

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

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2013**

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January 21, 2014

**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 2013			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$117,559,855	\$97,142,964	83%
Homes Treated	136,836	98,225	72%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,417,480 ***	2,826,634	117%

* Program decision D.12-08-044 was issued August 30, 2012; table reflects updated budgets and goals.

** Reflects authorized levels; does not reflect fund shift transactions performed in prior months.

*** Value shown represents the estimated energy savings for Program Year 2013 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.

Through December, SoCalGas has treated 98,225 units, exceeding the 2012 program year total of 96,893. This figure reflects units paid through December, but does not include work performed in 2013 but not yet invoiced and paid by year's end. Such units will be included in the final results in SoCalGas' ESA Program annual report.

Fund shifts addressed in the July 2013, and September 2013 Monthly Reports together increased the total ESA Program budget for 2013 to \$129,578,083 from \$117,559,855. In December, SoCalGas increased the prior year 2013 Marketing & Outreach budget by \$38,135 over the budget authorized in D.12-08-044, resulting in a total Marketing & Outreach budget of \$1,310,142. The revised 2013 Marketing & Outreach budget is funded from the 2012 carry forward

balance. SoCalGas increased Measurement & Evaluation budget by \$368,196 where the \$279,679 came from 2012 as carry forward plus the 88,520 as carry back from 2014. The December fund shift brings the total 2013 ESA Program budget to \$129,984,404.

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 or mass media campaigns were deployed during the month of December. However, results for the mobile ethnic campaign which concluded in November show that there were 78,843 visitors to the socialgas.com website and 27,843 customers who visited the ESA Program website. The focus of the campaign was to raise awareness of no-cost energy-saving home improvements through the ESA Program and drive qualified customers to the socialgas.com website to fill out an online enrollment form. From the website visitation noted above, 697 customers visited the ESA Program online interest form and 196 customers filled out an online interest form.

E- Newsletter

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

Energy Savings Assistance Program - Bill inserts/onserts

No bill insert was deployed during the month of December.

Energy Savings Assistance Program - Direct Mailings

No direct mail campaigns were conducted in the month of December.

Energy Savings Assistance Program - Outbound Dialing

In the month of December, there were two automated voice messaging (AVM) campaigns deployed to approximately 23,700 English and Spanish speaking ESA Program eligible customers. Both campaigns presented an option to put customers in direct contact with an ESA Program contractor to make an appointment. As a result of these campaigns, 349 customer leads were generated 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 promotes the ESA Program to customers.

During the month of December, 260 customers completed the on-line English language ESA Program request form while 196 customers filled out an online ESAP Program interest form . The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through the SoCalGas ESA Program.

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

December 11 – Univision Television, Santa Barbara and Santa Maria

SoCalGas' Los Angeles Media Relations and Public Affairs staff coordinated with Univision of Santa Barbara and Santa Maria who prepared a story on SoCalGas' Customer Assistance Programs. A Spanish speaking CARE and ESA Program customer was chosen to participate in the television interview. The customer shared a positive ESA Program enrollment and services experience.

December 11 – Saint Barnabas Senior Services Health Fair, Los Angeles

SoCalGas Outreach has an ongoing relationship with Saint Barnabas Senior Services to extend awareness of Customer Assistance Programs to seniors in

Los Angeles. In addition, SoCalGas sponsors seasonal events to reinforce awareness. Advertising for this event encouraged visitors to bring in their gas bills to determine whether or not the visitor was currently on the CARE rate. Visitors who were not on the CARE rate received detailed information on the CARE program. Those customers who were already on the CARE rate were reminded to recertify when requested. Over 100 people attended the event.

December 12 – Day of Guadalupe, San Fernando Valley

SoCalGas was the sponsor of this event, which was attended by over 150 community members, community leaders, and elected officials. Attendees received Customer Assistance Programs collateral and giveaways to increase awareness and enrollment. Because there were many children in attendance, children received a *Los Kitos* comic book (English/Spanish comic books that were specifically created for SoCalGas for children) to further support enrollment by the appropriate adult household member.

December 13 – Westside Center for Independent Living, Mar Vista

The Westside Center for Independent Living works with people who have disabilities and assists them in “living independently.” As a result, the center has been working closely with SoCalGas to assist low-income customers with disabilities. SoCalGas sponsored a luncheon and the center advertised the event to encourage participants to bring their gas bills to determine whether or not the attendee was currently on the CARE rate. To reinforce the utility bill theme, representatives from Southern California Edison also participated, attendees were able to learn about electricity discounts as well. Because the center recently installed a computer lab, eligible customers were encouraged to use the center’s computers to sign up for the CARE program. Those customers who were already on the CARE rate were reminded to recertify when requested. Approximately 200 people attended the event.

December 21 – Latino Resource Center, Venice

The Latino Resource Center serves low-income, primarily Spanish-speaking members in the Venice community. More than 200 people registered in advance of the event and received community resource information on social services and the CARE program. Because there were many children in attendance, children received a *Los Kitos* comic book to further support enrollment by the appropriate adult household member (see description above).

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 is working closely with the California Services Department (CSD) on the deployment of leveraging pilots. This year SoCalGas sent a total of 11,500 direct mail letters to customers previously served by the ESA Program, raising customer awareness regarding an opportunity to receive a no-cost Solar Water Heater (SWH) through CSD. In December, SoCalGas sent over 3,000 of these mailers to ESA Program customers.

