

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

Applications of Southern California Edison Company (U 338-e) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets	Application 11-05-017 (Filed May 16,2011)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014	Application 11-05-020 (Filed May 16, 2011)

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

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. Energy Savings Assistance Program Executive Summary

1.1. Energy Savings Assistance Program Overview

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

Program Summary through February 2013			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$117,559,854	\$5,212,271	4%
Homes Treated	136,836	6,512	5%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	4,552,434	146,991	3%

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

In February, SoCalGas processed and paid contractor invoices for 6,512 treated homes. In addition, SoCalGas paid for the installation of 142 appliances, 338 furnace repairs/replacements, 50 water heater replacements, and 1,255 high efficiency clothes washers.

1.2. Energy Savings Assistance Program Customer Outreach and Enrollment Update

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

Ethnic and Mass Media Campaign

During the month of February, the SoCalGas' Customer Assistance Programs link was displayed on the Hispanic Lifestyle website. "Hispanic Lifestyle" is an ethnic owned and independently produced television program which has a companion website that highlights positive contributions in the Hispanic community. An episode featuring the Customer Assistance Programs has been

viewed by over 150,000 households in Southern California Gas Company territory since it began being featured in July 2012.

In February, SoCalGas continued working with an ethnic-owned organization Imprenta to help reach limited English proficiency (LEP) customers who speak Spanish and Vietnamese in Orange County. Imprenta is guiding SoCalGas in additional outreach to customers that are hard to reach because of Limited English Proficiency. The workshop conducted in February by Imprenta is included in section 1.2.2.

E- Newsletter

SoCalGas deployed an E-Newsletter to 2.28 million residential customers promoting the ESA Program. Many of the customers who received the email have opted to receive information from SoCalGas promoting energy and bill savings. The newsletter also contained important safety information, and encouraged customers to fill out the ESA Program online information form to see if they qualify for the program. The link where the newsletter promoting the ESA program was featured is provided below:

<http://links.mkt2172.com/servlet/MailView?ms=NTE0MDg1NgS2&r=MTY0OTM4MTgxODcS1&j=MzEwMDc1NzY2S0&mt=1&rt=3>

Energy Savings Assistance Program Bill inserts/onserts

There were no ESA Program bill inserts/onserts deployed during the month of February.

Energy Savings Assistance Program Direct Mailings

There were no ESA Program direct mail campaigns deployed during the month of February.

Energy Savings Assistance Program Outbound Dialing

There were no automated voice messaging (AVM) campaigns conducted in February.

Energy Savings Assistance Program Web Activities

SoCalGas includes website links to its customer assistance programs in all of its communications that specifically promote the ESA Program to customers. For the month of February 1,119 customers completed the on-line English ESA Program request form. The email website link encourages low-income customers to apply for no-cost home improvements to reduce their monthly gas bills through SoCalGas' ESA Program.

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

February 8, 2013, Los Angeles, Koreatown

SoCalGas is collaborating with Saint Barnabas Senior Services (SBSS) to present customer assistance information to seniors. SoCalGas visited a senior meals event that SBSS hosts at the Keungama Tofu House in Koreatown. A SoCalGas employee who is fluent in Korean gave a presentation to seniors as they were waiting for their lunch. He was available for questions, distributed in-language collateral, and ate lunch with the seniors.

February 8 – 10, 2013 32nd Annual Tết Festival, Garden Grove

SoCalGas participated in the 32nd Annual Tết Festival in Garden Grove celebrating the Lunar New Year in the Vietnamese culture. The event in Orange County anticipated over 100,000 consumers attending over three days. SoCalGas educated customers about the CARE and ESA Programs, helping families that might be facing difficult economic times save money and energy.

The Festival was free for attendees and drew thousands from the Vietnamese community from all over Southern California.

Approximately 7,000 of the community residents who attended the event (and over 4,500 on the first day alone) stopped by the SoCalGas booth to receive information via brochures, CARE and ESA Program applications and/or SoCalGas collateral. The information available for customers at this event was primarily in Vietnamese, although Customer Assistance Program information was also presented in Chinese, Korean, and Spanish.

