

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

Application of Southern California Edison Company (U 338E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.

And Related Matters.

Application 14-11-007  
(Filed November 18, 2014)

Application 14-11-009  
Application 14-11-010  
Application 14-11-011

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2019**

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

**LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT**

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

#### 1.1. Energy Savings Assistance (ESA) Program Overview

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

SoCalGas submitted its Mid-Cycle Advice Letter No. (AL) 5325 on July 16, 2018, which was approved by Energy Division (ED) with modifications on December 19, 2018. This report reflects the approved budget, homes treated and therms saved updates per the disposition of AL 5325.

<b>Program Summary through December 2019</b>			
	<b>Authorized / Planning Assumptions*</b>	<b>Actual to Date</b>	<b>%</b>
Budget	\$223,151,718	\$109,551,666	49.09%
Homes Treated	182,265	101,457	55.66%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	641,598	9.83%

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

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

In December 2019, SoCalGas processed and paid contractor invoices for 11,500 treated homes. Additionally, SoCalGas paid for the weatherization of 11,500 homes, 613 furnace repairs and replacements, 1,387 water heater repairs and replacements, and 325 High Efficiency (HE) clothes washers.

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

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

**Ethnic and Mass Media Campaign**

SoCalGas launched a multi-channel targeted mass media campaign during the month of October. The campaign's objective was to increase awareness among eligible customers and reduce barriers to participation, such as trust. The campaign included a mix of broad channels and targeted strategies to generate awareness, education and drive actions to the program landing page. The channel mix was broken down into television, radio, and digital such as video, display, social and native platforms. The campaign tag line, "Your home deserves upgrades. You deserve savings", speaks to the connection a family has to their home while also explaining how the upgrades available through the ESA Program can help them save money. The campaign ran until mid-December 2019. Results will be reported in February 2020.

**E- Newsletter**

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

**Energy Savings Assistance Program - Emails**

During the month of December, SoCalGas sent 10,785 emails for customer lists covering seven specific targeted geographic areas as part of AL 5256 (Clear

Plan). The Clear Plan targets customers that have not previously participated in the ESA Program and have been identified as highly eligible. The email featured ESA Program information and included the contact information of the customer's assigned contractor. Providing the contractor's contact information creates context and confidence for the customer as they are more likely to be familiar with the name and have assurance of legitimacy when the contractor calls. Emails were sent based on zip codes to accurately reflect contractor assignments.

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

In December, in conjunction with the email efforts above, SoCalGas sent 13,367 direct mailers for seven different customer lists covering targeted geographic areas as part of the Clear Plan. Much like the email campaign, the direct mailers are targeting customers who have not previously participated in the ESA Program. The direct mailers featured ESA Program messaging and the contact information of their assigned contractors. Customers are directed to contact their contractor for more information and to enroll into the program. SoCalGas will continue to coordinate with contractors to schedule distribution of marketing materials in order for them to be prepared when customers call.

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

In December, SoCalGas sent 12,457 text messages to customers for seven different customer lists covering targeted geographic areas as part of the Clear Plan. The text messages prompt customers to reply if they want to receive more

information and 572 customers replied. Once a customer responds, an automated text is sent with the customer's assigned contractor information.

### **Energy Savings Assistance Program - Outbound Dialing**

SoCalGas did not deploy an outbound dialing campaign during the month of December. Future deployments are being explored and will be considered for incorporation into future marketing strategies for program year (PY) 2020.

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

There were 259 internet-generated leads for the ESA Program during the month of December from all channel activities. SoCalGas posted to its social media platforms as part of its current multi-channel media campaign, promoting the ESA Program on Facebook and Instagram. Results of these promoted posts will be reported at the end of the campaign.

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

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



SoCalGas participated in during the month of December. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
December 2 (Fiesta Educativa)	Ventanilla de Salud Monthly Health Fair	Mexican Consulate – Los Angeles	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 21 attendees.
December 3 (Second Harvest Food Bank of Orange County)	Boys & Girls Club of Buena Park Food Distribution	Buena Park	SoCalGas and CBO event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 150 in attendance.
December 3 (SCRS-IL)	Social Vocational Presentation	East Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 32 attendees.
December 3 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	Recorded radio show providing information on SoCalGas’ Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
December 4 (Food Bank of Santa Barbara County)	Alma Cena Sana	El Camino Community Center – Lompoc	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
December 5 (LA 211)	Homeless Resource Fair & Mobile Shower	South El Monte	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 50 of the 70 attendees.
December 5 (Foodshare)	Annual Agency Conference Workshop	Oxnard	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
December 6	Hope Through Housing Event	Sunset Heights – 6230 Haven Avenue, Rancho Cucamonga	Customer Assistance Programs outreach staff provided an informational kiosk that was placed in the general office. Kiosk has information regarding SoCalGas’ Customer Assistance Programs.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
December 6 (SCRS-IL)	Department of Rehabilitation District Meeting	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
December 7	KYCC Annual Holiday Carnival	Wilton Place Elementary School – Koreatown	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 325 in attendance.
December 7 (Local Govt Partnerships)	Norwalk Community Connect	Norwalk City Hall	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 in attendance.
December 7 (Local Govt Partnerships)	Festival of Trees	Murrieta	Local Government Partnership staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
December 7 (Local Govt Partnerships)	Christmas in the Park	Hemet	Local Government Partnership staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
December 7 (Local Govt Partnerships)	Winter Wonderland	Eastvale	Local Government Partnership staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
December 9 (SCRS-IL)	East LA Holiday Event	East Los Angeles Community Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 attendees.
December 9 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	Recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
December 9 (MICOP)	Colonia Park Outreach	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were provided as well as assistance with applications.
December 9 (Local Govt Partnerships)	City of Upland Event	Upland	San Bernardino Regional Energy Partnership provided information regarding SoCalGas' Customer Assistance Programs to the city.
December 10	Radio Outreach	MICOP	Recorded radio show providing information on

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(MICOP)		Radio Indigena 94.1 FM	SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
December 10 (Radio Campesina / Cesar Chavez Foundation)	Class of the Month at Harding Elementary School	Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
December 11	Las Mananitas – Olvera Street	Los Angeles	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 550 attendees.
December 11	Delhi Center Holiday Celebration	Santa Ana	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 600 attendees.
December 11	Energy Savings Assistance Program Employee Lunch and Learn	Los Angeles	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Energy Savings Assistance Programs. ESA materials were distributed to approximately 90 attendees.
December 11 (Food Bank of Santa Barbara County)	Alma Cena Sana	El Camino Community Center – Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
December 11 (MICOP)	Outreach at El Rio Park and Laundromats	El Rio	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
December 12 (LA 211)	Homeless Resource Fair & Mobile Shower – Christmas Luncheon	South El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 of the 250 attendees.
December 12 (Local Govt Partnerships)	City of Highland Event	Highland	San Bernardino Regional Energy Partnership provided information regarding SoCalGas' Customer Assistance Programs to the city.
December 13	TELACU –	Hawthorne	CBO staff provided information regarding

