worker relationship with its community. The organization and case managers maintain an inventory of CARE Program information to distribute them to its clients. SoCalGas sponsored a year-end event at WCIL and information on this event is provided in Section 1.2.2.

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

To ensure new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison and San Diego Gas & Electric. During the month of December, 4,559 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. Intra-utility efforts in December generated 1,618 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information

is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their “pre-enrollment verification“ is used by SoCalGas to meet CARE’s PEV requirements. As a result of leveraging activities during December, 101 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

2.3. CARE Recertification Complaints.

There was no recertification complaints in the month of December.

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

ESA Program - Table 1- Program Expenses

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

ESA Program - Table 3- Average Bill Savings per Treated Home

ESA Program - Table 4a- Homes Treated

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

ESA Program - Table 5- Program Customer Summary

ESA Program - Table 6- Expenditures for Pilots and Studies

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 the CHANGES Pilot

CARE - Table 10- CHANGES Individual Customer Assistance

CARE - Table 11- CHANGES Group Customer Assistance

	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	December 2014												
4		Authorized Budget ¹			Current Month Expenses ⁷			Year to Date Expenses ⁷			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances ^{2,3}	N/A	\$ 17,785,151	\$ 17,785,151	N/A	\$ 2,565,142	\$ 2,565,142	N/A	\$ 19,410,400	\$ 19,410,400	N/A	109.14%	109.14%
8	Domestic Hot Water	N/A	\$ 16,843,374	\$ 16,843,374	N/A	\$ 2,175,258	\$ 2,175,258	N/A	\$ 12,053,845	\$ 12,053,845	N/A	71.56%	71.56%
9	Enclosure	N/A	\$ 41,983,756	\$ 41,983,756	N/A	\$ 4,170,006	\$ 4,170,006	N/A	\$ 26,101,941	\$ 26,101,941	N/A	62.17%	62.17%
10	HVAC	N/A	\$ 19,210,885	\$ 19,210,885	N/A	\$ 2,316,126	\$ 2,316,126	N/A	\$ 11,868,151	\$ 11,868,151	N/A	61.78%	61.78%
11	Maintenance	N/A	\$ 2,128,846	\$ 2,128,846	N/A	\$ 409,069	\$ 409,069	N/A	\$ 1,628,296	\$ 1,628,296	N/A	76.49%	76.49%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Customer Enrollment ⁴	N/A	\$ 20,834,354	\$ 20,834,354	N/A	\$ 2,161,911	\$ 2,161,911	N/A	\$ 14,021,165	\$ 14,021,165	N/A	67.30%	67.30%
15	In Home Education	N/A	\$ 2,531,192	\$ 2,531,192	N/A	\$ 217,937	\$ 217,937	N/A	\$ 1,243,868	\$ 1,243,868	N/A	49.14%	49.14%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	Energy Efficiency TOTAL	N/A	\$ 121,317,558	\$ 121,317,558	N/A	\$ 14,015,449	\$ 14,015,449	N/A	\$ 86,327,667	\$ 86,327,667	N/A	71.16%	71.16%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 18,553	\$ 18,553	N/A	\$ 331,476	\$ 331,476	N/A	48.67%	48.67%
20	Inspections	N/A	\$ 3,361,051	\$ 3,361,051	N/A	\$ 249,106	\$ 249,106	N/A	\$ 1,791,877	\$ 1,791,877	N/A	53.31%	53.31%
21	Marketing and Outreach ⁵	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 111,871	\$ 111,871	N/A	\$ 1,187,445	\$ 1,187,445	N/A	99.08%	99.08%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
23	Measurement and Evaluation Studies ⁶	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ (1,885)	\$ (1,885)	N/A	-2.06%	-2.06%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 19,075	\$ 19,075	N/A	\$ 248,650	\$ 248,650	N/A	84.19%	84.19%
25	General Administration	N/A	\$ 5,286,041	\$ 5,286,041	N/A	\$ 530,356	\$ 530,356	N/A	\$ 4,414,389	\$ 4,414,389	N/A	83.51%	83.51%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 1,041	\$ 1,041	N/A	\$ 7,504	\$ 7,504	N/A	8.73%	8.73%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 132,417,191	\$ 132,417,191	N/A	\$ 14,945,451	\$ 14,945,451	N/A	\$ 94,307,123	\$ 94,307,123	N/A	71.22%	71.22%
29	Funded Outside of ESA Program Budget												
30	Indirect Costs				N/A	\$ 249,825	\$ 249,825	N/A	\$ 3,025,630	\$ 3,025,630			
31	NGAT Costs					\$ 334,094	\$ 334,094		\$ 2,108,053	\$ 2,108,053			
32													
33													
34	¹ Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts and does not include funds shifted from previous years and/or prior program cycles, and includes \$1,046,575 in the Appliance category related to Phase II authorized Carry Back Funding line item amount allocated as such.												
35	² YTD expenditures in Appliance category includes a credit adjustment of (\$4,800) related to Park Water Co. rebates that were inadvertently excluded from the January 2014 numbers as part of contract costs.												
36	³ In April 2014, SCG increased PY 2014 Appliance category budget by \$10,000,000 to fund contract value increases for vendors providing Appliance services. The shift was funded from the unspent 2012 balance of \$34,288,722 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Appliances is \$26,738,575. This increases the total EE budget from \$120,270,983 to \$130,270,983 and the total ESA Program budget from \$132,417,190 to \$142,417,190.												
37	⁴ YTD expenditures in Customer Enrollment category includes an add back adjustment of \$15,674.22 that was inadvertently excluded from the January 2014 report as part of contract cost.												
38	⁵ YTD expenditures for Marketing and Outreach category includes a credit adjustment of (\$74,874.20) for an accounting reversal related to a December 2013 accrual which was inadvertently excluded from the January 2014 report.												
39	⁶ YTD costs includes an M&E re-accrual reversal balance of (\$1,884.93) due to M&E over-accrual in 2013 where actual payments were less than accrual estimate.												
40	⁷ Current month and YTD expenditures include a quarterly accrual of \$9,362,664.84 in the following reporting categories: Appliances \$1,923,613.00, Domestic Hot Water \$1,389,808.03, Enclosure \$2,726,136.06 HVAC \$1,347,633.51, Maintenance \$309,915.09 Customer Enrollment \$1,355,269.36, In Home Energy Education \$133,185, Inspection \$168,104.79.												
41	Note: In January 2014, a manual adjustment was made to exclude \$411,650.32 for contractor costs related to 2013 activities. These costs are reflected as 2013 costs in the annual report.												
42	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
43													
44													
45													
46													
47													
48													
49													