SoCalGas is continuing to leverage with Park Water Company, who agreed to co-fund the ESA Program high efficiency washers installed within the two utilities' shared territory. Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems. In December, SoCalGas worked with Park Water Company to verify shared customers and appropriate co-funding. Based on the number of verified shared customers served with high efficiency washers, through December SoCalGas' ESA Program is estimated to receive over \$42,000 of co-funding costs from Park Water Company. Currently, SoCalGas is in discussions with other water utilities to establish similar 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 contribute 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					
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD Total
Attended Testing	65	55	101	26	247
Passed Test	62	44	98	24	228
Pass Rate	95%	80%	97%	92%	92%

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.

SoCalGas 5-Day Enrollment and Assessment Training					
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD Total
Attended Class	75	74	86	24	259
Tested	72	72	86	13	243
Passed Class	68	71	83	11	233
Badged	34	13	10	0	57
Census Attendees	0	0	0	0	0
Retention Rate*	94%	99%	97%	85%	96%
*Retention Rate is Passed/Tested					

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 57. 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 2013.

Class Type	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		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
Initial	3	22	4	10	1	9	2	8	10	49
Refreshers	2	9	4	9	3	16	3	12	12	46
NGAT 5-Day	2	21	2	13	0	0	0	0	4	34
Grand Total	7	52	10	32	4	25	5	20	26	129

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)	\$3,845,745	\$3,989,295	104%
Proc., Certification and Verification	\$8,200,213	\$1,302,340	16%
Information Tech./Programming	\$2,669,534	\$437,298	16%
Pilots (1)	\$180,000	\$150,000	83%
Measurement and Evaluation	\$51,484	\$0	0%
Regulatory Compliance	\$234,962	\$304,368	130%
General Administration	\$915,488	\$698,640	76%
CPUC Energy Division Staff	\$60,000	\$17,230	29%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,157,426	\$6,899,172	43%
Subsidies and Benefits	\$129,892,840	\$118,556,705	91%
Total Program Costs and Discounts	\$146,050,266	\$125,455,877	86%

* D. 12-08-044 was issued on Aug. 30, 2012 and is reflected in this table. Values may not sum to totals due to rounding.

(1) Outreach funds were reduced and reclassified as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is a "not to exceed" 2013 allocation (SoCalGas 25% share of up to \$60,000/month).

SoCalGas experienced an increase in the Regulatory Compliance and Outreach budget categories during 2013. The increases are associated with additional incremental FTEs and/or labor allocations related to staff support positions and marketing related activities. SoCalGas performs fund shifts to cover additional expenses above the amounts assigned to that category according to the fund shifting rules authorized in D.08-12-044.

In December, SoCalGas increased the prior year 2013 Marketing & Outreach budget by \$143,550 over the budget authorized in D.12-08-044, resulting in a total 2013 Marketing & Outreach budget of \$3,989,295. The revised 2013 Marketing & Outreach budget is funded from the unspent 2012 balance.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,604,411	1,798,002	89.2%

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

During December, SoCalGas deployed an AVM campaign to approximately 15,790 customers whose eligibility in the CARE program was about to expire. By the time of this report, approximately 2,955 customers recertified their eligibility via the interactive phone channel.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all communications.

SoCalGas sends a welcome email to new customers who have a likelihood of being eligible for the CARE program and who have an email address on file. During December, SoCalGas sent an email reminder to 10,200 customers whose CARE eligibility was close to expiring (This campaign is related to the AVM recertification campaign referenced above; if SoCalGas has an email address on file, the customer also receives an email).

During December, 5,686 customers used the online CARE application form. The online activity resulted in 1,893 new enrollments and 1,831 recertifications of eligibility.

CARE Third-Party Enrollments & Outreach

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 3,453 applications in December, with 2,660 customers subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directed needy customers to the CARE Program.

SoCalGas is using a variety of grassroots outreach tactics to assist in enrolling customers in Orange County. For example, Imprenta Communications is continuing door-to-door canvassing on behalf of the SoCalGas CARE Program. The canvassers are bilingual and have returned more than 3,380 completed applications from September through December. The canvassing and collaboration with community-based organizations will resume in 2014, with a special emphasis on Santa Ana.

Outreach events with Catholic Charities of Orange County did not take place in the month of December, but will resume in 2014.

To assist with grassroots outreach in the north-coastal region, SoCalGas continued its pilot campaign with FOOD Share, a food bank in Oxnard, Ventura County. FOOD Share distributed CARE applications as part of its CalFresh outreach efforts. SoCalGas is expanding this tactic to other food banks in southern and northern Santa Barbara County.

To assist with grassroots outreach in Los Angeles, SoCalGas continues to work with Centro Latino for Literacy to create awareness of low-income programs, such as 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.

In order to provide awareness of the CARE program with seniors in Los Angeles, SoCalGas works with Saint Barnabas Senior Services. The organization distributes information to low-income seniors and worked with SoCalGas on a health fair/bill fair in December (See Section 1.2.2 of this report). In addition, to reach low-income seniors who are house-bound, SoCalGas works with St. Vincent Meals on Wheels. Each month, St. Vincent distributes CARE applications and/or CARE giveaways to seniors who receive home-delivered meals to increase awareness and enrollment.

SoCalGas works 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. SoCalGas intends to continue this relationship in 2014.