Catholic Charities of Orange County, Santa Ana

Imprenta Communications has been assisting with SoCalGas's collaboration with faith-based organizations in Orange County. Through a relationship with Catholic Charities, Orange County, SoCalGas participates in at least two, key events per month, a food pantry distribution and a CalFresh workshop. Because CalFresh is a program that may enroll customers through "Categorical Eligibility" for the CARE program, Imprenta assists SoCalGas in ensuring that a bilingual representative is on premises. On Feb. 28 approximately 20 were assisted. Multilingual collateral (English, Spanish, Chinese, and Vietnamese) is always available. The pantry distribution day, where approximately a hundred low-income residents receive food from Catholic Charities, is similarly staffed.

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?

Meetings continued in February, 2013 regarding leveraging activities with CSD. These meetings are in compliance with CPUC decision (D.) 12-08-044, and involve coordination with the Commission's Energy Division, CSD, and the four large California energy IOUs. The discussions in February were primarily

focused on engaging in partnership efforts to combine the resources of the LIHEAP / WAP and ESA Programs.

SoCalGas continues its efforts to meet with municipal utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income energy efficiency programs in PY2013.

To this end, SoCalGas and Riverside Public Utilities (RPU) have signed an Inter-Utility Agreement that allows customers residing in both utilities' overlapping service territory to benefit from SoCalGas' low-income energy efficiency program services and from RPU's service offerings during the same visit. As with previous agreements with municipal utilities, SoCalGas ESA Program contractors will install certain electric measures, as well as any eligible gas measures, so that customers are able to realize the energy and bill savings inherent in both sets of measures. Initial installations for this effort began in December 2012 and will be reported on in the coming months.

SoCalGas is continuing its efforts to re-negotiate leveraging agreements with Imperial Irrigation District (IID) and Burbank Water and Power (BWP). While IID has contracted with its own weatherization installer for both energy efficiency and low-income energy efficiency, SoCalGas is still exploring information sharing opportunities. SoCalGas has received permission from IID to provide low-income weatherization program services to joint customers served in 2012. Additionally, SoCalGas is continuing efforts to renew its low-income leveraging contract with BWP.

Lastly, SoCalGas and Eastern Municipal Water District (EMWD) have completed a leveraging agreement where EMWD provides a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' ESA Program. Initial installations under the signed agreement began in December 2010 and have continued throughout 2013. As a

result of this agreement SoCalGas' ESA Program expects to receive EMWD rebate co-funding totaling more than \$73,000 for High Efficiency Clothes Washers installed in SoCalGas and EMWD joint service territory during 2013.

1.4. Workforce Education & Training

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

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

SoCalGas Skill-Level Test Results			
	January	February	YTD Total
Attended Testing	17	18	35
Passed Test	16	18	34
Pass Rate	94.1%	100%	97.1%

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

SoCalGas 5- Day Enrollment and Assessment Training			
	January ⁽¹⁾	February	YTD Total
Attended Class	31	22 ⁽²⁾	53
Tested	30	21	51
Passed Class	26	21	47
Badged	19	5	24
Census Attendees	0	0	0
Retention Rate*	86.7%	100%	92.2%
*Retention Rate is Passed/Tested			

(1) January data has been updated/corrected

(2) One SCG employee attended, but was not tested in February

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 24. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended class in 2013.

Class Type	January		February		YTD Total	
	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students
Initial	2	19	1	3	3	22
Refreshers	0	0	0	0	0	0
NGAT 5-Day	1	18	1	3	2	21
Grand Total	3	37	2	6	5	43

On February 1, 2013, SoCalGas also submitted preliminary data provided by its ESA Program contractors for program year 2012 on seven WE&T areas as directed in D.12-08-044. This report was submitted for the purpose of assessing WE&T needs, if any, of the existing ESA Program workforce in yielding effective and quality program outcomes. This information is to be evaluated by the WE&T Working Group led by the Commission's Energy Division and also established in D.12-08-044.