	A	B	C	D	E	F	G	H
1	Energy Savings Assistance Program Table 2							
2	Program Expenses & Energy Savings by Measures Installed							
3	Southern California Gas Company							
4	December 2014							
5	Year-To-Date Completed & Expensed Installation							
6	Measures	Units	Quantity Installed	kWh⁴ (Annual)	kW⁵ (Annual)	Therms (Annual)	Expenses⁷ (\$)	% of Expenditure
7	Appliances							
8	High Efficiency Clothes Washer	Each	23,846			650,996	\$17,868,450	23.22%
9	Refrigerators	Each						
10	Microwaves ⁶	Each						
11	Domestic Hot Water							
12	Water Heater Blanket	Home	3,096			14,482	\$171,890	0.22%
13	Low Flow Shower Head	Home	78,064			345,045	\$3,500,868	4.55%
14	Water Heater Pipe Insulation	Home	2,752			8,307	\$62,844	0.08%
15	Faucet Aerator	Home	75,562			108,948	\$1,306,418	1.70%
16	Water Heater Repair/Replacement	Each	1,004			-	\$1,228,039	1.60%
17	Thermostatic Shower Valve	Each	99,076			1,347,434	\$4,385,385	5.70%
18	Enclosure							
19	Air Sealing / Envelope ¹	Home	65,909			240,137	\$17,423,707	22.65%
20	Attic Insulation	Home	5,073			37,287	\$5,953,863	7.74%
21	HVAC							
22	FAU Standing Pilot Conversion	Each	119			4,998	\$39,082	0.05%
23	Furnace Repair/Replacement	Each	8,257			-	\$8,695,801	11.30%
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each						
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each						
29	Duct Testing and Sealing	Home	2,210			-	\$1,785,815	2.32%
30	Maintenance							
31	Furnace Clean and Tune	Home	23,840			56,708	\$1,318,381	1.71%
32	Central A/C Tune up	Home						
33	Lighting							
34	Compact Fluorescent Lights (CFL)	Each						
35	Interior Hard wired CFL fixtures	Each						
36	Exterior Hard wired CFL fixtures	Each						
37	Torchiere	Each						
38	Occupancy Sensor	Each						
39	LED Night Lights	Each						
40	Miscellaneous							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	New Measures							
44								
45								
46								
47	Customer Enrollment							
48	Outreach & Assessment	Home	82,928				\$12,210,292	15.87%
49	In-Home Education	Home	81,388				\$991,860	1.29%
50								
51	Total Savings/Expenditures					2,814,342	\$76,942,694	
52								
53	Households Weatherized ²		83,801					
54								
55	Households Treated							
56	- Single Family Households Treated	Home	60,980					
57	- Multi-family Households Treated	Home	16,436					
58	- Mobile Homes Treated	Home	5,512					
59	Total Number of Households Treated	Home	82,928					
60	# Eligible Households to be Treated for PY³	Home	136,836					
61	% of Households Treated	%	61%					
62	- Master-Meter Households Treated	Home	8,438					
63								
64	¹ 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.							
65	² Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
66	³ Based on Attachment H of D.12-08-044							
67	⁴ All savings are calculated based on the following sources:							
68	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
69	⁵ Costs exclude support costs that are included in Table 1.							
70	⁶ Microwave savings are from ECONorthWest Studies received in December of 2011							
71	⁷ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's							
72	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill	
2	Savings per Treated Home	
3	Southern California Gas Company	
4	December 2014	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	N/A
6	Annual Therm Savings	2,814,342
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	29,740,510
9	Current kWh Rate	N/A
10	Current Therm Rate	0.55
11	Number of Treated Households	82,928
12	Average 1st Year Bill Savings / Treated households	\$ 18.74
13	Average Lifecycle Bill Savings / Treated Household	\$ 165.69
14		