CARE Direct Mail Activity and Enrollments

SoCalGas' direct mail activity slowed down in the month of December. Applications continued to be mailed in by customers and processed by CARE operations staff. During December, 19,015 applications were processed, and 11,804 customers were subsequently enrolled in the CARE program. Out of the total 1.2 million targeted direct-mail applications sent to customers , approximately 78,000 applications were processed during 2013, which translates to a 6.5% rate of return. The total number of customers enrolled in the CARE program is 47,000, a 4% enrollment rate of return. Applications associated with the direct mail activity in 2013 will continue to be mailed in by customers and result in adjustments to the values noted above. Direct mail campaigns will resume in early 2014.

CARE Bill Inserts

During 2013, SoCalGas mailed out a mandatory bill insert on the CARE program in July. The bill insert informed customers of the new eligibility guidelines. During 2013, there were approximately 15,000 bill inserts returned and 5,500 customers enrolled in the CARE program.

A new bill insert is being planned for July of 2014.

Outreach by Field Employees

Field service employees distributed Customer Assistance Programs flyers to customers when entering the customer's premises. Originally this distribution policy covered the "seasonal light" period (October through February), but the distribution currently continues year round. Field bases that serve a high concentration of low-income customers go through the flyers more quickly, and the outreach group replenishes the collateral when requested.

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*), and Los Angeles/Orange County (*El Aviso*). These ads are ongoing.

SoCalGas continued its media campaign in three coastal counties with low enrollment rates (Ventura, Santa Barbara, and San Luis Obispo). SoCalGas launched a similar version of this campaign in October that continued through December. Radio, local ethnic media, digital ads, social media, and other channels are the components of this campaign. Results will be provided in future reports.

To complement the mass media campaigns that are taking place in the three coastal counties referenced above, SoCalGas participated in a Univision Santa Barbara/Santa Maria television interview (the event is reported in Section 1.2.2 of this report). The interview with a SoCalGas customer highlighted both the CARE and the ESA programs. A Spanish-speaking customer shared her positive experience with the ESA program that she learned about from a neighbor, underscoring the effectiveness of grassroots, personal relationships to customer enrollment.

Disability Outreach

SoCalGas has been working with the Westside Center of Independent Living to promote awareness of low-income customers to its community, such as customers who have disabilities and are trying to live on their own. The organization discusses the ESA program as part of its case worker engagement

to provide assistance to its clientele. In addition, SoCalGas sponsored seasonal bill fairs (the December bill fair is reported in Section 1.2.2 of this report).

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as the Los Angeles Department of Water and Power (LADWP), Southern California Edison, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of December, 5,231 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 3,122 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also can satisfy Post Enrollment Verification (PEV) requirements 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, 61 LIHEAP customers were enrolled in SoCalGas' CARE program.

2.3 CARE Recertification Complaints.

There were 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 Useage)

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 (detail)

CARE- Table 11- CHANGES Group Customer Assistance (detail)