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(LA 211)	Terrace Community		SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
December 13 (SCRS-IL)	Downey Consumer Holiday Event	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
December 13 (Local Govt Partnerships)	City of Chino Hills Event	Chino Hills	San Bernardino Regional Energy Partnership provided information regarding SoCalGas' Customer Assistance Programs to the city.
December 14 (LA 211)	Winter Wonderland 2019	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 of the 1,200 attendees.
December 14 (Local Govt Partnerships)	City of Rancho Cucamonga Event	Rancho Cucamonga	San Bernardino Regional Energy Partnership provided information regarding SoCalGas' Customer Assistance Programs to the city.
December 14	Community Health Resource Fair – Camino Nuevo High School	Los Angeles	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 in attendance.
December 14 (HSA)	Pasitos Winter Festival	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
December 14 (Local Govt Partnerships)	Breakfast with Santa	Wildomar	Local Government Partnership staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
December 16 (Local Govt Partnerships)	City of Rialto Event	Rialto	San Bernardino Regional Energy Partnership provided information regarding SoCalGas' Customer Assistance Programs to the city.
December 16 (Local Govt Partnerships)	City of Fontana Event	Fontana	San Bernardino Regional Energy Partnership provided information regarding SoCalGas' Customer Assistance Programs to the city.
December 17 (LA 211)	TELACU – Pico Aliso Community	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
December 17	Foodbank LK	Montebello	SoCalGas event staff provided information

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Health Clinic		regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 in attendance.
December 17 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	Recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
December 18 (LA 211)	Partner and Community Team Meeting	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 52 of the 70 attendees.
December 19 (MICOP)	Outreach in Hueneme – Southwinds Park and Clinicas del Camino Real	Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
December 20 (SCRS-IL)	Youth Moving On	Alhambra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
December 21 (HSA)	Heart of Compassion Christmas Resource Fair	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
December 21 (HSA)	Las Posadas Christmas	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
December 24 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	Recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
December 31 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	Recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.

In August, a pilot program began to evaluate Special Supplemental Nutrition Programs for Women, Infants, and Children (WIC) offices in Los Angeles

County. 18 physical applications were received by SoCalGas’ operations and of those, three identified WIC as a categorical qualifier. Customer Assistance Programs outreach staff worked with the local district director to provide information on SoCalGas’ Customer Assistance Programs and seek assistance and approval to provide information to the clients they serve. Following a brief discussion, approval was provided by the district director. Based on a GAP report, 18 offices were determined to be in underpenetrated areas for both the CARE and ESA Program. Each office was given 150 ESA Program forms, and 150 CARE applications along with a display containing income guidelines and categorical information to be displayed in the resource areas. Talking points were also provided for a quick training of front desk staff. Since WIC is a categorical qualifier, this partnership is a natural fit. Based on an initial test phase, a road map will be created for dissemination to other underpenetrated offices in the rest of Los Angeles County and roll-out to the other 11 counties within SoCalGas’ service territory. The pilot will run until the end of the year. A summary of the findings will be submitted in the Annual Report filing. Below is a list of the 18 offices that participated in the preliminary phase:

Culver City 4700 Inglewood Blvd. Culver City, CA 90230	Los Angeles Region 4303 N Figueroa St. Los Angeles, CA 90065	Los Angeles Region 3667 Crenshaw Blvd. Los Angeles, CA 90016	Rosemead 8923 E Mission Dr. Rosemead, CA 91770
Lawndale 15625 Hawthorne Blvd. Lawndale, CA 90260	Los Angeles Region 1801 S La Cienega Blvd. Los Angeles, CA 90035	Los Angeles Region 5940 Santa Monica Blvd. Los Angeles, CA 90038	Cypress 4470 Lincoln Ave. Cypress, CA 90630
San Pedro 312 N Gaffey St. San Pedro, CA 90731	Los Angeles Region 4214 Beverly Blvd. Los Angeles, CA 90004	City of Industry 15942 Amar Rd. City of Industry, CA 91744	La Habra 131 S Harbor Blvd. La Habra, CA 90631

Torrance 1640 W Carson St. Torrance, CA 90501	Los Angeles Region 4100 W. Pico Blvd. Los Angeles, CA 90019	La Puente 417 S Azusa Ave. La Puente, CA 91744	La Mirada 14539 Telegraph Rd. La Mirada, CA 90638
Placentia 618 W Chapman Ave. Placentia, CA 92870	Santa Ana 1701 S Grand Ave. Santa Ana, CA 92705		

### 1.3. Leveraging Success Evaluation Including CSD

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

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

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

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding. To date, \$135,735 has been co-funded to support the installation of HE Clothes Washers and other related water measures.

Some water agencies also co-fund low-flow shower heads, faucet aerators,

thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company<sup>1</sup>
- Liberty Utilities, formerly Park Water Company<sup>2</sup>
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company<sup>3</sup>
- American California Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District

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

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

<b>Municipal Electric Provider</b>	<b>Participating Customers</b>
Anaheim Public Utilities	1,717
Colton Public Utilities	0
LADWP	4,089

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

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

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



Pasadena Water and Power	109
Riverside Public Utilities	1,730
<b>Total</b>	<b>7,645</b>

Providers have reported the activity noted above for 2019 through the month of December. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

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

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

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

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

<b>SoCalGas Enrollment and Assessment Training</b>							
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Attended Class	98	89	136	35	31	36	425
Tested	94	86	134	33	30	36	413
Passed Class	77	63	116	25	24	26	331
Retention Rate*	82%	73%	87%	76%	80%	72%	80%
*Retention Rate is Passed/Tested							

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

<b>SoCalGas Field Operations Training</b>														
<b>Class Type</b>	<b>Q1</b>		<b>Q2</b>		<b>Q3</b>		<b>October</b>		<b>November</b>		<b>December</b>		<b>YTD Total</b>	
	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>
Wx / NGAT Initial	5	23	4	23	5	42	3	12	0	0	1	28	18	128
HVAC Initial	2	13	1	1	5	28	4	14	1	7	2	19	15	82
Wx / NGAT Refresher	1	1	8	199	8	103	3	7	1	26	1	3	22	339
HVAC Refresher	2	18	6	56	4	30	2	17	1	21	2	12	17	154
<b>Grand Total</b>	<b>10</b>	<b>55</b>	<b>19</b>	<b>279</b>	<b>22</b>	<b>203</b>	<b>12</b>	<b>50</b>	<b>3</b>	<b>54</b>	<b>6</b>	<b>62</b>	<b>72</b>	<b>703</b>

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

D.16-04-040 at Ordering Paragraph 10 orders, “Southern California Gas Company and Southern California Edison Company shall track and report on its emergency response efforts immediately on a monthly basis to the Commission’s Energy Division.” This section provides a summary of efforts undertaken in response to D.16-04-040. The current Decision (D.16-11-022), extends this requirement into the current program cycle.

Please refer to ESA Table 2.

**2. CARE EXECUTIVE SUMMARY**

**2.1. CARE Program Summary – December**

**2.1.1. Please provide CARE Program summary costs.**

<b>CARE Budget Categories</b>	<b>Authorized Budget*</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$4,004,885	\$3,101,859	77.45%
Proc., Certification and Verification	\$3,121,351	\$1,493,682	47.85%
Information Tech./Programming	\$1,037,796	\$680,508	65.57%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$390,377	89.23%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$378,224	79.48%
General Administration	\$953,729	\$789,258	82.75%
CPUC Energy Division Staff	\$60,000	\$58,773	97.96%
<b>Total Expenses</b>	<b>\$10,091,122</b>	<b>\$6,892,681</b>	<b>68.30%</b>
<b>Subsidies and Benefits</b>	<b>\$132,351,979</b>	<b>\$133,972,855</b>	<b>101.22%</b>
<b>Total Program Costs and Discounts</b>	<b>\$142,443,101</b>	<b>\$140,865,536</b>	<b>98.89%</b>

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

**CARE My Account Activity & Enrollments**

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

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 138,856 successful enrollments, 57,552 recertifications, 4,855 post-enrollment verifications and 5,476 opt-outs. Activity for December is as follows:

<b>CARE My Account Activity</b>		
	<b>Transactions</b>	<b>Approved</b>
<b>Self-certification</b>	5,515	4,448
<b>Re-certification</b>	2,032	1,972
<b>PEV</b>	198	112
<b>Customer opt-out</b>	663	663

**CARE CSR Enrollment Initiative**

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

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

During the month of December 2019, CSRs successfully enrolled 11,117 customers in CARE. An additional 4,131 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 285,236 and 122,139 mailed applications.