2. CARE Executive Summary

2.1. CARE Program Summary - February

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach ⁽¹⁾	\$3,845,745	\$220,585	6%
Proc., Certification and Verification	\$8,200,213	\$206,815	3%
Information Tech./Programming	\$2,669,534	\$30,501	1%
Pilots ⁽¹⁾	\$180,000	\$0	0%
Measurement and Evaluation	\$51,484	\$0	0%
Regulatory Compliance	\$234,962	\$19,454	8%
General Administration	\$915,488	\$105,184	11%
CPUC Energy Division Staff	\$60,000	\$0	0%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,157,426	\$582,539	4%
Subsidies and Benefits	\$129,892,840	\$35,366,673	27%
Total Program Costs and Discounts	\$146,050,266	\$35,949,212	25%

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

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

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,649,670	1,794,060	92.0%

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 1.3.2.)

CARE Telephone Enrollments and Recertification

During February, SoCalGas deployed an AVM campaign to approximately 20,000 customers whose eligibility in the CARE program was about to expire. Approximately 4,800 customers recertified their eligibility via the interactive phone channel.

CARE Web Activity & Enrollments

The SoCalGas website is an important communication channel for low-income customers. SoCalGas references its website in virtually all communications. CARE was a "marquee" (a prominent graphic on the home page) in both the English and Spanish sections of the website. During February 9,559 customers submitted applications through the website and 3,732 customers were subsequently enrolled in the CARE Program.

CARE was also a side story in the *GasCo E-News*, an email newsletter to 2.3 million customers who have signed up for the email. SoCalGas also emailed 13,000 CARE customers with email addresses on file that their CARE eligibility was about to expire and needed to be recertified. There were 1,356 customers who recertified their eligibility through the company website.

CARE Third-Party Enrollments & Outreach

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas employs a third-party contractor to canvass targeted neighborhoods and enroll customers in CARE. The representatives are bilingual (English and Spanish). Door-to-door outreach generated 2,722 applications in February; 2,111 customers were subsequently approved for enrollment into the CARE Program.

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

In addition, SoCalGas contracts Imprenta Communications to assist with grassroots communications within Orange County. Activities are also reported in Section 1.2.2.

CARE Direct Mail Activity and Enrollments

SoCalGas began a direct mail campaign in the last week of February. The campaign targets 600,000 customers who reside in the overlapping service territory of SoCalGas and Southern California Edison (SCE). SoCalGas will be mailing small, weekly batches at first (25,000 pieces) and gradually build up to larger, weekly batches. The campaign will conclude by late April. Based on past history, there is a one month time lag for the first enrollment application returns, and returns will continue into early summer.

CARE Bill Inserts

The next planned bill insert is in July, which will describe the updated program eligibility guidelines. CARE was also mentioned in the February edition of The Gas Company News. This publication, included with the monthly bill, was mailed to 4.7 million customers in February.

Outreach by Field Employees

Beginning in October, field employees resumed distributing Customer Assistance Programs flyers to customers on all service orders with dwelling entrance. More than 100,000 flyers were shipped to the operating bases, with another 100,000 flyers shipped out during the first week of December. During January and February, another shipment of 100,000 flyers were shipped to the operating bases each of those months. As opposed to previous years, field operations will

not suspend the distribution of these flyers in the spring and summer. Distribution will continue throughout the year.

CARE Mass Media Campaign

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

Disability Outreach

SoCalGas has hired a visually-impaired contractor whose specific responsibility is outreach to persons with disabilities. The contractor discusses SoCalGas' customer assistance programs with small groups and with advocacy groups in Southern California (primarily in Los Angeles, Orange, and Santa Barbara Counties). During February he met with the Wounded Heroes of America in downtown Los Angeles and discussed SoCalGas's programs, especially programs for low-income customers.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as the Los Angeles Department of Water and Power (LADWP), SCE, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of February, 6,282 customers were enrolled in SoCalGas' CARE program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in February generated 2,316 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their “pre enrollment verification“ is used by SoCalGas to meet CARE’s PEV requirements. As a result of leveraging activities during February, 169 LIHEAP customers were enrolled in SoCalGas’ CARE program.

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of February.