	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 2013												
4		Authorized Budget ¹			Current Month Expenses ²			Year to Date Expenses ²			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	N/A	\$ 6,449,788	\$ 6,449,788	N/A	\$ 2,298,427	\$ 2,298,427	N/A	\$ 13,628,011	\$ 13,628,011	N/A	211%	211%
8	Domestic Hot Water	N/A	\$ 15,460,812	\$ 15,460,812	N/A	\$ 2,247,121	\$ 2,247,121	N/A	\$ 11,998,609	\$ 11,998,609	N/A	78%	78%
9	Enclosure	N/A	\$ 40,418,299	\$ 40,418,299	N/A	\$ 4,595,082	\$ 4,595,082	N/A	\$ 28,502,128	\$ 28,502,128	N/A	71%	71%
10	HVAC	N/A	\$ 18,006,083	\$ 18,006,083	N/A	\$ 2,598,983	\$ 2,598,983	N/A	\$ 14,710,953	\$ 14,710,953	N/A	82%	82%
11	Maintenance	N/A	\$ 2,496,293	\$ 2,496,293	N/A	\$ 484,354	\$ 484,354	N/A	\$ 1,857,782	\$ 1,857,782	N/A	74%	74%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
14	Customer Enrollment	N/A	\$ 20,746,914	\$ 20,746,914	N/A	\$ 2,535,937	\$ 2,535,937	N/A	\$ 15,643,593	\$ 15,643,593	N/A	75%	75%
15	In Home Education	N/A	\$ 2,517,638	\$ 2,517,638	N/A	\$ 224,543	\$ 224,543	N/A	\$ 1,592,206	\$ 1,592,206	N/A	63%	63%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
17	Energy Efficiency TOTAL	N/A	\$ 106,095,827	\$ 106,095,827	N/A	\$ 14,984,446	\$ 14,984,446	N/A	\$ 87,933,280	\$ 87,933,280	N/A	83%	83%
18													
19	Training Center	N/A	\$ 663,921	\$ 663,921	N/A	\$ 23,640	\$ 23,640	N/A	\$ 292,165	\$ 292,165	N/A	44%	44%
20	Inspections	N/A	\$ 3,063,896	\$ 3,063,896	N/A	\$ 372,249	\$ 372,249	N/A	\$ 1,937,684	\$ 1,937,684	N/A	63%	63%
21	Marketing and Outreach	N/A	\$ 1,272,007	\$ 1,272,007	N/A	\$ 45,890	\$ 45,890	N/A	\$ 1,310,142	\$ 1,310,142	N/A	103%	103%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A	\$ 459,866	\$ 459,866	N/A	\$ 459,866	\$ 459,866	N/A	502%	502%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 10,281	\$ 10,281	N/A	\$ 290,849	\$ 290,849	N/A	98%	98%
25	General Administration	N/A	\$ 5,891,204	\$ 5,891,204	N/A	\$ 573,015	\$ 573,015	N/A	\$ 4,911,594	\$ 4,911,594	N/A	83%	83%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 831	\$ 831	N/A	\$ 7,384	\$ 7,384	N/A	9%	9%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 117,559,855	\$ 117,559,855	N/A	\$ 16,470,218	\$ 16,470,218	N/A	\$ 97,142,964	\$ 97,142,964	N/A	83%	83%
29													
30	Funded Outside of ESA Program Budget												
30	Indirect Costs				N/A	\$ 346,050	\$ 346,050	N/A	\$ 3,089,500	\$ 3,089,500			
31	NGAT Costs					\$ 409,137	\$ 409,137		\$ 2,564,427	\$ 2,564,427			
32													
33	¹ The authorized budget does not include funds shifted from previous years and/or prior program cycles.												
34	In July, 2013, SoCalGas increased the PY 2013 Appliances budget by \$7,436,002 over the budget authorized in D.12-08-044, resulting in a total PY2013 Appliances budget of \$13,885,790. This shift was necessary in order to allow for contract value increases undertaken in July to meet anticipated demand. SCG determined the revised PY 2013 Appliance budget based on the total authorized 2012-2014 budget for the sub-category less 2012 actual expenditures for the sub-category. The revised PY 2013 Appliances budget is funded from unspent 2012 balance of \$27,991,278.												
35	² In September, 2013, SoCalGas increased its PY 2013 Energy Efficiency budget by \$4,582,226 among the Domestic Hot Water, Enclosure, HVAC, Maintenance, Customer Enrollment, and In Home Education subcategories. The shift was required in order to fund contract value increases for vendors providing Enrollment & Assessment, Weatherization, and HVAC services. The shift is funded from the unspent 2012 balance of \$27,991,278. With the July shift described in footnote 1, the total Energy Efficiency budget has been increased to \$118,114,055 from \$106,095,827, and the total ESA Program budget for 2013 has been increased to \$129,578,083 from \$117,559,855.												
36	³ In December 2013, SoCalGas increased the PY 2013 M&O budget by \$38,135 over the budget authorized in D.12-08-044, resulting in a total PY2013 M&O budget of \$1,310,142. The revised PY 2013 M&O budget is funded from unspent 2012 balance.												
37	SoCalGas increased Measurement & Evaluation budget by \$368,196 where the \$279,679 came from 2012 as carry forward plus the 88,520 as carry back from 2014.												
38	Note: Current month and YTD expenditures include a quarterly accrual of \$7,170,812 in the following reporting categories: Appliances \$1,042,705, Domestic Hot Water \$1,074,927, Enclosure \$2,159,858, HVAC \$1,137,724, Maintenance \$313,478, Customer Enrollment \$1,130,843, In Home Energy Education \$110,895, and Inspection \$200,382. In addition, M&E category posted accrual of \$459,866 attributed to completion of Low Income studies in the month of December. LI Needs Assessment study is a shared study between CARE and ESA programs. An accrual in the amount of \$174,999 was booked in December to the ESA program, a portion was related to CARE and will be reflected in the January 2014 monthly report.												