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
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
2	Homes Treated						
3	Southern California Gas Company						
4	December 2014						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,469	11,484	151	960	1,111
8	Imperial	19,914	1	19,915	597	0	597
9	Kern	28,660	14,369	43,029	2,800	526	3,326
10	Kings	14,497	16	14,513	1,493	0	1,493
11	Los Angeles	2,986	1,154,988	1,157,974	449	38,861	39,310
12	Orange	10	252,750	252,760	0	5,181	5,181
13	Riverside	143,956	120,981	264,937	1,940	10,944	12,884
14	San Bernardino	986	187,413	188,399	179	9,662	9,841
15	San Luis Obispo	15,296	9,189	24,485	849	0	849
16	Santa Barbara	1,460	40,947	42,407	752	467	1,219
17	Tulare	49,776	11,327	61,103	3,822	933	4,755
18	Ventura	2,568	63,321	65,889	533	1,829	2,362
19	Total	280,126	1,866,771	2,146,897	13,565	69,363	82,928
20	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	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	December 2014								
4	Reason Provided								
5	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
6	Fresno	158	0	0	14	3	72	0	7
7	Imperial	47	0	0	6	0	33	40	3
8	Kern	50	13	0	5	7	50	4	8
9	Kings	353	0	0	48	4	151	1	15
10	Los Angeles	1604	73	0	202	14	797	375	81
11	Orange	223	12	0	82	17	153	44	20
12	Riverside	571	5	0	27	13	550	304	42
13	San Bernardino	370	6	0	33	3	301	139	45
14	San Luis Obispo	4	0	0	1	0	7	4	1
15	Santa Barbara	92	0	0	11	0	24	3	6
16	Tulare	1320	0	0	47	18	777	8	51
17	Ventura	121	2	0	5	1	17	0	5
18	Total	4,913	111	0	481	80	2,932	922	284
19									
20	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	December 2014																
4		Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6	2014		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	February	0	0	0	0	4,152	83,716	0	0	0	0	0	0	4,152	83,716	0	0
9	March	0	0	0	0	10,002	335,449	0	0	0	0	0	0	10,002	335,449	0	0
10	April	0	0	0	0	10,822	329,400	0	0	0	0	0	0	10,822	329,400	0	0
11	May	0	0	0	0	7,277	352,205	0	0	0	0	0	0	7,277	352,205	0	0
12	June	0	0	0	0	7,354	245,926	0	0	0	0	0	0	7,354	245,926	0	0
13	July	0	0	0	0	10,176	329,257	0	0	0	0	0	0	10,176	329,257	0	0
14	August	0	0	0	0	7,702	270,776	0	0	0	0	0	0	7,702	270,776	0	0
15	September	0	0	0	0	6,210	240,151	0	0	0	0	0	0	6,210	240,151	0	0
16	October	0	0	0	0	8,762	297,759	0	0	0	0	0	0	8,762	297,759	0	0
17	November	0	0	0	0	5,268	157,952	0	0	0	0	0	0	5,268	157,952	0	0
18	December	0	0	0	0	5,203	171,749	0	0	0	0	0	0	5,203	171,749	0	0
19	Total	0	0	0	0	82,928	2,814,342	0	0	0	0	0	0	82,928	2,814,342	0	0
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	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	December 2014												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2014			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	none	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
8	Studies												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14													
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	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	December 2014												
4		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach ²	\$ -	\$ 3,750,223	\$ 3,750,223	\$ -	\$ 470,971	\$ 470,971	\$ -	\$ 4,357,259	\$ 4,357,259	N/A	116.19%	116.19%
7	Processing / Certification Re-certification	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ (37,786)	\$ (37,786)	\$ -	\$ 1,033,376	\$ 1,033,376	N/A	23.02%	23.02%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 148,730	\$ 148,730	\$ -	\$ 333,764	\$ 333,764	N/A	8.91%	8.91%
9	IT Programming	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 45,750	\$ 45,750	\$ -	\$ 897,354	\$ 897,354	N/A	30.55%	30.55%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	N/A