3. Appendix: Energy Savings Assistance Program Tables and CARE Tables

ESA Program - Table 1- Program Expenses

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

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

ESA Program - Table 4a- Homes Treated

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

ESA Program - Table 5- Program Customer Summary

ESA Program - Table 6- Expenditures for Pilots and Studies

CARE- Table 1- CARE Overall Program Expenses

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

CARE- Table 3a- CARE Post-Enrollment Verification Results (Model)

CARE- Table 3b- CARE Post-Enrollment Verification Results (High Useage)

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

CARE- Table 9- Expenditures for the CHANGES Pilot

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	February 2013												
4		Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	NA	\$6,449,788	\$ 6,449,788	NA	\$946,195	\$ 946,195	NA	\$946,195	\$ 946,195	NA	15%	15%
8	Domestic Hot Water	NA	\$15,460,812	\$ 15,460,812	NA	\$503,721	\$ 503,721	NA	\$503,721	\$ 503,721	NA	3%	3%
9	Enclosure	NA	\$40,418,299	\$ 40,418,299	NA	\$1,326,527	\$ 1,326,527	NA	\$1,326,527	\$ 1,326,527	NA	3%	3%
10	HVAC	NA	\$18,006,083	\$ 18,006,083	NA	\$435,471	\$ 435,471	NA	\$435,471	\$ 435,471	NA	2%	2%
11	Maintenance	NA	\$2,496,293	\$ 2,496,293	NA	\$54,703	\$ 54,703	NA	\$54,703	\$ 54,703	NA	2%	2%
12	Lighting	NA	0	\$ -	NA	\$0	\$ -	NA	\$0	\$ -	NA	0%	0%
13	Miscellaneous	NA	0	\$ -	NA	\$0	\$ -	NA	\$0	\$ -	NA	0%	0%
14	Customer Enrollment	NA	\$20,746,914	\$ 20,746,914	NA	\$918,813	\$ 918,813	NA	\$918,813	\$ 918,813	NA	4%	4%
15	In Home Education	NA	\$2,517,638	\$ 2,517,638	NA	\$180,675	\$ 180,675	NA	\$180,675	\$ 180,675	NA	7%	7%
16	Pilot	NA	0	\$ -	NA	\$0	\$ -	NA	\$0	\$ -	NA	0%	0%
17	Energy Efficiency TOTAL	NA	\$106,095,827	\$ 106,095,827	NA	\$4,366,105	\$ 4,366,105	NA	\$4,366,105	\$ 4,366,105	NA	4%	4%
18													
19	Training Center	NA	\$663,921	\$ 663,921	NA	\$18,651	\$ 18,651	NA	\$40,283	\$ 40,283	NA	6%	6%
20	Inspections	NA	\$3,063,896	\$ 3,063,896	NA	\$155,327	\$ 155,327	NA	\$155,327	\$ 155,327	NA	5%	5%
21	Marketing and Outreach	NA	\$1,272,007	\$ 1,272,007	NA	\$9,271	\$ 9,271	NA	\$13,664	\$ 13,664	NA	1%	1%
22	Statewide Marketing Education and Outreach	NA	\$100,000	\$ 100,000	NA	\$0	\$ -	NA	\$0	\$ -	NA	0%	0%
	Measurement and												
23	Evaluation Studies	NA	\$91,667	\$ 91,667	NA	\$0	\$ -	NA	\$0	\$ -	NA	0%	0%
24	Regulatory Compliance	NA	\$295,333	\$ 295,333	NA	\$24,048	\$ 24,048	NA	\$47,039	\$ 47,039	NA	16%	16%
25	General Administration	NA	\$5,891,204	\$ 5,891,204	NA	\$275,869	\$ 275,869	NA	\$589,853	\$ 589,853	NA	10%	10%
26	CPUC Energy Division	NA	\$86,000	\$ 86,000	NA	\$0	\$ -	NA	\$0	\$ -	NA	0%	0%
27													
28	TOTAL PROGRAM COSTS	NA	\$117,559,855	\$ 117,559,855	NA	\$4,849,271	\$ 4,849,271	NA	\$5,212,271	\$ 5,212,271	NA	4%	4%
29													
	Funded Outside of ESA Program Budget												
30	Indirect Costs				NA	\$187,197	\$187,197	NA	\$312,800	\$360,836			
31	NGAT Costs[2]					\$112,052	\$112,052		\$48,036	\$48,036			
32													
33	[1] The authorized budget does not include funds shifted from previous years and/or prior program cycles.												
34	[2] YtD reflects a credit of \$64,016 in January												