39	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	Energy Savings Assistance Program Table 2								
2	Program Expenses & Energy Savings by Measures Installed								
3	Southern California Gas Company								
4	December 2013								
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	17,009			464,346	\$12,850,342	15.89%	
9	Refrigerators	Each							
10	Microwaves ⁶	Each							
11	Domestic Hot Water								
12	Water Heater Blanket	Home	4,266			20,027	\$220,240	0.27%	
13	Low Flow Shower Head	Home	91,131			403,325	\$3,727,444	4.61%	
14	Water Heater Pipe Insulation	Home	3,597			11,102	\$73,181	0.09%	
15	Faucet Aerator	Home	89,219			128,989	\$1,361,690	1.68%	
16	Water Heater Repair/Replacement	Each	1,668			-	\$1,363,234	1.69%	
17	Thermostatic Shower Valve	Each	103,525			1,407,940	\$4,177,893	5.16%	
18	Enclosure								
19	Air Sealing / Envelope ¹	Home	79,669			286,508	\$20,073,595	24.81%	
20	Attic Insulation	Home	5,935			44,139	\$6,268,677	7.75%	
21	HVAC								
22	FAU Standing Pilot Conversion	Each	49			2,058	\$14,436	0.02%	
23	Furnace Repair/Replacement	Each	10,596			-	\$11,311,261	13.98%	
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	2,132			-	\$2,247,532	2.78%	
30	Maintenance								
31	Furnace Clean and Tune	Home	24,372			58,200	\$1,544,304	1.91%	
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	Pilots								
46									
47	Customer Enrollment								
48	Outreach & Assessment	Home	98,225				\$14,455,229	17.87%	
49	In-Home Education	Home	98,800				\$1,205,093	1.49%	
50									
51	Total Savings/Expenditures						2,826,634	\$80,894,149	
52									
53	Households Weatherized ²		98,245						
54									
55	Households Treated								
56	- Single Family Households Treated	Home	73,615						
57	- Multi-family Households Treated	Home	20,241						
58	- Mobile Homes Treated	Home	4,369						
59	Total Number of Households Treated	Home	98,225						
60	# Eligible Households to be Treated for PY³	Home	136,836						
61	% of Households Treated	%	72%						
62	- Master-Meter Households Treated	Home	7,947						
63									
64	¹ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and								
65	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.								
66	² Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs								
67	³ Based on Attachment H of D.12-08-044								
68	⁴ All savings are calculated based on the following sources:								
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.								
70	⁵ Costs exclude support costs that are included in Table 1.								
71	⁶ Microwave savings are from ECONorthWest Studies received in December of 2011								
72	⁷ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's								
73	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 2013	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	n/a
6	Annual Therm Savings	2,826,634
7	Lifecycle kWh Savings	n/a
8	Lifecycle Therm Savings	28,854,769
9	Current kWh Rate	n/a
10	Current Therm Rate	0.55
11	Number of Treated Households	98,225
12	Average 1st Year Bill Savings / Treated households	\$15.89
13	Average Lifecycle Bill Savings / Treated Household	\$136.30
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 2013						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	12	10,967	10,979	68	1,364	1,432
8	Imperial	18,445	10	18,455	1,093	5	1,098
9	Kern	28,576	13,930	42,507	3,512	813	4,325
10	Kings	13,263	16	13,278	1,847	1	1,848
11	Los Angeles	2,435	1,105,335	1,107,770	562	47,403	47,965
12	Orange	4	240,830	240,834	0	6,432	6,432
13	Riverside	131,941	107,027	238,968	1,459	11,856	13,315
14	San Bernardino	1,009	174,362	175,371	199	11,924	12,123
15	San Luis Obispo	18,517	12,083	30,600	1,049	0	1,049
16	Santa Barbara	1,116	38,447	39,564	749	528	1,277
17	Tulare	46,685	10,914	57,600	4,847	1,109	5,956
18	Ventura	2,270	57,561	59,831	208	1,197	1,405
19	Total	264,273	1,771,483	2,035,756	15,593	82,632	98,225
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
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	December 2013								
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	39	2		3	2	2	0	4
7	Imperial	9	0		75	1	11	16	1
8	Kern	137	0		5	3	68	2	4
9	Kings	35	2		1	3	11	1	2
10	Los Angeles	2,152	23		552	25	1,109	798	161
11	Orange	365	4		54	23	208	97	28
12	Riverside	455	14		50	7	362	235	55
13	San Bernardino	837	31		47	4	440	459	79
14	San Luis Obispo	8	2			0	6	0	4