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

**CARE Recertifications**

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of December, SoCalGas processed a total of 556 on-line renewals.

Please provide the CARE Program penetration rate to date.

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,609,738	1,685,526	95.50%

## **2.2. Outreach**

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

#### **CARE Emails & Enrollments**

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of December, SoCalGas sent 10,131 emails to new customers with a probability of being eligible for the CARE program. A total of 16,640 emails were sent to existing SoCalGas customers who may qualify for the CARE program. In addition, to recapture those customers that have fallen off CARE, SoCalGas sent 4,921 emails encouraging these customers to reapply. All three categories of emails contribute to the 1,253 on-line enrollments that were processed in December.

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

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 290 approved enrollments in December. In addition to canvassers, CBOs and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind

customers to recertify when notified. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach. Additional activities are detailed in section 1.2.2. During the month of December, 79 callers were informed about the CARE Program, with 25 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In December 2019, Worksite Wellness staff facilitated presentations, and provided health education materials and SoCalGas Customer Assistance Information including CARE, ESA



and Medical Baseline to 445 individuals through classes and health fairs. CBO staff facilitated a presentation and hosted a monthly resource table with information. Staff made weekly visits to South-Central Family Health Centers in Huntington Park, as well as Venice Family Clinic, Maternal and Child Health Center, the Saint Louise Family Resource Center and LA Care Family Resource Center in Lynwood and Downtown LA and Best Start Metro LA Neighborhood Leadership groups. Staff participated in health education classes at Queenscare Clinics in East LA and Central LA, South Central Family Health Center and the Latino Kids Health Center in Montebello.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer

Assistance Programs. This month, LIFT worked with their members, providing them with SoCalGas' Customer Assistance Program information.

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

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month Unity Shoppe introduced Customer Assistance Programs to 8 of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed, and the agencies were also provided with information via email that contained links to program applications as well as printed pamphlets. This month the agencies were as follows: Adams Elementary School, WIC, Franklin Elementary School, Aliso Pre School, Probation SB Report and Resource Center, Transition House, Independent Living Resource Center, and Santa Barbara Westside United Boys and Girls Clubs of SB County, resulting in outreach to a

total of 180 low-income families that received information on SoCalGas' Customer Assistance Programs.

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but who speak various indigenous languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in Ventura County. To reach out to these residents and customers - primarily farmworkers and persons with limited English proficiency – SoCalGas collaborates with MICOP to extend awareness of the CARE Program. MICOP provides ongoing awareness, and SoCalGas schedules periodic sponsored events to provide direct outreach.

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation's largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of December, Food Share Ventura county distributed approximately 3,219 "Senior Kits" with SoCalGas' Customer Assistance Programs materials at various locations throughout Ventura County.

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization

addressing the serious social and economic issues existing in the Southeast's eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources, SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has administered bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the city of Huntington Park, administered a 2000 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. Along with promoting programs at several community events listed in sections above, during the month of December, SCDC provided one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of

homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In December, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 91 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties received information during outreach contract visits with the city of LA. Approximately 20 percent of the tenants visited in December said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

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

During the month of December, SoCalGas sent 14,936 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 73 new customers via direct mail and online onto the CARE Program. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online. SoCalGas mailed 8,249 letters to customers who have failed to renew their CARE eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but 335 customers re-enrolled online. Additionally, SoCalGas mailed 25,000 letters directing customers, who are not on

CARE, but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE. The updated letters that direct customers to apply online contributed to the 1,253 online enrollments processed in December. SoCalGas is exploring enhancing the online application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.

### **CARE Bill Inserts**

No bill inserts were deployed during the month of December, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 2,370 bill insert applications from prior months in December.

### **Outreach by Field Employees**

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, the CARE Outreach Team has distributed supplemental deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued through the month of December. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

### **CARE Social & Mass Media Campaign**

SoCalGas launched a mass media campaign in the month of August. The main campaign objectives are to maintain an above 90% penetration rate, lower monthly attrition levels to less than 55%, and increase the current rate of 30% online enrollments. The target audience is adults, ages 25 to 65 and includes messaging in both English and Spanish. The messaging focuses on reaching low income residential households who are unemployed, experiencing adverse economic events or are enrolled in other public assistance programs. The strategic media approach focuses on a mix of highly targeted channels and tactics that have the ability to proximity target in high opportunity zip codes. Channels include out-of-home and mobile-led digital such as audio, display, social and search. The campaign ran through October 2019 and results will be reported in January 2020.

### **Disability**

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

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services to individuals who are blind or visually impaired on a one-on-one basis. The

organization provides assistance in Riverside and San Bernardino counties and works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas' programs.

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through comprehensive Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 275 clients and worked with new clients one-on-one in regards to SoCalGas' Customer Assistance Programs. Through the partnership SCRS-IL has with CalFresh, SCRS-IL distributed CAP information to an additional 327 clients combined in their Downey and Pasadena offices during CalFresh intake.



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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
December 4 (Fiesta Educativa)	Fiestas Familiares Workshop	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
December 7 (Fiesta Educativa)	Fiestas Familiares Christmas Celebration	East Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees.
December 14 (Fiesta Educativa)	ECE Inclusion Conference	La Quinta	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
December 16 (Fiesta Educativa)	Fiestas Familiares Workshop	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
December 17 (Fiesta Educativa)	Support Group Broad Spectrum Broader Minds	Moreno Valley	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
December 20 (Fiesta Educativa)	FDLRC	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of December, 2,060 customers were enrolled in SoCalGas’ CARE Program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as

SoCalGas' ESA Program and the Gas Assistance Fund (GAF). Intra-utility efforts in December generated 1,889 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase PEV activities when customer information is shared with programs such as the Low-Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre-enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. There were 50 customers enrolled through leveraging during the month of December.