35	[3] February month and Y-t-d EE measure expenses are identical due to the January processing of accruals.												
36	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	
1	Energy Savings Assistance Program Table 2									
2	Program Expenses & Energy Savings by Measures Installed									
3	Southern California Gas Company									
4	February 2013									
5			Year-To-Date Completed & Expensed Installation							
6	Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses⁽⁷⁾ (\$)	% of Expenditure		
7	Appliances									
8	High Efficiency Clothes Washer	Each	1,255			34262	\$946,015	22%		
9	Refrigerators	Each								
10	Microwaves [6]	Each								
11	Domestic Hot Water									
12	Water Heater Blanket	Home	247			1100	\$12,446	0%		
13	Low Flow Shower Head	Home	5,018			14614	\$193,285	5%		
14	Water Heater Pipe Insulation	Home	169			465	\$3,338	0%		
15	Faucet Aerator	Home	4,935			2940	\$66,274	2%		
16	Water Heater Repair/Replacement	Each	50			0	\$18,511	0%		
17	Thermostatic Shower Valve	Each	5,297			72039	\$209,867	5%		
18	Enclosure									
19	Air Sealing / Envelope [1]	Home	5,319			16347	\$1,046,960	25%		
20	Attic Insulation	Home	362			2605	\$353,006	8%		
21	HVAC									
22	FAU Standing Pilot Conversion	Each	4			168	\$1,218	0%		
23	Furnace Repair/Replacement	Each	338			0	\$303,363	7%		
24	Room A/C Replacement	Each								
25	Central A/C replacement	Each								
26	Heat Pump Replacement	Each								
27	Evaporative Cooler (Replacement)	Each								
28	Evaporative Cooler (Installation)	Each								
29	Duct Testing and Sealing	Home	79			0	\$92,485	2%		
30	Maintenance									
31	Furnace Clean and Tune	Home	957			2451	\$54,703	1%		
32	Central A/C Tune up	Home								
33	Lighting									
34	Compact Fluorescent Lights (CFL)	Each								
35	Interior Hard wired CFL fixtures	Each								
36	Exterior Hard wired CFL fixtures	Each								
37	Torchiere	Each								
38	Occupancy Sensor	Each								
39	LED Night Lights	Each								
40	Miscellaneous									
41	Pool Pumps	Each								
42	Smart Power Strips	Each								
43	New Measures									
44										
45	Pilots									
46										
47	Customer Enrollment									
48	Outreach & Assessment	Home	6,512				\$872,367	21%		
49	In-Home Education	Home	6,263				\$78,443	2%		
50										
51	Total Savings/Expenditures					146991	\$4,252,280			
52										
53	Households Weatherized [2]		5,306							
54										
55	Households Treated									
56	- Single Family Households Treated	Home	3,323							
57	- Multi-family Households Treated	Home	1,739							
58	- Mobile Homes Treated	Home	244							
59	Total Number of Households Treated	Home	5,306							
60	# Eligible Households to be Treated for PY [3]	Home	136,836							
61	% of Households Treated	%	4%							
62	- Master-Meter Households Treated	Home	793							
63										
64										
65	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.									
66										
67	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs									
68	[3] Based on Attachment H of D.12-08-044									
69	[4] All savings are calculated based on the following sources:									
70	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.									
71	[5] Costs exclude support costs that are included in Table 1.									