15	Santa Barbara	181	1		14	1	48	11	5
16	Tulare	113	4		39	41	401	1	25
17	Ventura	54	1		11	2	33	6	4
18									
19	Total	4,385	84	-	851	112	2,699	1,626	372
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	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	December 2013																
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	2013		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	0	N/A	N/A	N/A	0	146,991	N/A	N/A	N/A	N/A	N/A	N/A	0	146,991	N/A	N/A
8	February	0	N/A	N/A	N/A	6,512	224,106	N/A	N/A	N/A	N/A	N/A	N/A	6,512	224,106	N/A	N/A
9	March	0	N/A	N/A	N/A	8,441	269,981	N/A	N/A	N/A	N/A	N/A	N/A	8,441	269,981	N/A	N/A
10	April	0	N/A	N/A	N/A	9,139	261,258	N/A	N/A	N/A	N/A	N/A	N/A	9,139	261,258	N/A	N/A
11	May	0	N/A	N/A	N/A	9,767	278,286	N/A	N/A	N/A	N/A	N/A	N/A	9,767	278,286	N/A	N/A
12	June	0	N/A	N/A	N/A	10,312	317,071	N/A	N/A	N/A	N/A	N/A	N/A	10,312	317,071	N/A	N/A
13	July	0	N/A	N/A	N/A	11,575	296,818	N/A	N/A	N/A	N/A	N/A	N/A	11,575	296,818	N/A	N/A
14	August	0	N/A	N/A	N/A	10,071	188,562	N/A	N/A	N/A	N/A	N/A	N/A	10,071	188,562	N/A	N/A
15	September	0	N/A	N/A	N/A	5,756	322,779	N/A	N/A	N/A	N/A	N/A	N/A	5,756	322,779	N/A	N/A
16	October	0	N/A	N/A	N/A	10,231	232,437	N/A	N/A	N/A	N/A	N/A	N/A	10,231	232,437	N/A	N/A
17	November	0	N/A	N/A	N/A	7,044	288,346	N/A	N/A	N/A	N/A	N/A	N/A	7,044	288,346	N/A	N/A
18	December	0	N/A	N/A	N/A	9,377	288,346	N/A	N/A	N/A	N/A	N/A	N/A	9,377	288,346	N/A	N/A
19	YTD	N/A	N/A	N/A	N/A	98,225	2,826,634	N/A	N/A	N/A	N/A	N/A	N/A	98,225	2,826,634	N/A	N/A
20																	
21	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																
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	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 2013												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	none												
8	Studies												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	\$ 122,341	\$ 122,341	N/A	\$ 122,341	\$ 122,341	N/A	81.56%	81.56%
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	\$ 102,593	\$ 102,593	N/A	\$ 102,593	\$ 102,593	N/A	58.62%	58.62%
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	\$ 62,691	\$ 62,691	N/A	\$ 62,691	\$ 62,691	N/A	83.59%	83.59%
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	\$ 99,835	\$ 99,835	N/A	\$ 99,835	\$ 99,835	N/A	99.84%	99.84%
13	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ 387,460	\$ 387,460	N/A	\$ 387,460	\$ 387,460	N/A	77.49%	77.49%
14													
15	Note: LI Needs Assessment study is a shared study between CARE and ESA programs. An accrual in the amount of \$174,999 was booked in December 2013 to the ESA program, where a portion of this cost was related to CARE and will be reflected in the January 2014 monthly report.												
16	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 2013												
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	\$ -	\$ 3,845,745	\$ 3,845,745	\$ -	\$ 552,412	\$ 552,412	\$ -	\$ 3,989,295	\$ 3,989,295	NA	104%	104%
7	Processing / Certification Re-certification	\$ -	\$ 4,456,213	\$ 4,456,213	\$ -	\$ 106,279	\$ 106,279	\$ -	\$ 983,603	\$ 983,603	NA	22%	22%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 15,324	\$ 15,324	\$ -	\$ 318,737	\$ 318,737	NA	9%	9%
9	IT Programming	\$ -	\$ 2,669,534	\$ 2,669,534	\$ -	\$ 31,087	\$ 31,087	\$ -	\$ 437,298	\$ 437,298	NA	16%	16%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 150,000	\$ 150,000	NA	83%	83%
13													
14	Measurement and Evaluation	\$ -	\$ 51,484	\$ 51,484	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0%	0%
15	Regulatory Compliance	\$ -	\$ 234,962	\$ 234,962	\$ -	\$ 22,683	\$ 22,683	\$ -	\$ 304,368	\$ 304,368	NA	130%	130%
16	General Administration	\$ -	\$ 915,488	\$ 915,488	\$ -	\$ 48,815	\$ 48,815	\$ -	\$ 698,640	\$ 698,640	NA	76%	76%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,939	\$ 1,939	\$ -	\$ 17,230	\$ 17,230	NA	29%	29%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,157,426	\$ 16,157,426	\$ -	\$ 793,541	\$ 793,541	\$ -	\$ 6,899,172	\$ 6,899,172	NA	43%	43%
20													
21	CARE Rate Discount	\$ -	\$ 129,892,840	\$ 129,892,840	\$ -	\$ 15,852,381	\$ 15,852,381	\$ -	\$ 118,556,705	\$ 118,556,705	NA	91%	91%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 146,050,266	\$ 146,050,266	\$ -	\$ 16,645,922	\$ 16,645,922	\$ -	\$ 125,455,877	\$ 125,455,877	NA	86%	86%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 1,959,729	\$ 1,959,729	\$ -	\$ 16,726,231	\$ 16,726,231			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 1,959,729	\$ 1,959,729	\$ -	\$ 16,726,231	\$ 16,726,231			
31													
32	Indirect Costs				\$ -	\$ 92,869	\$ 92,869	\$ -	\$ 1,229,902	\$ 1,229,902			
33													