### **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 1A – Unspent Funds

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

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

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

**ESA Program** – Table 2B-1 – Eligible Multifamily Common Area Measures

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

**ESA Program** - Table 4A/4B/4C – Homes / Buildings Treated

**ESA Program** - Table 4A-2 - Homes Unwilling/Unable to Participate

**ESA Program** - Table 5A/5B/5C - Program Customer Summary

**ESA Program** - Table 6 - Expenditures for Pilots and Studies

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

**CARE** - Table 1 - CARE Overall Program Expenses

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

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

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

**CARE** - Table 4 - Self Certification and Re-Certification

**CARE** - Table 5 - Enrollment by County

**CARE** - Table 6 - Recertification Results

**CARE** - Table 7 - Capitation Contractors

**CARE** - Table 8 - Participants as of Month End

**CARE** - Table 9 - Expenditures for Pilot

**CARE** - Table 10 - CHANGES Individual Customer Assistance

**CARE** - Table 11 - CHANGES Group Customer Assistance – Reported Monthly

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>December 2019</b>												
4													
5		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
6	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	<b>Energy Efficiency</b>												
8	Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ 361,679	\$ 361,679	N/A	\$ 2,659,053	\$ 2,659,053	N/A	15.23%	15.23%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ 3,496,001	\$ 3,496,001	N/A	\$ 15,074,554	\$ 15,074,554	N/A	73.03%	73.03%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ 6,539,558	\$ 6,539,558	N/A	\$ 32,329,366	\$ 32,329,366	N/A	97.90%	97.90%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ 3,384,939	\$ 3,384,939	N/A	\$ 17,875,450	\$ 17,875,450	N/A	74.61%	74.61%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 292,866	\$ 292,866	N/A	\$ 1,713,355	\$ 1,713,355	N/A	86.69%	86.69%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment <sup>2</sup>	N/A	\$ 18,886,236	\$ 18,886,236	N/A	\$ -	\$ -	N/A	\$ 18,886,236	\$ 18,886,236	N/A	100.00%	100.00%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 588,325	\$ 588,325	N/A	\$ 2,114,843	\$ 2,114,843	N/A	54.59%	54.59%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	<b>Energy Efficiency TOTAL</b>	N/A	<b>\$ 119,817,199</b>	<b>\$ 119,817,199</b>	N/A	<b>\$ 14,663,368</b>	<b>\$ 14,663,368</b>	N/A	<b>\$ 90,652,858</b>	<b>\$ 90,652,858</b>	N/A	<b>75.66%</b>	<b>75.66%</b>
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 53,464	\$ 53,464	N/A	\$ 730,450	\$ 730,450	N/A	78.84%	78.84%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ 253,433	\$ 253,433	N/A	\$ 1,592,919	\$ 1,592,919	N/A	65.58%	65.58%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 436,191	\$ 436,191	N/A	\$ 1,203,578	\$ 1,203,578	N/A	83.01%	83.01%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies <sup>4</sup>	N/A	\$ 115,625	\$ 115,625	N/A	\$ 73,400	\$ 73,400	N/A	\$ 157,722	\$ 157,722	N/A	136.41%	136.41%
25	Regulatory Compliance <sup>2</sup>	N/A	\$ 351,194	\$ 351,194	N/A	\$ -	\$ -	N/A	\$ 351,194	\$ 351,194	N/A	100.00%	100.00%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 757,288	\$ 757,288	N/A	\$ 6,412,766	\$ 6,412,766	N/A	96.27%	96.27%
27	CPUC Energy Division <sup>3</sup>	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 87,553	\$ 87,553	N/A	101.81%	101.81%
28													
29	<b>TOTAL PROGRAM COSTS</b>	N/A	<b>\$ 131,836,750</b>	<b>\$ 131,836,750</b>	N/A	<b>\$ 16,237,144</b>	<b>\$ 16,237,144</b>	N/A	<b>\$ 101,189,040</b>	<b>\$ 101,189,040</b>	N/A	<b>76.75%</b>	<b>76.75%</b>
30	<b>Funded Outside of ESA Program Budget</b>												
31	Indirect Costs				N/A	\$ 328,198	\$ 328,198	N/A	\$ 3,398,813	\$ 3,398,813			
32	NGAT Costs					\$ 382,089	\$ 382,089		\$ 2,105,520	\$ 2,105,520			
33													
34													
35	<sup>1</sup> Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
36	<sup>2</sup> Total current month expenditures funded out of prior cycle unspent funds on Table 1A.												
37	<sup>3</sup> Percentage of budget YTD over annual authorized budget due to delayed billed costs by CPUC in 2019 related to 2018 CPUC oversight activity.												
38	<sup>4</sup> Current year expenditures over annual budget due to planned timing of costs, however, total 2017-2020 cycle spend still within overall cycle budget.												
39	<b>Note:</b> In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December 2018 activities. This amount will be incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019.												
40	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses <sup>2</sup>			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ 4,725,074	\$ 4,725,074	N/A	\$ 6,731,845	\$ 6,731,845	N/A	39.05%	39.05%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ (65,580)	\$ (65,580)	N/A	\$ 155,622	\$ 155,622	N/A	31.12%	31.12%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 172,179	\$ 172,179	N/A	\$ 1,419,267	\$ 1,419,267	N/A	31.54%	31.54%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ 10,201	\$ 10,201	N/A	\$ 55,893	\$ 55,893	N/A	85.09%	85.09%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
<b>TOTAL PROGRAM BUDGET/EXPENSES<sup>1</sup></b>	<b>N/A</b>	<b>\$ 76,263,219</b>	<b>\$ 76,263,219</b>	<b>N/A</b>	<b>\$ 4,841,874</b>	<b>\$ 4,841,874</b>	<b>N/A</b>	<b>\$ 8,362,626</b>	<b>\$ 8,362,626</b>	<b>N/A</b>	<b>10.97%</b>	<b>10.97%</b>