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 75,000	\$ 75,000	N/A	41.67%	41.67%
13													
14	Measurement and Evaluation ³	\$ -	\$ 18,659	\$ 18,659	\$ -	\$ -	\$ -	\$ -	\$ 63,254	\$ 63,254	N/A	339.00%	339.00%
15	Regulatory Compliance ^{4,5}	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 23,454	\$ 23,454	\$ -	\$ 367,741	\$ 367,741	N/A	151.64%	151.64%
16	General Administration ^{4,5}	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 53,486	\$ 53,486	\$ -	\$ 808,918	\$ 808,918	N/A	85.74%	85.74%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 2,429	\$ 2,429	\$ -	\$ 17,512	\$ 17,512	N/A	29.19%	29.19%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,364,513	\$ 16,364,513	\$ -	\$ 722,033	\$ 722,033	\$ -	\$ 7,954,178	\$ 7,954,178	N/A	48.61%	48.61%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 12,825,388	\$ 12,825,388	\$ -	\$ 109,488,808	\$ 109,488,808	N/A	83.49%	83.49%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,506,690	\$ 147,506,690	\$ -	\$ 13,547,421	\$ 13,547,421	\$ -	\$ 117,442,986	\$ 117,442,986	N/A	79.62%	79.62%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 1,236,215	\$ 1,236,215	\$ -	\$ 11,494,117	\$ 11,494,117			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 1,236,215	\$ 1,236,215	\$ -	\$ 11,494,117	\$ 11,494,117			
31													
32	Indirect Costs				\$ -	\$ 84,903	\$ 84,903	\$ -	\$ 1,356,566	\$ 1,356,566			
33													
34	¹ Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts.												
35	² In November 2014, SCG increased PY 2014 Outreach category budget by \$880,000 to fund Outreach activities. The shift was funded from the												
36	unspent 2012 available balance of \$880,337 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Outreach is \$4,630,223.												
37	³ In November 2014, SCG increased PY 2014 M&E category budget by \$44,595 to fund M&E activities. The shift was funded from the												
38	unspent 2012 & 2013 available balance of \$55,789 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for M&E is \$63,254.												
39	⁴ In August 2014, the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from \$242,507. This increase is to fund necessary labor expense												
40	consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.												
41	⁵ In December 2014, the Regulatory Compliance category budget has been increased by \$5,234 to \$367,741 from \$362,507. This increase is to fund necessary labor expense												
42	consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$818,192 from \$823,426.												
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																									
2	Southern California Gas Company																									
3	December 2014																									
4		New Enrollment								Recertification							Attrition (Drop Offs)					Enrollment				
5		Automatic Enrollment			Self-Certification (Income or Categorical)					Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response to Recert	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
6		Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																	
7	2014																									
8	January	4,616	2,689	139	7,444	2,198	17,856	714	20,768	0	28,212	19,400	13,934	8,686	42,020	15,255	1,748	619	8,455	26,077	70,232	2,135	1,606,546	1,894,724	84.79%	
9	February	5,280	2,720	172	8,172	1,941	13,632	918	16,491	0	24,663	18,033	20,082	8,653	46,768	13,843	1,674	477	12,195	28,189	71,431	-3,526	1,604,487	1,894,724	84.68%	
10	March	4,938	3,142	221	8,301	3,019	13,440	591	17,050	0	25,351	15,789	13,123	11,043	39,955	15,373	752	456	12,876	29,457	65,306	-4,106	1,600,381	1,894,724	84.47%	