72	[6] Microwave savings are from ECONorthWest Studies received in December of 2011									
73	[7] The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's.									
74	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home	
2	Southern California Gas Company	
3	February 2013	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	n/a
6	Annual Therm Savings	146,991
7	Lifecycle kWh Savings	n/a
8	Lifecycle Therm Savings	0
9	Current kWh Rate	n/a
10	Current Therm Rate	0
11	Number of Treated Households	6,512
12	Average 1st Year Bill Savings / Treated households	0
13	Average Lifecycle Bill Savings / Treated Household	0
14		
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
2	Homes Treated						
3	Southern California Gas Company						
4	February 2013						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	12	10,967	10,979	4	117	121
8	Imperial	18,445	10	18,455	8	0	8
9	Kern	28,576	13,930	42,507	53	5	58
10	Kings	13,263	16	13,278	104	0	104
11	Los Angeles	2,435	1,105,335	1,107,770	34	4,150	4,184
12	Orange	4	240,830	240,834	0	438	438
13	Riverside	131,941	107,027	238,968	48	545	593
14	San Bernardino	1,009	174,362	175,371	8	378	386
15	San Luis Obispo	18,517	12,083	30,600	96	0	96
16	Santa Barbara	1,116	38,447	39,564	44	53	97
17	Tulare	46,685	10,914	57,600	266	107	373
18	Ventura	2,270	57,561	59,831	8	46	54
19	Total	264,273	1,771,483	2,035,756	673	5,839	6,512
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	February 2013								
4		Reason Provided							
5	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
6	Fresno	0	0	0	0	0	0	0	0
7	Imperial	0	0	0	0	0	0	0	0
8	Kern	0	0	0	0	0	0	0	0
9	Kings	0	0	0	0	0	0	0	0
10	Los Angeles	0	0	0	0	0	0	0	0
11	Orange	0	0	0	0	0	0	0	0
12	Riverside	0	0	0	0	0	0	0	0
13	San Bernardino	0	0	0	0	0	0	0	0
14	San Luis Obispo	0	0	0	0	0	0	0	0
15	Santa Barbara	0	0	0	0	0	0	0	0
16	Tulare	0	0	0	0	0	0	0	0
17	Ventura	0	0	0	0	0	0	0	0
18									
19	Total	0	0	0	0	0	0	0	0
20									
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	February 2013																
4		Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6	2012		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	n/a	n/a	n/a	n/a	0	0	n/a	n/a	n/a	n/a	n/a	n/a	0	0	n/a	n/a
8	February	6,512	146,990.98			6,512	146,990.98							6,512	146,990.98		
9	March																
10	April																
11	May																
12	June																
13	July																
14	August																
15	September																
16	October																
17	November																
18	December																
19	YTD	n/a	n/a	n/a	n/a	0	0	n/a	n/a	n/a	n/a	n/a	n/a	0	0	n/a	n/a
20																	
21	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	February 2013												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	none												
8	Studies												
9	Impact Evaluation	NA	\$ 150,000	\$ 150,000	NA	0	0	NA	0	0	NA	0	0
10	Needs Assessment	NA	\$ 175,000	\$ 175,000	NA	0	0	NA	0	0	NA	0	0
11	Energy Education	NA	\$ 75,000	\$ 75,000	NA	0	0	NA	0	0	NA	0	0
12	Multifamily	NA	\$ 100,000	\$ 100,000	NA	0	0	NA	0	0	NA	0	0
13	Total Studies	0	\$ 500,000	\$ 500,000	0	0	0	0	0	0	0	0	0
14													
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	February 2013												
4		Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	0	\$3,845,745	\$ 3,845,745	0	\$167,988	\$167,988	0	\$220,585	\$220,585	NA	6%	6%