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

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

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF						
5	<b>ESA Program (Summary) Total<sup>1</sup></b>																<b>ESA Program (First Touch Homes Treated)</b>						<b>ESA Program (Re-Treated Homes/Go Backs)</b>						<b>ESA Program (Aliso Canyon - SCG &amp; SCE)<sup>3</sup></b>									
6		<b>Year-To-Date Completed &amp; Expensed Installation<sup>10</sup></b>								<b>Year-To-Date Completed &amp; Expensed Installation<sup>10</sup></b>								<b>Year-To-Date Completed &amp; Expensed Installation<sup>10</sup></b>								<b>Year-To-Date Completed &amp; Expensed Installation<sup>10</sup></b>												
7	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>		
8			(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																															
9	High Efficiency Clothes Washer	Home	3,294	-	-	65,382	\$ 2,768,437	3.3%	Home	1,410	-	-	28,027	\$ 1,179,866	2.9%	Home	1,884	-	-	37,355	\$ 1,588,570	3.8%	Home	1,176	-	-	23,504	\$ 986,507	2.6%									
10	Microwaves <sup>4</sup>	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
11	Refrigerators	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%							
12	Freezers	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%							
13																																						
14	<b>Domestic Hot Water</b>																																					
15	Other Hot Water <sup>4</sup>	Home	96,448	-	-	304,679	\$ 4,630,020	5.6%	Home	48,409	-	-	152,924	\$ 2,275,840	5.6%	Home	48,039	-	-	151,756	\$ 2,354,180	5.6%	Home	49,420	-	-	156,118	\$ 2,124,859	5.6%									
16	Tank and Pipe Insulation <sup>5</sup>	Home	3,245	-	-	20,606	\$ 146,073	0.2%	Home	1,775	-	-	11,271	\$ 83,002	0.2%	Home	1,470	-	-	9,335	\$ 63,071	0.2%	Home	1,138	-	-	7,226	\$ 46,458	0.1%									
17	Water Heater Repair/Replace	Home	14,429	-	-	34,485	\$ 4,288,239	5.2%	Home	6,035	-	-	14,424	\$ 1,596,409	3.9%	Home	8,394	-	-	20,062	\$ 2,691,830	6.4%	Home	4,749	-	-	11,350	\$ 1,105,031	2.9%									
18																																						
19	Thermostatic Shower Valve	Each	77,577	-	-	126,451	\$ 3,452,032	4.2%	Each	37,274	-	-	60,757	\$ 1,658,793	4.1%	Each	40,303	-	-	65,694	\$ 1,793,238	4.3%	Each	36,775	-	-	59,943	\$ 1,636,409	4.3%									
20	New - Combined Showerhead/TSU	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%							
21	New - Heat Pump Water Heater	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%							
22	Tub Diverter/Spout	Each	2,786	-	-	15,657	\$ 303,989	0.4%	Each	1,446	-	-	8,127	\$ 159,362	0.4%	Each	1,340	-	-	7,531	\$ 144,626	0.3%	Each	706	-	-	3,968	\$ 77,532	0.2%									
23																																						
24																																						
25	<b>Enclosure</b>																																					
26	Air Sealing / Envelope <sup>6</sup>	Home	64,512	-	-	29,832	\$ 16,132,009	19.5%	Home	28,908	-	-	13,416	\$ 6,810,904	16.6%	Home	35,604	-	-	16,416	\$ 9,321,106	22.3%	Home	28,306	-	-	26,807	\$ 7,189,279	19.0%									
27	Attic Insulation	Home	5,580	-	-	165,007	\$ 8,904,056	10.8%	Home	2,848	-	-	81,139	\$ 4,697,452	11.5%	Home	2,732	-	-	83,868	\$ 4,206,604	10.1%	Home	2,925	-	-	73,209	\$ 4,274,977	11.3%									
28																																						
29	<b>HVAC</b>																																					
30	Furnace Repair/Replacement	Home	7,362	-	-	(240,461)	\$ 13,833,084	16.7%	Home	2,514	-	-	(83,311)	\$ 4,980,386	12.2%	Home	4,848	-	-	(157,149)	\$ 8,852,698	21.2%	Home	3,312	-	-	(139,268)	\$ 6,625,361	17.5%									
31	Room A/C Replacement	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
32	Central A/C replacement	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
33	Heat Pump Replacement	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
34	Evaporative Cooler	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
35	Duct Testing and Sealing	Home	894	-	-	9,932	\$ 684,097	0.8%	Home	324	-	-	3,600	\$ 252,162	0.6%	Home	570	-	-	6,333	\$ 431,935	1.0%	Home	134	-	-	1,489	\$ 140,720	0.4%									
36	Energy Efficient Fan Control A/C	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
37	Prescriptive Duct Sealing	Home	12,978	-	-	144,186	\$ 1,335,812	1.6%	Home	6,385	-	-	70,937	\$ 668,348	1.6%	Home	6,593	-	-	73,248	\$ 667,465	1.6%	Home	2,667	-	-	29,630	\$ 271,478	0.7%									
38	High Efficiency Forced Air Unit (HE)	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
39	New - Blower Motor Retrolit	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
40																																						
41	<b>Maintenance</b>																																					
42	Furnace Clean and Tune	Home	27,771	-	-	(34,158)	\$ 1,578,029	1.9%	Home	13,285	-	-	(16,341)	\$ 770,856	1.9%	Home	14,486	-	-	(17,818)	\$ 807,173	1.9%	Home	9,885	-	-	(12,159)	\$ 535,481	1.4%									
43	Central A/C Tune up	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
44																																						
45	<b>Lighting</b>																																					
46	Lighting	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%							
47																																						
48	New - LED Diffuse A-Lamps	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%							
49	New - LED Reflector Bulbs (PAR/E)	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%							
50	New - LED Torchieres	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-										

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

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

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

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

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

<sup>3</sup> Includes Faucet Aerators and Low Flow Showerheads

<sup>4</sup> Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

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

ESA CAM Measures <sup>2,3</sup>	Units	ESA Program - Multifamily Common Area <sup>1</sup>					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh <sup>4</sup> (Annual)	kW <sup>4</sup> (Annual)	Therms <sup>4</sup> (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves <sup>5</sup>	Home	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
Water Heater Replace	Each	14	-	-	6,979	\$ -	0.0%
Boiler Replace	Each	41	-	-	158,640	\$ -	0.0%
<b>Enclosure</b>							
Air Sealing / Envelope <sup>6</sup>	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
<b>Maintenance</b>							
<b>Lighting</b>							
<b>Miscellaneous</b>							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
<b>Ancillary Services</b>							
Commissioning <sup>7</sup>	Home	-	-	-	-	\$ -	0.0%
Audit <sup>8</sup>	Home	-	-	-	-	\$ -	0.0%
Administration <sup>9,10</sup>	Home	-	-	-	-	\$ 4,282	21.6%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment <sup>10</sup>	Home	-	-	-	-	\$ 15,530	78.4%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
<b>Total Savings/Expenditures</b>			-	-	165,619	\$ 19,811	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated <sup>12</sup>	3
Subtotal of Master-metered Multifamily Properties Treated	3
Properties Treated <sup>13</sup>	3

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 4,282	\$ 4,282
Direct Implementation (Non-Incentive)	\$ -	\$ 15,530	\$ 15,530
Direct Implementation	\$ -	\$ 1,399,456	\$ 1,399,456
<b>TOTAL MF CAM COSTS</b>	\$ -	\$ 1,419,267	\$ 1,419,267

<<Includes measures costs

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

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

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

<sup>4</sup> All savings are calculated based on the following sources:  
 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

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

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

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

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

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

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

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

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

<sup>13</sup> Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

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



**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List**  
**Southern California Gas Company**  
**December 2019**

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

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

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

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

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

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

	A	B
1	<b>Energy Savings Assistance Program Tables 3A-B</b>	
2	<b>Energy Savings and Average Bill Savings per Treated Home/Common</b>	
3	<b>Area</b>	
4	<b>Southern California Gas Company</b>	
	<b>December 2019</b>	
5	<b>Table 3A-1, ESA Program</b>	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	641,598
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	3,615,984
10	Current kWh Rate	N/A
11	Current Therm Rate	\$0.61
12	Average 1st Year Bill Savings / Treated Households	\$3.86
13	Average Lifecycle Bill Savings / Treated Households	\$19.96
14		
15	<b>Table 3A-2, ESA Program - CSD Leveraging</b>	
16	Annual kWh Savings	N/A
17	Annual Therm Savings	-
18	Lifecycle kWh Savings	N/A
19	Lifecycle Therm Savings	-
20	Current kWh Rate	N/A
21	Current Therm Rate	\$ -
22	Average 1st Year Bill Savings / Treated Households	\$ -
23	Average Lifecycle Bill Savings / Treated Households	\$ -
24		
25	<b>Table 3A-3, Summary - ESA Program/CSD Leveraging</b>	
26	Annual kWh Savings	N/A
27	Annual Therm Savings	641,598
28	Lifecycle kWh Savings	N/A
29	Lifecycle Therm Savings	3,615,984
30	Current kWh Rate	N/A
31	Current Therm Rate	\$ 0.61
32	Average 1st Year Bill Savings / Treated Households	\$ 3.86
33	Average Lifecycle Bill Savings / Treated Household	\$ 19.96
34		
35		
36	<b>Table 3B, ESA Program - Multifamily Common Area</b>	
37	Annual kWh Savings	N/A
38	Annual Therm Savings	165,619
39	Lifecycle kWh Savings	N/A
40	Lifecycle Therm Savings	3,312,379
41	Current kWh Rate	N/A
42	Current Therm Rate	\$ -
43	Average 1st Year Bill Savings / Treated Properties	\$ -
44	Average Lifecycle Bill Savings / Treated Properties	\$ -
45		
46	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4 - Homes / Buildings Treated</b>						
2	<b>Southern California Gas Company</b>						
3	<b>December 2019</b>						
4	<b>Table 4A-1, ESA Program</b>						
5		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
6	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	15	11,641	11,656	39	1,134	1,173
8	Imperial	17,084	0	17,084	393	1	394
9	Kern	29,886	15,030	44,916	2,973	367	3,340
10	Kings	13,725	11	13,736	1,085	0	1,085
11	Los Angeles	2,526	997,368	999,894	562	46,758	47,320
12	Orange	10	235,276	235,286	0	7,376	7,376
13	Riverside	131,956	107,940	239,896	2,378	13,772	16,150
14	San Bernardino	1,046	163,216	164,262	227	17,396	17,623
15	San Luis Obispo	14,372	8,245	22,617	347	0	347
16	Santa Barbara	1,188	37,199	38,387	626	442	1,068
17	Tulare	47,331	11,227	58,558	2,934	990	3,924
18	Ventura	2,420	59,163	61,583	69	1,588	1,657
19	<b>Total</b>	<b>261,559</b>	<b>1,646,316</b>	<b>1,907,875</b>	<b>11,633</b>	<b>89,824</b>	<b>101,457</b>
20							
21							
22	<b>Table 4B, ESA Program - CSD Leveraging</b>						
23					<b>Households Treated YTD</b>		
24	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
25	Fresno			0			0
26	Imperial			0			0
27	Kern			0			0
28	Kings			0			0
29	Los Angeles			0			0
30	Orange			0			0
31	Riverside			0			0
32	San Bernardino			0			0
33	San Luis Obispo			0			0
34	Santa Barbara			0			0
35	Tulare			0			0
36	Ventura			0			0
37	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
38							
39							
40	<b>Table 4C, ESA Program - Multi-Family Common Area</b>						
41					<b>Properties Treated YTD</b>		
42	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0		1	1
48	Orange			0			0
49	Riverside			0		1	1
50	San Bernardino			0		1	1
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>
56							
57	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
58	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