11	April	4,536	3,147	240	7,923	2,617	16,688	890	20,195	2	28,120	16,345	11,253	12,885	40,483	12,444	2,654	319	12,640	28,057	68,603	63	1,600,444	1,898,175	84.31%	
12	May	4,346	2,912	324	7,582	2,162	15,086	858	18,106	4	25,692	17,273	11,060	6,934	35,267	16,096	1,690	425	18,798	37,009	60,959	-11,317	1,589,127	1,898,175	83.72%	
13	June	4,204	2,535	322	7,061	2,649	18,479	601	21,729	0	28,790	29,308	17,576	9,351	56,235	13,024	2,494	498	16,029	32,045	85,025	-3,255	1,588,872	1,898,175	83.55%	
14	July	5,633	2,457	269	8,359	2,288	20,513	918	23,719	1	32,079	34,181	16,439	15,119	65,739	14,777	1,976	378	12,816	29,947	97,818	2,132	1,588,004	1,896,764	83.72%	
15	August	5,888	2,310	203	8,401	2,501	15,525	592	18,618	8	27,027	35,301	13,998	19,903	69,202	14,386	1,842	557	15,106	31,891	96,229	-4,864	1,583,140	1,896,764	83.47%	
16	September	708	2,336	212	3,256	2,354	15,373	776	18,503	7	21,766	32,995	11,511	17,708	62,214	20,524	1,435	480	18,174	40,613	83,980	-18,847	1,564,293	1,896,764	82.47%	
17	October	3,707	2,564	138	6,409	2,204	17,697	1,338	21,239	0	27,648	37,138	26,939	12,512	76,589	22,881	1,745	571	5,887	31,084	104,237	-3,436	1,560,857	1,898,302	82.22%	
18	November	11,147	1,960	163	13,270	2,326	14,530	3,382	20,238	0	33,508	29,695	13,546	9,761	53,002	14,564	2,038	655	11,592	28,849	86,510	4,659	1,565,516	1,898,302	82.47%	
19	December	4,559	1,618	101	6,278	1,941	18,566	2,522	23,029	0	29,307	28,679	12,445	16,590	57,714	12,663	1,704	538	11,907	26,812	87,021	2,495	1,568,011	1,898,302	82.60%	
20	Total for 2014	59,562	30,390	2,504	92,456	28,200	197,385	14,100	239,685	22	332,163	314,137	181,906	149,145	645,188	185,830	21,752	5,973	156,475	370,030	977,351	-37,867	1,568,011	1,898,302	82.60%	
21	¹ Enrollments via data sharing between the IOUs.																									
22	² Enrollments via data sharing between departments and/or programs within the utility.																									
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
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	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	December 2014								
4	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,606,546	3,659	0.23%	1,695	164	1,859	50.81%	0.12%
6	February	1,604,487	4,858	0.30%	2,426	235	2,661	54.78%	0.17%
7	March	1,600,381	4,323	0.27%	2,240	206	2,446	56.58%	0.15%
8	April	1,600,444	3,792	0.24%	2,117	204	2,321	61.21%	0.15%
9	May	1,589,127	2,517	0.16%	1,273	103	1,376	54.67%	0.09%
10	June	1,585,872	3,519	0.22%	1,774	167	1,941	55.16%	0.12%
11	July	1,588,004	4,599	0.29%	2,608	263	2,871	62.43%	0.18%
12	August	1,583,140	3,483	0.22%	1,754	142	1,896	54.44%	0.12%
13	September	1,564,293	3,937	0.25%	1,482	171	1,653	41.99%	0.11%
14	October	1,560,857	4,437	0.28%	8	193	201	4.53%	0.01%
15	November	1,565,516	7,772	0.50%	6	288	294	3.78%	0.02%
16	December	1,568,011	4,863	0.31%	4	15	19	0.39%	0.00%
17	YTD Total	1,568,011	51,759	3.30%	17,387	2,151	19,538	37.75%	1.25%
18									
19	¹ Includes customers verified as over income or who requested to be de-enrolled.								
20	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
22	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
23	not applicable to SoCalGas								
24	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
25	January								
26	February								
27	March								
28	April								
29	May								
30	June								
31	July								
32	August								
33	September								
34	October								
35	November								
36	December								
37	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
38									
39	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
40	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
42									