34	¹ Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts.												
35	Note: Adjustment made to CARE PPP Exemption in April due to rate change (-714,440).												
36	² In October, the Regulatory Compliance category budget has been increased by \$75,000 to \$309,962 from \$234,962. This increase is to fund additional incremental FTEs												
37	and/or labor allocations related to staff support positions and is consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$840,488 from \$915,488.												
38	³ In December 2013, SoCalGas increased the PY 2013 M&O budget by \$143,550 over the budget authorized in D.12-08-044, resulting in a total PY2013 M&O budget of \$3,989,295. The revised PY 2013 M&O budget is funded from the unspent 2012 balance												
39	Note: LI Needs Assessment study is a shared study between CARE and ESA programs. An accrual in the amount of \$174,999 was booked in December 2013 to the ESA program, where a portion of this cost was related to CARE and will be reflected in the January 2014 monthly report.												
40	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 2013																									
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	2013	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																	
7	January	5,843	2,411	332	8,586	2,574	17,081	118	19,773	1	28,360	27,764	21,066	11,330	60,160	17,137	3,030	1,070	2,877	24,114	88,520	4,246	1,653,606	1,794,060	92.2%	
8	February	5,876	2,541	310	8,727	4,344	25,750	13	30,107	15	38,849	9,085	12,913	9,979	31,977	13,900	4,053	1,047	23,785	42,785	70,826	-3,936	1,649,670	1,794,060	92.0%	
9	March	5,445	3,600	388	9,433	3,532	12,144	18	15,694	15	25,142	16,061	18,047	12,869	46,977	10,876	2,961	527	11,144	25,508	72,119	-366	1,649,304	1,794,060	91.9%	
10	April	4,969	3,196	402	8,567	2,404	12,333	7	14,744	14	23,325	8,509	15,933	10,764	35,206	8,192	2,386	481	9,988	21,047	58,531	2,278	1,651,582	1,797,772	91.9%	
11	May	4,948	3,164	396	8,508	2,363	12,304	6	14,673	10	23,191	12,112	13,388	9,666	35,166	8,587	2,972	453	11,642	23,654	58,357	-463	1,651,119	1,797,772	91.8%	
12	June	5,115	2,421	362	7,898	2,420	13,885	2	16,307	22	24,227	23,555	21,985	7,600	53,140	10,572	3,326	327	17,810	32,035	77,367	-7,808	1,643,311	1,797,772	91.4%	
13	July	5,918	2,906	464	9,288	2,545	19,068	11	21,624	19	30,931	29,998	25,820	8,988	64,806	15,797	3,276	542	15,900	35,515	95,737	-4,584	1,638,727	1,795,429	91.3%	
14	August	4,061	3,390	385	7,836	3,277	15,347	4	18,628	15	26,479	29,890	16,595	8,301	54,786	15,247	3,414	607	15,863	35,131	81,265	-8,652	1,630,075	1,795,429	90.8%	
15	September	6,287	2,763	243	9,293	2,198	11,030	5	13,233	1	22,527	25,892	17,370	9,840	53,102	12,832	4,341	370	13,636	31,179	75,629	-8,652	1,618,685	1,795,429	90.2%	
16	October	4,739	3,098	199	8,036	2,082	15,862	1	17,945	15	25,996	35,182	17,799	9,358	62,339	14,387	2,272	532	14,995	32,186	88,335	-6,190	1,612,495	1,798,002	89.7%	
17	November	6,181	3,457	136	9,774	2,415	14,962	23	17,400	4	27,178	27,391	20,315	8,780	56,486	14,175	3,572	499	9,885	28,131	83,664	-953	1,611,542	1,798,002	89.6%	
18	December	5,231	3,122	145	8,498	2,214	20,094	20	22,328	3	30,829	36,425	22,330	12,447	71,202	15,552	2,449	573	19,383	37,957	102,031	-7,128	1,604,411	1,798,002	89.2%	
19	YTD Total	64,613	36,069	3,762	104,444	32,366	189,860	228	222,456	134	327,034	281,864	223,561	119,922	625,347	157,254	38,052	7,028	166,908	369,242	952,381	-42,208	1,604,411	1,798,002	89.2%	
20																										
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 2013								
4	2013	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	1,653,606	5,282	0.32%	3,105	228	3,333	63%	0.20%
6	February	1,649,670	5,359	0.32%	2,799	235	3,034	57%	0.18%
7	March	1,649,304	6,207	0.38%	3,162	230	3,392	55%	0.21%
8	April	1,651,582	6,973	0.42%	3,852	252	4,104	59%	0.25%
9	May	1,651,119	8,847	0.54%	5,469	378	5,847	66%	0.35%
10	June	1,643,311	885	0.05%	219	25	244	28%	0.01%
11	July	1,638,727	5,258	0.32%	3,183	359	3,542	67%	0.22%
12	August	1,630,075	5,501	0.34%	3,199	364	3,563	65%	0.22%
13	September	1,618,685	3,900	0.24%	2,170	208	2,378	61%	0.15%
14	October	1,612,495	1,283	0.08%	6	38	44	3%	0.00%
15	November	1,611,542	3,958	0.25%	3	150	153	4%	0.01%
16	December	1,604,411	6,060	0.38%	7	6	13	0%	0.00%
17	YTD Total	1,604,411	59,513	3.71%	27,174	2,473	29,647	50%	1.85%
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								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
25	not applicable to SoCalGas								
26	2013	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
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
40									
41	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
43	YTD adjustments.								