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

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	274	198	1	0	3	0	1
Imperial	30	41	1	12	4	0	12
Kern	190	216	5	10	30	4	4
Kings	243	186	1	23	11	2	1
Los Angeles	27,808	2,515	9	289	899	199	125
Orange	8,253	551	2	856	400	46	124
Riverside	9,571	1,209	7	49	281	92	109
San Bernardino	13,305	1,150	4	32	380	103	98
San Luis Obispo	18	9	0	0	15	0	1
Santa Barbara	29	54	0	0	19	0	2
Tulare	967	529	3	206	33	7	44
Ventura	7,649	127	0	7	89	2	7
<b>Total<sup>1</sup></b>	<b>68,337</b>	<b>6,785</b>	<b>33</b>	<b>1,484</b>	<b>2,164</b>	<b>455</b>	<b>528</b>

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																
2	<b>Southern California Gas Company</b>																
3	<b>December 2019</b>																
4	<b>Table 5A, ESA Program</b>																
5	Gas & Electric				Gas Only <sup>1</sup>				Electric Only				Total				
6	Month	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	4,646	73,560	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	-	8,224	171,078	-	-	-	-	-	-	8,224	171,078	-	-
11	April	-	-	-	-	11,123	168,417	-	-	-	-	-	-	11,123	168,417	-	-
12	May	-	-	-	-	6,835	119,981	-	-	-	-	-	-	6,835	119,981	-	-
13	June	-	-	-	-	6,907	103,439	-	-	-	-	-	-	6,907	103,439	-	-
14	July	-	-	-	-	10,099	128,692	-	-	-	-	-	-	10,099	128,692	-	-
15	August	-	-	-	-	9,507	110,843	-	-	-	-	-	-	9,507	110,843	-	-
16	September	-	-	-	-	8,687	(465,963)	-	-	-	-	-	-	8,687	(465,963)	-	-
17	October	-	-	-	-	11,264	76,470	-	-	-	-	-	-	11,264	76,470	-	-
18	November	-	-	-	-	12,665	75,397	-	-	-	-	-	-	12,665	75,397	-	-
19	December	-	-	-	-	11,500	79,683	-	-	-	-	-	-	11,500	79,683	-	-
20	<b>YTD Total</b>	-	-	-	-	<b>101,457</b>	<b>641,598</b>	-	-	-	-	-	-	<b>101,457</b>	<b>641,598</b>	-	-
21																	
22	As of September 2019, all savings are calculated based on the following source:																
23	DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.																
24	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
25	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
26																	
27	<b>Table 5B, ESA Program - CSD Leveraging</b>																
28	Gas & Electric				Gas Only				Electric Only				Total				
31	Month	# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
32			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
33	January																
34	February																
35	March																
36	April																
37	May																
38	June																
39	July																
40	August																
41	September																
42	October																
43	November																
44	December																
45	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46																	
47																	
48	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
49	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
50																	
51	<b>Table 5C, ESA Program - Multi-Family Common Area</b>																
52	Gas & Electric				Gas Only				Electric Only				Total				
53	Month	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
54			Therm	kWh	kW		Therm <sup>1</sup>	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
55	January																
56	February																
57	March																
58	April																
59	May																
60	June																
61	July																
62	August																
63	September					1	5,848							1	5,848		
64	October					2	159,771							2	159,771		
65	November																
66	December																
67	<b>YTD Total</b>	-	-	-	-	<b>3</b>	<b>165,619</b>	-	-	-	-	-	-	<b>3</b>	<b>165,619</b>	-	-
68																	
69	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
70	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
71	1 - Savings calculated via deemed savings; NMEC methodology continues to be reviewed and evaluated with the Energy Division																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>December 2019</b>												
4													
5		<b>Authorized 4-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2017</b>			<b>% of 4-Year Budget Expended</b>		
6		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	<b>Pilots</b>												
8	Smart Thermostat Pilot <sup>1</sup>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ (65,580)	\$ (65,580)	N/A	\$ 155,622	\$ 155,622	N/A	15.56%	15.56%
9	<b>Total Pilots</b>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ (65,580)	\$ (65,580)	N/A	\$ 155,622	\$ 155,622	N/A	15.56%	15.56%
10	<b>Studies</b>												
11	Low Income Impact Evaluation <sup>2</sup>	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment <sup>2,3</sup>	N/A	\$ 125,000	\$ 125,000	N/A	\$ 73,400	\$ 73,400	N/A	\$ 247,174	\$ 247,174	N/A	197.74%	197.74%
13	Cost-Effectiveness/NEBs <sup>2</sup>	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
14	Rapid Feedback Research / Analysis <sup>4</sup>	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ 26,908	\$ 26,908	N/A	13.45%	13.45%
15	<b>Total Studies</b>	N/A	\$ 500,000	\$ 500,000	N/A	\$ 73,400	\$ 73,400	N/A	\$ 451,129	\$ 451,129	N/A	90.23%	90.23%
16													
17	<sup>1</sup> Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	<sup>2</sup> Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	<sup>3</sup> Overspent related to 4-year Impact Evaluation study budget due to timing of billing from Lead IOU for cost related to 2016.												
20	<sup>4</sup> These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

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

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

<b>7B - Households Receiving In- Home Energy Education Only</b>		
<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>
In-Home Energy Education	Home	4,582

<b>7C - Households for My Energy/My Account Platform</b>		
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>
45,802	60,155	549