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications						
2	Southern California Gas Company						
3	December 2014						
4		Provided ¹	Received	Approved ²	Denied ³	Pending/Never Completed ⁴	Duplicates ⁵
5	Total (Y-T-D)	8,907,127	563,555	424,515	31,409	38,341	69,290
6	Percentage		100.00%	75.33%	5.57%	6.80%	12.30%
7	¹ An estimated number that includes customers whom 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. ² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. ³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. ⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. ⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							
14							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	December 2014									
4		Estimated Eligible			Total Participants			Penetration Rate		
5	County	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,045	24	11,068	11,293	17	11,310	102.25%	72.2%	102.2%
7	Imperial	0	18,256	18,256	13	12,822	12,835	N/A	70.2%	70.3%
8	Kern	13,508	27,832	41,340	10,105	27,032	37,137	74.8%	97.1%	89.8%
9	Kings	22	14,221	14,243	21	13,990	14,011	96.0%	98.4%	98.4%
10	Los Angeles	992,032	2,962	994,994	830,063	1,055	831,118	83.7%	35.6%	83.5%
11	Orange	211,059	10	211,069	151,459	19	151,478	71.8%	0.0%	71.8%
12	Riverside	114,305	137,765	252,070	88,631	112,669	201,300	77.5%	81.8%	79.9%
13	San Bernardino	173,100	996	174,097	158,859	819	159,678	91.8%	82.2%	91.7%
14	San Luis Obispo	8,038	14,644	22,682	4,042	11,568	15,610	50.3%	79.0%	68.8%
15	Santa Barbara	36,363	1,408	37,770	27,049	574	27,623	74.4%	40.8%	73.1%
16	Tulare	11,301	48,408	59,709	11,503	47,176	58,679	101.8%	97.5%	98.3%
17	Ventura	58,731	2,272	61,003	45,836	1,396	47,232	78.0%	61.4%	77.4%
18	Total	1,629,504	268,799	1,898,302	1,338,874	229,137	1,568,011	82.2%	85.2%	82.6%
19										
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	December 2014							
4	2014	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified	Households De-enrolled	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,606,546	38,685	2.41%	19,895	19,004	51.43%	1.18%
6	February	1,604,487	30,732	1.92%	18,393	12,565	59.85%	0.78%
7	March	1,600,381	38,506	2.41%	20,472	18,340	53.17%	1.15%
8	April	1,600,444	35,396	2.21%	20,288	15,457	57.32%	0.97%
9	May	1,589,127	38,601	2.43%	21,696	17,526	56.21%	1.10%
10	June	1,585,872	69,047	4.35%	36,127	33,791	52.32%	2.13%
11	July	1,588,004	38,011	2.39%	20,417	18,069	53.71%	1.14%
12	August	1,583,140	36,355	2.30%	24,263	14,116	66.74%	0.89%
13	September	1,564,293	35,005	2.24%	21,888	10,877	62.53%	0.70%
14	October	1,560,857	33,872	2.17%	17,927	823	52.93%	0.05%
15	November	1,565,516	27,233	1.74%	11,458	463	42.07%	0.03%
16	December	1,568,011	29,580	1.89%	2,722	124	9.20%	0.01%
17	YTD	1,568,011	451,023	28.76%	235,546	161,155	52.22%	10.28%
18								
19	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						
2	Southern California Gas Company						
3	December 2014						
4		Contractor Type				Year-to-Date	
5	Contractor Name¹	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6	Community Action Partnership of Orange County		X	X	X	0	0
7	ELA Communications Energy ED Program		X			0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
9	Proteus, Inc.		X			0	0
10	Community Pantry of Hemet		X			0	0
11	Community Action Partnership of San Bernardino		X		X	0	0
12	LA Works		X			0	0
13	Children’s Hospital of Orange County		X			0	0
14	The Companion Line		X			0	0
15	Across Amer Foundation		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Starbright Management Services		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	1