7	Processing / Certification Re-certification	0	\$4,456,213	\$ 4,456,213	0	\$79,622	\$79,622	0	\$160,798	\$160,798	NA	4%	4%
8	Post Enrollment Verification	0	\$3,744,000	\$ 3,744,000	0	\$24,783	\$24,783	0	\$46,017	\$46,017	NA	1%	1%
9	IT Programming	0	\$2,669,534	\$ 2,669,534	0	\$15,454	\$15,454	0	\$30,501	\$30,501	NA	1%	1%
10	Cooling Centers	0	0	0	0	0	\$0	0	0	0	NA	NA	NA
11													
12	Pilots	0	\$180,000	\$ 180,000	0	\$0	\$ -	0	\$0	\$ -	NA	0%	0%
13													
14	Measurement and Evaluation	0	\$51,484	\$ 51,484	0	\$0	\$ -	0	\$0	\$ -	NA	0%	0%
15	Regulatory Compliance	0	\$234,962	\$ 234,962	0	\$17,982	\$ 17,982	0	\$19,454	\$ 19,454	NA	8%	8%
16	General Administration	0	\$915,488	\$ 915,488	0	\$50,856	\$ 50,856	0	\$105,184	\$ 105,184	NA	11%	11%
17	CPUC Energy Division	0	\$60,000	\$ 60,000	0	\$0	\$ -	0	\$0	\$ -	NA	0%	0%
18													
19	SUBTOTAL MANAGEMENT COSTS	0	\$16,157,426	\$ 16,157,426	0	\$356,685	\$ 356,685	0	\$582,539	\$ 582,539	NA	4%	4%
20													
21	CARE Rate Discount	0	\$129,892,840	\$ 129,892,840	0	\$12,920,264	\$ 12,920,264	0	\$35,366,673	\$ 35,366,673	NA	27%	27%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	0	\$146,050,266	\$ 146,050,266	0	\$13,276,949	\$ 13,276,949	0	\$35,949,212	\$ 35,949,212	NA	25%	25%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$2,620,790	\$ 2,620,790	\$ -	\$5,874,419	\$ 5,874,419			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$2,620,790	\$ 2,620,790	\$ -	\$5,874,419	\$ 5,874,419			
31													
32	Indirect Costs				\$ -	\$82,633	\$ 82,633	\$ -	\$162,648	\$ 162,648			
33													
34	1. Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																									
2	Southern California Gas Company																									
3	February 2013																									
4		New Enrollment								Recertification				Attrition (Drop Offs)				Enrollment								
5		Automatic Enrollment				Self-Certification (Income or Categorical)																				
6		Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)	Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+H)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
7	2013																									
8	January	5,843	2,411	332	8,586	2,574	30,374	118	33,066	1	41,653	27,764	21,066	11,330	60,160	16,559	2,764	1,022	17,062	37,407	101,813	4,246	1,653,606	1,794,060	92.17%	
9	February	5,876	2,541	310	8,727	4,344	21,107	13	25,464	15	34,206	9,085	12,913	9,979	31,977	13,518	3,640	1,027	19,957	38,142	66,183	-3,936	1,649,670	1,794,060	92.0%	
10	March																									
11	April																									
12	May																									
13	June																									
14	July																									
15	August																									
16	September																									
17	October																									
18	November																									
19	December																									
20	YTD Total	11,719	4,952	642	17,313	6,918	51,481	131	58,530	16	75,859	36,849	33,979	21,309	92,137	30,077	6,404	2,049	37,019	75,549	167,996	310	3,303,276	3,588,120	92.06%	
21	Enrollments via data sharing between the IOUs.																									
22	Enrollments via data sharing between departments and/or programs within the utility.																									
23	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																									