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>December 2019</b>												
4													
5		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
6	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 316,828	\$ 316,828	N/A	\$ 3,101,859	\$ 3,101,859	N/A	77.45%	77.45%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 97,429	\$ 97,429	N/A	\$ 1,402,932	\$ 1,402,932	N/A	47.29%	47.29%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 8,202	\$ 8,202	N/A	\$ 90,750	\$ 90,750	N/A	58.61%	58.61%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 60,149	\$ 60,149	N/A	\$ 680,508	\$ 680,508	N/A	65.57%	65.57%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ 79,856	\$ 79,856	N/A	\$ 390,377	\$ 390,377	N/A	89.23%	89.23%
14	Measurement and Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	N/A	\$ 475,858	\$ 475,858	N/A	\$ 47,646	\$ 47,646	N/A	\$ 378,224	\$ 378,224	N/A	79.48%	79.48%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 48,440	\$ 48,440	N/A	\$ 789,258	\$ 789,258	N/A	82.75%	82.75%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 58,773	\$ 58,773	N/A	97.96%	97.96%
18													
19	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>N/A</b>	<b>\$ 10,091,122</b>	<b>\$ 10,091,122</b>	<b>N/A</b>	<b>\$ 658,550</b>	<b>\$ 658,550</b>	<b>N/A</b>	<b>\$ 6,892,681</b>	<b>\$ 6,892,681</b>	<b>N/A</b>	<b>68.30%</b>	<b>68.30%</b>
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 17,718,553	\$ 17,718,553	N/A	\$ 133,972,855	\$ 133,972,855	N/A	101.22%	101.22%
22													
23	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>N/A</b>	<b>\$ 142,443,101</b>	<b>\$ 142,443,101</b>	<b>N/A</b>	<b>\$ 18,377,103</b>	<b>\$ 18,377,103</b>	<b>N/A</b>	<b>\$ 140,865,536</b>	<b>\$ 140,865,536</b>	<b>N/A</b>	<b>98.89%</b>	<b>98.89%</b>
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,573,565	\$ 1,573,565	N/A	\$ 13,506,883	\$ 13,506,883			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,573,565	\$ 1,573,565	N/A	\$ 13,506,883	\$ 13,506,883			
31													
32	Indirect Costs				N/A	\$ 107,934	\$ 107,934	N/A	\$ 1,608,344	\$ 1,608,344			
33													
34	<sup>1</sup> Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												



**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration  
Southern California Gas Company  
December 2019**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1																									
2																									
3																									
4																									
5		New Enrollment									Recertification				Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
6		Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)				Gross (K+O)	Net Adjusted (K-T)
7	2019	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%
9	February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%
10	March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	28,042	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%
11	April	1,429	1,764	221	3,414	6,748	6,979	11,476	3	25,206	28,620	9,990	11,081	20,069	41,140	8,740	1,966	333	10,923	21,962	69,760	6,658	1,620,797	1,683,842	96.26%
12	May	1,409	1,799	156	3,364	5,032	6,175	10,433	0	21,640	25,004	15,955	11,395	18,471	45,821	8,372	2,297	387	13,183	24,239	70,825	765	1,621,562	1,683,842	96.30%
13	June	1,445	1,793	137	3,375	3,930	5,223	10,624	5	19,782	23,157	11,412	12,543	17,627	41,582	10,562	2,704	471	13,131	26,868	64,739	-3,711	1,617,851	1,683,842	96.08%
14	July	2,085	1,803	134	4,022	4,414	4,050	11,085	0	19,549	23,571	13,488	11,305	15,807	40,600	12,168	2,674	370	15,968	31,180	64,171	-7,609	1,610,242	1,683,537	95.65%
15	August	2,298	1,731	89	4,118	4,528	4,228	11,175	0	19,931	24,049	12,737	12,174	20,587	45,498	10,751	2,442	359	15,400	28,952	69,547	-4,903	1,605,339	1,683,537	95.36%
16	September	2,719	1,912	69	4,700	4,557	3,896	11,643	0	20,096	24,796	10,866	11,218	18,819	40,903	10,593	2,357	306	15,057	28,313	65,699	-3,517	1,601,822	1,683,537	95.15%
17	October	3,893	2,016	72	5,981	4,393	3,725	11,601	0	19,719	25,700	8,901	15,623	21,200	45,724	10,841	2,391	281	13,121	26,634	71,424	-934	1,600,888	1,685,526	94.98%
18	November	11,327	1,765	58	13,150	4,447	4,560	10,825	0	19,832	32,982	7,345	8,526	13,967	29,838	9,966	2,292	270	13,301	25,829	62,820	7,153	1,608,041	1,685,526	95.40%
19	December	2,060	1,889	50	3,999	4,990	6,054	10,888	0	21,932	25,931	3,096	11,662	18,406	33,164	11,225	2,530	221	10,258	24,234	59,095	1,697	1,609,738	1,685,526	95.50%
20	YTD Total	33,569	22,074	1,269	56,912	64,471	66,719	125,653	8	256,851	313,763	129,019	139,423	213,594	482,036	131,388	29,690	4,262	154,212	319,552	795,799	-5,789	1,609,738	1,685,526	95.50%

21

22 <sup>1</sup> Enrollments via data sharing between the IOUs.

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

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

25 **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	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>December 2019</b>								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification <sup>3</sup>	% of Total CARE Households De-enrolled
6	January	1,613,195	4,921	0.31%	2,661	280	2,941	59.76%	0.18%
7	February	1,613,054	4,718	0.29%	2,579	289	2,868	60.79%	0.18%
8	March	1,614,139	5,341	0.33%	2,857	299	3,156	59.09%	0.20%
9	April	1,620,797	5,166	0.32%	2,906	298	3,204	62.02%	0.20%
10	May	1,621,562	4,530	0.28%	2,591	245	2,836	62.60%	0.17%
11	June	1,617,851	4,425	0.27%	2,661	267	2,928	66.17%	0.18%
12	July	1,610,242	4,470	0.28%	2,651	262	2,913	65.17%	0.18%
13	August	1,605,339	4,514	0.28%	2,759	246	3,005	66.57%	0.19%
14	September	1,601,822	4,042	0.25%	1,823	178	2,001	49.51%	0.12%
15	October	1,600,888	4,596	0.29%	9	148	157	3.42%	0.01%
16	November	1,608,041	3,780	0.24%	4	63	67	1.77%	0.00%
17	December	1,609,738	4,019	0.25%	3	28	31	0.77%	0.00%
18	<b>YTD Total</b>	<b>1,609,738</b>	<b>54,522</b>	<b>3.39%</b>	<b>23,504</b>	<b>2,603</b>	<b>26,107</b>	<b>47.88%</b>	<b>1.62%</b>