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	BroadSpectrum		X			0	0
42	OCCC, Inc. (Orange County Community Center)		X			0	2
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	19
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	22
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	December 2014								
4	2014	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ⁽¹⁾	Total Residential Accounts
5	January	N/A	1,606,546	N/A	1,606,546	1,894,724	84.8%	0.1%	100.0%
6	February	N/A	1,604,487	N/A	1,604,487	1,894,724	84.7%	-0.1%	100.0%
7	March	N/A	1,600,381	N/A	1,600,381	1,894,724	84.5%	-0.3%	100.0%
8	April	N/A	1,600,444	N/A	1,600,444	1,898,175	84.3%	0.0%	100.0%
9	May	N/A	1,589,127	N/A	1,589,127	1,898,175	83.7%	-0.7%	100.0%
10	June	N/A	1,585,872	N/A	1,585,872	1,898,175	83.5%	-0.2%	100.0%
11	July	N/A	1,588,004	N/A	1,588,004	1,896,764	83.7%	0.1%	100.0%
12	August	N/A	1,583,140	N/A	1,583,140	1,896,764	83.5%	-0.3%	100.0%
13	September	N/A	1,564,293	N/A	1,564,293	1,896,764	82.5%	-1.2%	100.0%
14	October	N/A	1,560,857	N/A	1,560,857	1,898,302	82.2%	-0.2%	100.0%
15	November	N/A	1,565,516	N/A	1,565,516	1,898,302	82.5%	0.3%	100.0%
16	December	N/A	1,568,011	N/A	1,568,011	1,898,302	82.6%	0.2%	100.0%
17	YTD	N/A	1,568,011	N/A	1,568,011	1,898,302	82.6%	-2.3%	100.0%
18									
19	⁽¹⁾ The YTD amount represents a sum of all the total CARE participant changes each month. December 2013 was 1,604,411.								
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Program Table 9 - Expenditures for CHANGES Pilot												
2	Southern California Gas Company												
3	December 2014												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2014			% of 2013-14 Budget Expensed ¹		
5		Total			Total			Total			Total		
6	Pilots												
7	CHANGES	\$540,000			\$15,000			\$75,000			63%		
8	Total Pilots	\$540,000			\$15,000			\$75,000			63%		
9													
10	¹ % of 2013-14 budget expensed is the sum of 2013 total annual expenses of \$150,000 + December y-t-d 2014 expense of \$75,000 over the two year budget of \$360,000.												
11													
12	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
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3	(Provide Cumulative Data from November 2014 - end of Reporting Month)														
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
5	Date	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.		Calls to Dedicated 800 #Recorded by IOU	
6				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
7										1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No		Reason 800 #
8	10/3/2014	Korean	Educated on CARE/FERA Educated on Energy Assistance Programs	0	Not on CARE					0	Meeting with client.				
9	10/31/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	1	LIHEAP	0		0		0	Meeting with client.				
10	11/5/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.				
11	11/6/2014	Korean	Set Up/Change Payment Extension Stop Disconnection	1	SoCalGas customer service	0		0			User did not specify if 1-800 number is used when calling the IOU.				
12	11/6/2014	Korean	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service	0		0		0	Meeting with client.				
13	11/12/2014	English	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	0	Direct mail	0		0		0	Meeting with client.				
14	11/21/2014	Korean	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1	Door-to-door canvassing	0		0		0	Meeting with client.				
15	11/27/2014	English	Scheduled Customer Service Visit	0	Not on CARE					1					
16	Current Month Total			4		0		0							113
17	Year-to-Date Total			200		0		0							861