	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 2013						
4		Provided¹	Received	Approved²	Denied³	Pending/Never Completed⁴	Duplicates⁵
5	Total (Y-T-D)	5,418,416	595,046	398,017	34,595	44,210	118,224
6	Percentage		100.00%	66.89%	5.81%	7.43%	19.87%
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							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	December 2013									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,589	12	10,601	10,219	16	10,235	96.5%	134.5%	96.5%
7	Imperial	0	16,807	16,807	12	13,064	13,076	NA	77.7%	77.8%
8	Kern	13,038	27,679	40,717	10,322	27,501	37,823	79.2%	99.4%	92.9%
9	Kings	18	13,025	13,043	17	13,535	13,552	92.3%	103.9%	103.9%
10	Los Angeles	950,402	2,415	952,817	850,712	1,136	851,848	89.5%	47.0%	89.4%
11	Orange	199,952	0	199,952	160,803	20	160,823	80.4%	0.0%	80.4%
12	Riverside	101,534	125,582	227,115	90,020	113,466	203,486	88.7%	90.4%	89.6%
13	San Bernardino	160,571	973	161,545	162,587	799	163,386	101.3%	82.1%	101.1%
14	San Luis Obispo	10,577	17,770	28,347	4,507	12,548	17,055	42.6%	70.6%	60.2%
15	Santa Barbara	34,098	1,067	35,165	28,429	663	29,092	83.4%	62.1%	82.7%
16	Tulare	10,738	45,773	56,511	11,128	44,353	55,481	103.6%	96.9%	98.2%
17	Ventura	53,410	1,974	55,383	47,113	1,441	48,554	88.2%	73.0%	87.7%
18	Total	1,544,926	253,076	1,798,002	1,375,869	228,542	1,604,411	89.1%	90.3%	89.2%
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 2013							
4	2013	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	1,653,606	25,278	1.53%	19,605	10,519	78%	0.64%
6	February	1,649,670	24,627	1.49%	19,060	10,016	77%	0.61%
7	March	1,649,304	36,122	2.19%	25,778	15,776	71%	0.96%
8	April	1,651,582	42,081	2.55%	27,064	19,055	64%	1.15%
9	May	1,651,119	31,773	1.92%	19,273	15,076	61%	0.91%
10	June	1,643,311	33,356	2.03%	20,815	15,520	62%	0.94%
11	July	1,638,727	40,640	2.48%	22,918	19,151	56%	1.17%
12	August	1,630,075	33,758	2.07%	18,727	16,036	55%	0.98%
13	September	1,618,685	36,000	2.22%	20,119	11,734	56%	0.72%
14	October	1,612,495	32,936	2.04%	17,573	725	53%	0.04%
15	November	1,611,542	34,101	2.12%	12,794	554	38%	0.03%
16	December	1,604,411	37,019	2.31%	2,352	129	6%	0.01%
17	YTD	1,604,411	407,691	25.41%	226,078	134,291	55%	8.37%
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 2013						
4	Contractor Name¹	Contractor Type				Year-to-Date	
5		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	2	14
12	LA Works		X			0	1
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			1	1
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	1
30	Starbright Management Services		X			0	0
31	Hernandad Mexicana		X			0	0
32	CSET		X			0	2
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	19
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	4
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	92
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					3	134
47							
48	* All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	December 2013								
4	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	n/a	1,653,606	n/a	1,653,606	1,794,060	92.2%	6.0%	100%
6	February	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	-0.2%	100%
7	March	n/a	1,649,304	n/a	1,649,304	1,794,060	91.9%	0.0%	100%
8	April	n/a	1,651,582	n/a	1,651,582	1,797,772	91.9%	0.1%	100%
9	May	n/a	1,651,119	n/a	1,651,119	1,797,772	91.8%	0.0%	100%
10	June	n/a	1,643,311	n/a	1,643,311	1,797,772	91.4%	-0.5%	100%
11	July	n/a	1,638,727	n/a	1,638,727	1,795,429	91.3%	-0.3%	100%
12	August	n/a	1,630,075	n/a	1,630,075	1,795,429	90.8%	-0.5%	100%
13	September	n/a	1,618,685	n/a	1,618,685	1,795,429	90.2%	-0.7%	100%
14	October	n/a	1,612,495	n/a	1,612,495	1,798,002	89.7%	-0.4%	100%
15	November	n/a	1,611,542	n/a	1,611,542	1,798,002	89.6%	-0.1%	100%
16	December	n/a	1,604,411	n/a	1,604,411	1,798,002	89.2%	-0.4%	100%
17	YTD		1,604,411	n/a	1,604,411	1,798,002	89.2%	-0.4%	100%
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	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 2013												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 2013-14 Budget Expended		
5		Total			Total			Total			Total		
6	Pilots												
7	CHANGES	\$180,000			\$15,000			\$150,000			83%		
8	Total Pilots	\$180,000			\$15,000			\$150,000			83%		
9													
10	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
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions															
2	Through November 2013 - Southern California Gas Company															
3	(Provide Cumulative Data from January, 2013 through 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					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.			
6			Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a resolution is reached	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		Calls to Dedicated 800 #Recorded by IOU
7	Date	CHANGES Participants' Self- Identified language of preference									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
8	10/14/2013	Chinese/Cantonese	Educated on CARE/FERA		1	Web	0	0	0		0	There was no answer on the designated CHANGES number so I called the regular customer service number	0	0		
9	10/21/2013	Tagalog	Scheduled Customer Service Visit		1	SoCalGas customer service	0	0	0		1		0			
10	10/8/2013	English	Set Up/Change Payment Extension Restore Service		1	LIHEAP	0	0	0		0	User did not specify if 1-800 number is used when calling the IOU.	0			
11	10/16/2013	Vietnamese	HEAP/LI-Heap Application Assistance Bill Education		1	Bill Insert	0	0	0		0	Meeting with client.	0			
12	10/30/2013	English	Schedule Energy Audit		1	Bill Insert	0	0	0		1		0			
13	10/30/2013	Chinese/Cantonese	HEAP/LI-Heap Application Assistance Educated on Energy Assistance Programs		1	Direct Mailing	0	0	0		0		1			
14	11/4/2013	Vietnamese	HEAP/LI-Heap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation		1	Branch Payment Office	0	0	0		0	Meeting with client.	0			
15	11/18/2013	English	Set Up/Change Payment Plan		1	Bill Insert	0	0	0		1		0			
16	11/13/2013	Spanish	Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Set Up/Change Payment Extension		1	Edison	0	0	0		1		0			
17	Current Month Total				9		0	Not Applicable	0	0			0	1		58
18	Year-to- Date Total				27		0	Not Applicable	0	0			0	0		417
19																
20	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.															
21	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.															
22	Detailed information for Column C available through table provided by SHE organization.															
23	2 Table reflects new monthly activity and may include information from prior months not previously reported.															
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 11 CHANGES Group Customer Assistance Sessions						
2	Through October 2013 - Southern California Gas Company						
3	(Provide Cumulative Data from January , 2013 through end of Reporting Month)						
4	All Data Provided by the CHANGES Contractor						
5				Session Logistics			
6	Date	Session Language	Description of Service Provided (g.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length (Hours)	Number of Attendees	Description of Information/Literature Provided
7							
8							
9							
10							
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33							
34							
35							
36							
37	Current Month Total			0		0	
38	Year-to-Date Total						
39							
40	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Data not available