19

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

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

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

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

24

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

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

42

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

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

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

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

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>December 2019</b>						
4							
5		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
6	<b>Total (Y-T-D)</b>	3,498,390	534,756	422,030	72,075	21,698	18,953
7	<b>Percentage</b>		100.00%	78.92%	13.48%	4.06%	3.54%
8							
9	<sup>1</sup> Includes sub-metered customers.						
10	<sup>2</sup> An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
11	<sup>3</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	<sup>6</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>December 2019</b>									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,221	15	11,236	10,998	19	11,017	98.01%	124.97%	98.05%
8	Imperial	0	15,753	15,753	0	15,013	15,013	N/A	95.30%	95.30%
9	Kern	14,217	29,078	43,295	12,330	29,025	41,355	86.73%	99.82%	95.52%
10	Kings	9	13,615	13,624	10	14,765	14,775	112.10%	108.45%	108.45%
11	Los Angeles	852,242	2,525	854,767	826,889	1,178	828,067	97.03%	46.66%	96.88%
12	Orange	195,267	10	195,277	157,462	17	157,479	80.64%	168.35%	80.64%
13	Riverside	102,580	126,303	228,883	94,824	120,212	215,036	92.44%	95.18%	93.95%
14	San Bernardino	151,593	1,010	152,603	174,631	863	175,494	115.20%	85.46%	115.00%
15	San Luis Obispo	7,207	13,804	21,011	3,421	10,719	14,140	47.47%	77.65%	67.30%
16	Santa Barbara	33,081	1,139	34,220	27,506	573	28,079	83.15%	50.32%	82.05%
17	Tulare	11,113	46,465	57,578	11,917	48,378	60,295	107.23%	104.12%	104.72%
18	Ventura	55,135	2,145	57,280	47,455	1,533	48,988	86.07%	71.48%	85.52%
19	<b>Total</b>	<b>1,433,665</b>	<b>251,861</b>	<b>1,685,526</b>	<b>1,367,443</b>	<b>242,295</b>	<b>1,609,738</b>	<b>95.38%</b>	<b>96.20%</b>	<b>95.50%</b>
20										
21	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>December 2019</b>							
4								
5	Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,613,195	21,957	1.36%	12,596	9,705	57.37%	0.60%
7	February	1,613,054	23,815	1.48%	14,300	9,983	60.05%	0.62%
8	March	1,614,139	34,469	2.14%	20,798	14,411	60.34%	0.89%
9	April	1,620,797	31,160	1.92%	18,421	13,241	59.12%	0.82%
10	May	1,621,562	27,063	1.67%	15,790	11,636	58.35%	0.72%
11	June	1,617,851	28,579	1.77%	16,565	12,339	57.96%	0.76%
12	July	1,610,242	30,375	1.89%	18,113	12,587	59.63%	0.78%
13	August	1,605,339	28,219	1.76%	16,344	12,201	57.92%	0.76%
14	September	1,601,822	26,065	1.63%	14,549	7,773	55.82%	0.49%
15	October	1,600,888	27,543	1.72%	12,782	502	46.41%	0.03%
16	November	1,608,041	17,315	1.08%	4,678	185	27.02%	0.01%
17	December	1,609,738	19,102	1.19%	1,407	52	7.37%	0.00%
18	<b>YTD Total</b>	<b>1,609,738</b>	<b>315,662</b>	<b>19.61%</b>	<b>166,343</b>	<b>104,615</b>	<b>52.70%</b>	<b>6.50%</b>
19								
20	<sup>1</sup> Excludes count of customers recertified through the probability model.							
21	<sup>2</sup> Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
22	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
23	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

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

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>December 2019</b>								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change <sup>1</sup>	Total Residential Accounts <sup>2</sup>
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
8	March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
9	April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
10	May	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.05%	5,617,442
11	June	N/A	1,617,851	N/A	1,617,851	1,683,842	96.08%	-0.23%	5,617,627
12	July	N/A	1,610,242	N/A	1,610,242	1,683,537	95.65%	-0.47%	5,615,699
13	August	N/A	1,605,339	N/A	1,605,339	1,683,537	95.36%	-0.30%	5,617,528
14	September	N/A	1,601,822	N/A	1,601,822	1,683,537	95.15%	-0.22%	5,619,786
15	October	N/A	1,600,888	N/A	1,600,888	1,685,526	94.98%	-0.06%	5,622,313
16	November	N/A	1,608,041	N/A	1,608,041	1,685,526	95.40%	0.45%	5,626,597
17	December	N/A	1,609,738	n/a	1,609,738	1,685,526	95.50%	0.11%	5,622,313
18	<b>YTD Total</b>	<b>N/A</b>	<b>1,609,738</b>	<b>N/A</b>	<b>1,609,738</b>	<b>1,685,526</b>	<b>95.50%</b>	<b>-0.35%</b>	<b>5,622,313</b>
19									
20	<sup>1</sup> The YTD amount represents a sum of all the total CARE participant changes each month.								
21	<sup>2</sup> Data represents total residential gas households. This includes submetered households.								
22	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	<b>CARE Program Table 9 - Expenditures for Pilots</b>				
2	<b>Southern California Gas Company</b>				
3	<b>December 2019</b>				
4					
5	<b>2019</b>	<b>Authorized Budget <sup>1</sup></b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2019</b>	<b>% of 2019 Budget Expended</b>
6		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
7	<b>Pilots</b>				
8	CHANGES	\$ 437,502	\$ 79,856	\$ 390,377	89.23%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	<b>Total Pilots</b>	<b>\$ 437,502</b>	<b>\$ 79,856</b>	<b>\$ 390,377</b>	<b>89.23%</b>
11					
12	<sup>1</sup> Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				



**CARE Table 10**

**CHANGES: Monthly summary of ratepayers provided education, needs assistance and dispute resolution services<sup>1</sup>**

**Southern California Gas Company**

**Reporting Period: November 2019**

**No. of attendees at Consumer Education sessions**

**479**

<b>SCG -- Disputes Resolved</b>	
Bill Adjustment	1
Payment Extension	3
Payment Plan	5
Stop Disconnection	6
<b>TOTAL</b>	<b>15</b>

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

<b>SCG -- Disputes Resolved by Language</b>	
English	4
Spanish	3
<b>TOTAL</b>	<b>7</b>

<b>SCG - Needs Assistance</b>	
Assisted with Changes to Account	2
Assisted with Reconnection	1
CARE Enrollment	1
ESAP	1
Medical Baseline	20
Set Up New Account	1
Payment Plan	1
<b>TOTAL</b>	<b>27</b>

<b>SCG - Needs Assistance by Language</b>	
Armenian	17
Cantonese	2
English	1
Spanish	4
Vietnamese	3
<b>TOTAL</b>	<b>27</b>

<sup>1</sup> Information provided by CHANGES contractor.

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

**CARE Table 11 - CHANGES Group Customer Assistance Sessions<sup>1</sup>**  
**Southern California Gas Company**  
**November 1 - 30, 2019**

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length <sup>2</sup> (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	English	Avoiding Disconnection	1	N/A	8	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	6	N/A	116	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	21	CHANGES Ed Handout
		<b>Total</b>	<b>8</b>		<b>145</b>	
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	N/A	25	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	2	N/A	18	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	N/A	92	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	2	N/A	27	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	1	N/A	21	CHANGES Ed Handout
		<b>Total</b>	<b>9</b>		<b>183</b>	
N/A	Mandarin	Electric and Natural Gas Safety	1	N/A	14	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	2	N/A	66	CHANGES Ed Handout
		<b>Total</b>	<b>3</b>		<b>80</b>	
N/A	Armenian	Energy Conservation	10	N/A	81	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	1	N/A	27	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	4	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	1	N/A	26	CHANGES Ed Handout
		<b>Total</b>	<b>13</b>		<b>138</b>	
N/A		Gas Aggregation		N/A		CHANGES Ed Handout
		<b>Total</b>	<b>0</b>		<b>0</b>	
N/A	Cantonese	High Energy Use	1	N/A	18	CHANGES Ed Handout
N/A	Mandarin	High Energy Use	4	N/A	122	CHANGES Ed Handout
		<b>Total</b>	<b>5</b>		<b>140</b>	
N/A	Cantonese	Level Pay Plan	1	N/A	27	CHANGES Ed Handout
N/A	Mandarin	Level Pay Plan	1	N/A	3	CHANGES Ed Handout
N/A	Tagalog	Level Pay Plan	5	N/A	91	CHANGES Ed Handout
		<b>Total</b>	<b>7</b>		<b>121</b>	
N/A	English	Understanding Your Bill	1	N/A	9	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	2	N/A	32	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	1	N/A	28	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	4	N/A	68	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	1	N/A	15	CHANGES Ed Handout
		<b>Total</b>	<b>9</b>		<b>152</b>	
		<b>Monthly Total<sup>3</sup></b>	<b>54</b>		<b>959</b>	

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

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

<sup>3</sup> As of July 2019, totals are reported on a monthly basis.

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