19 ¹ Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.

20 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.

21 Detailed information for Column C available through table provided by SHE organization.

22 ² Table reflects new monthly activity and may include information from prior months not previously reported.

23 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 11 - CHANGES Group Customer Assistance Sessions₂						
2	Reporting Period November 1, 2014 through November 30, 2014						
3			Session Logistics				
4	Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length ¹ (Hours)	Number of Attendees	Description of Information / Literature Provided
5	Not Available	Armenian	Understanding Your Bill	1	0.5	6	Not Available
6	Not Available	Cantonese	Understanding Your Bill	2	0.5	37	Not Available
7	Not Available	Spanish	Understanding Your Bill	9	0.5	158	Not Available
8	Not Available	Tagalog	Understanding Your Bill	15	0.5	494	Not Available
9	Not Available	Vietnamese	Understanding Your Bill	2	0.5	28	Not Available
10	Not Available	Cantonese	Safety Tips	3	0.5	58	Not Available
11	Not Available	Spanish	Safety Tips	2	0.5	24	Not Available
12	Not Available	Tagalog	Safety Tips	6	0.5	115	Not Available
13	Not Available	Cantonese	Level Pay Plan	1	0.5	18	Not Available
14	Not Available	Spanish	Level Pay Plan	2	0.5	13	Not Available
15	Not Available	Tagalog	Level Pay Plan	1	0.5	15	Not Available
16	Not Available	Armenian	Energy Conservation	1	0.5	6	Not Available
17	Not Available	Cantonese	Energy Conservation	1	0.5	23	Not Available
18	Not Available	Ilocano	Energy Conservation	2	0.5	10	Not Available
19	Not Available	Mandarin	Energy Conservation	1	0.5	2	Not Available
20	Not Available	Spanish	Energy Conservation	11	0.5	187	Not Available
21	Not Available	Tagalog	Energy Conservation	5	0.5	132	Not Available
22	Not Available	Vietnamese	Energy Conservation	1	0.5	29	Not Available
23	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	6	Not Available
24	Not Available	English	CARE/FERA and Other Assistance Programs	2	0.5	38	Not Available
25	Not Available	Ilocano	CARE/FERA and Other Assistance Programs	1	0.5	3	Not Available
26	Not Available	Korean	CARE/FERA and Other Assistance Programs	5	0.5	62	Not Available
27	Not Available	English	CARE/FERA and Other Assistance Programs	1	0.5	42	Not Available
28	Not Available	Spanish	CARE/FERA and Other Assistance Programs	5	0.5	59	Not Available
29	Not Available	Tagalog	CARE/FERA and Other Assistance Programs	18	0.5	268	Not Available
30	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	4	0.5	93	Not Available
31	Not Available	Cantonese	Avoiding Disconnection	1	0.5	15	Not Available
32	Not Available	Vietnamese	Avoiding Disconnection	1	0.5	20	Not Available
33	Not Available	English	High Energy Use	2	0.5	5	High Energy Use Handout
34	Not Available	Japanese	High Energy Use	1	0.5	4	High Energy Use Handout
35	Not Available	Korean	High Energy Use	5	0.5	46	High Energy Use Handout
36	Not Available	Mandarin	High Energy Use	4	0.5	33	High Energy Use Handout
37	Not Available	Spanish	High Energy Use	6	0.5	53	High Energy Use Handout
38	Not Available	Tagalog	High Energy Use	4	0.5	86	High Energy Use Handout
39	Not Available	Thai	High Energy Use	1	0.5	11	High Energy Use Handout
40	Not Available	Vietnamese	High Energy Use	1	0.5	8	High Energy Use Handout
41	Not Available	Cantonese	Gas Aggregation	1	0.5	65	Gas Aggregation Handout
42	Not Available	English	Gas Aggregation	1	0.5	12	Gas Aggregation Handout
43	Not Available	Ilocano	Gas Aggregation	1	0.5	2	Gas Aggregation Handout
44	Not Available	Japanese	Gas Aggregation	1	0.5	65	Gas Aggregation Handout
45	Not Available	Korean	Gas Aggregation	1	0.5	81	Gas Aggregation Handout
46	Not Available	Spanish	Gas Aggregation	1	0.5	78	Gas Aggregation Handout
47	Not Available	Tagalog	Gas Aggregation	1	0.5	120	Gas Aggregation Handout
48	Not Available	Thai	Gas Aggregation	1	0.5	15	Gas Aggregation Handout
49	Current Month Total			137		2,645	
50	Year-to-Date			542		8,514	
51							
52	¹ Contractor states all sessions at least 30 minutes.						
53	² This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SCG tables.						
54							
55	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						