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	February 2013								
4	2013	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,653,606	5,282	0.32%	7	39	46	0.87%	0.003%
6	February	1,649,670	5,359	0.32%	5	19	24	0.45%	0.001%
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD Total	3,303,276	10,641	0.32%	12	58	70	0.66%	0.002%
18									
19	¹ Includes customers verified as over income or who requested to be de-enrolled.								
20	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
21									
22									
23									
24	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
25	not applicable to SoCalGas								
26	2013	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
40									
41	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
43									

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications						
2	Southern California Gas Company						
3	February 2013						
4		Provided¹	Received	Approved²	Denied³	Pending/Never Completed⁴	Duplicates⁵
5	Total (Y-T-D)	178,434	116,370	79,219	7,026	10,019	20,106
6	Percentage		100%	68%	6%	9%	17%
7	<p>1 An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.</p> <p>2 Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications.</p> <p>3 Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.</p> <p>4 Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.</p> <p>5 Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.</p> <p>Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.</p>						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	February 2013									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,573	12	10,585	12,014	14	12,028	113.6%	120.2%	113.6%
7	Imperial	0	16,757	16,757	19	13,716	13,735	n/a	81.9%	82.0%
8	Kern	12,962	27,585	40,547	10,552	27,618	38,170	81.4%	100.1%	94.1%
9	Kings	18	13,040	13,059	17	14,584	14,601	92.3%	111.8%	111.8%
10	Los Angeles	949,772	2,391	952,163	877,206	1,168	878,374	92.4%	48.8%	92.3%
11	Orange	199,164	0	199,164	163,808	21	163,829	82.2%	0.0%	82.3%
12	Riverside	101,113	124,726	225,839	92,134	115,268	207,402	91.1%	92.4%	91.8%
13	San Bernardino	160,097	987	161,084	164,682	825	165,507	102.9%	83.6%	102.7%
14	San Luis Obispo	10,637	17,685	28,322	4,883	13,078	17,961	45.9%	74.0%	63.4%
15	Santa Barbara	33,964	1,067	35,030	29,184	692	29,876	85.9%	64.9%	85.3%
16	Tulare	10,710	45,599	56,310	11,424	47,775	59,199	106.7%	104.8%	105.1%
17	Ventura	53,234	1,966	55,201	47,533	1,455	48,988	89.3%	74.0%	88.7%
18	Total	1,542,245	251,815	1,794,060	1,413,456	236,214	1,649,670	91.6%	93.8%	92.0%
19										
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	February 2013							
4	2012	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified	Households De-enrolled	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,653,606	25,278	1.5%	13,414	685	53.1%	0.04%
6	February	1,649,670	24,627	1.5%	2,546	138	10.3%	0.01%
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	3,303,276	49,905	1.5%	15,960	823	32.0%	0.02%
18								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H	
1	CARE Table 7 - Capitation Contractors								
2	Southern California Gas Company								
3	February 2013								
4	Contractor¹	Contractor Type				Total Enrollments			
5		(Check one or more if applicable)				Current	Year-To-Date		
6		Private	CBO	WMDVBE	LIHEAP	Month			
7	Community Action Partnership of Orange County		X	X	X	0	0		
8	ELA Communications Energy ED Program		X			0	0		
9	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0		
10	Proteus, Inc.		X			0	0		
11	Community Pantry of Hemet		X			0	0		
12	Community Action Partnership of San Bernardino		X		X	0	0		
13	LA Works		X			0	0		
14	Children’s Hospital of Orange County		X			0	0		
15	The Companion Line		X			0	0		
16	Across Amer Foundation		X			0	0		
17	All Peoples Christian Center		X			0	0		
18	LA County 211		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	Blessed Sacrament Church		X			1	1		
29	Starbright Management Services		X			0	0		
30	Hermandad Mexicana		X			0	0		
31	CSET		X			0	0		
32	Crest Forest Family and Community Service		X			0	0		
33	CUI – Campesinos Unidos, Inc.		X	X	X	0	0		
34	Veterans in Community Service		X	X	X	0	0		
35	Chinatown Service Center		X			0	1		
36	Koreatown Youth and Community Center		X			0	0		
37	MEND		X			0	0		
38	Armenian Relief Society		X			0	0		
39	Catholic Charities of LA – Brownson House		X			0	0		
40	BroadSpectrum		X			0	0		
41	OCCC, Inc. (Orange County Community Center)		X			0	0		
42	Green Light Shipping	X				0	0		
43	APAC Service Center		X			0	14		
44	Visalia Emergency Aid Council		X			0	0		
45	Total Enrollments					1	16		
46	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.								
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K
1	CARE Table 8 - Participants as of Month-End										
2	Southern California Gas Company										
3	February 2013										
4	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts		
5	January	n/a	1,653,606	n/a	1,653,606	1,794,060	92.2%	6.0%	100%		
6	February	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	-0.2%	100%		
7	March										
8	April										
9	May										
10	June										
11	July										
12	August										
13	September										
14	October										
15	November										
16	December										
17	YTD	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	0%	100%		
18											
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.										

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Program Table 9 - Expenditures for CHANGES Pilot												
2	Southern California Gas Company												
3	February 2013												
4		Authorized 3-Year Budget		Current Month Expenses		Expenses Since Jan. 1, 2013		% of 2013-14 Budget Expended					
5		Total		Total		Total		Total					
6	Pilots												
7	CHANGES	\$540,000		\$0		\$0		0%					
8	Total Pilots	\$540,000		\$0		\$0		0%					
9													
10	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												