

**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 FEBRUARY 2019**

EDWARD L. HSU

*Attorney for:*

**SOUTHERN CALIFORNIA GAS COMPANY**

555 West 5<sup>th</sup> Street, GT14E7

Los Angeles CA 90013

Telephone: (213) 244-8197

Facsimile: (213) 629-9620

E-Mail: [ehsu2@semprautilities.com](mailto:ehsu2@semprautilities.com)

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This is the second monthly report of program year (PY) 2019. The purpose of this report is to consolidate activity for Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Programs and provide the Energy Division with all the necessary information to assist in analyzing the Low-Income Programs.

This report presents year-to-date ESA and CARE Program results and expenditures through February 2019 for Southern California Gas Company (SoCalGas).

Respectfully Submitted  
on behalf of Southern California Gas Company,

By:   /s/ Edward L. Hsu  
  EDWARD L. HSU

*Attorney for:*  
**SOUTHERN CALIFORNIA GAS COMPANY**  
555 West 5<sup>th</sup> Street, GT14E7  
Los Angeles CA 90013  
Telephone: (213) 244-8197  
Facsimile: (213) 629-9620  
E-Mail: [ehsu2@semprautilities.com](mailto:ehsu2@semprautilities.com)

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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**

**TABLE OF CONTENTS**

<b>Title</b>	<b>Page</b>
<b>1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY .....</b>	<b>2</b>
1.1 <i>Energy Savings Assistance (ESA) Program Overview .....</i>	<i>2</i>
1.2 <i>Energy Savings Assistance Program Customer Outreach and Enrollment Update. .....</i>	<i>3</i>
1.3 <i>Leveraging Success Evaluation Including CSD .....</i>	<i>8</i>
1.4 <i>Workforce Education &amp; Training .....</i>	<i>10</i>
1.5 <i>Emergency Efforts in Response to D.16-04-040.....</i>	<i>12</i>
<b>2. CARE EXECUTIVE SUMMARY .....</b>	<b>13</b>
2.1 <i>CARE Program Summary – February.....</i>	<i>13</i>
2.2 <i>Outreach .....</i>	<i>16</i>
2.3 <i>CARE Recertification Complaints .....</i>	<i>23</i>
<b>3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES .....</b>	<b>23</b>

## 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:

<b>Program Summary through February 2019</b>			
	<b>Authorized / Planning Assumptions*</b>	<b>Actual to Date</b>	<b>%</b>
Budget	\$223,151,718	\$5,728,401	2.57%
Homes Treated	182,265	4,646	2.55%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,530,000	73,560	1.13%

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

In February 2019, SoCalGas processed and paid contractor invoices for 4,646 treated homes. Additionally, SoCalGas paid for the weatherization of 4,643 homes, 462 furnace repairs and replacements, 2,541 water heater repairs and replacements, and 42 High Efficiency (HE) clothes washers.

SoCalGas submitted its Mid-Cycle Advice Letter (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.

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

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

**Ethnic and Mass Media Campaign**

SoCalGas did not conduct any mass media campaigns during the month of February.

**E- Newsletter**

SoCalGas did not participate in any E-Newsletter campaigns related to Low-Income Programs during the month of February.

**Energy Savings Assistance Program - Emails**

During the month of February, 11,467 emails were deployed to customers with a high probability of being eligible for the ESA Program, which includes newly enrolled and existing CARE customers, to generate interest in the ESA Program.

**Energy Saving Assistance Program - Direct Mailings**

During the month of February, SoCalGas deployed 17,873 direct mailings to new and existing CARE customers. The direct mailings included the standard ESA Program message and is intended to drive customers to the ESA Program web page at [www.socalgas.com](http://www.socalgas.com).

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

SoCalGas did not deploy an outbound dialing campaign during the month of February. Future deployments are being explored and will be considered for incorporation into future marketing strategies for PY 2019.

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

There were 237 internet-generated leads for the ESA Program during the month of February. SoCalGas utilized social media platforms to post ESA Program messaging. On Facebook, the English language message reached 2,089 people, resulting in 59 engagements and the Spanish language message reached 3,122 people, resulting in 109 engagements. On Twitter, the ESA Program message was posted in English which reached 4,263 people and resulted in 99 engagements. A Spanish message was not posted on Twitter as posts can not be targeted like on Facebook and would result in a duplicate message to the same audience.

#### **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 February.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Feb 1	Southern California Edison's Black History Month Community Celebration	Tulare	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 250 in attendance.
Feb 2	Inter-Tribal Education Collaborative (ITEC) College Exploration Day	UC Irvine	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 in attendance.
Feb 3	Staff Meeting – SoCalGas Program Training	Bell	Community Based Organization (CBO) staff trained new staff members on SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 3 new staff members that will be working on outreaching programs for the CBO.
Feb 4	Samoa Village Mobile Home Park Resident Forum	Ontario	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 in attendance. 34 CARE applications were collected at the event as well as 22 ESA Program lead forms.
Feb 7	Cal State University Northridge Veteran Resource Center Meeting	Northridge	SoCalGas event staff met with 5 program administrators regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance. Ideas were discussed on how CAP information can be distributed to veterans on campus.
Feb 7	Kaiser Permanente Resource Fair	Los Angeles – Harbor City	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
Feb 8	Roybal Family Mental Health Center – Presentation	Los Angeles	CBO event staff presented during a meeting and provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 10 participants in attendance.
Feb 8	North Los Angeles County Regional Center Partner Event	Chatsworth	SoCalGas CAP Outreach Team provided training and information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.



<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
Feb 8	Belmont Mobile Home Park Resident Forum	Compton	SoCalGas CAP Outreach Team provided training and information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 80 in attendance. 36 CARE applications were collected at the event as well as 20 ESA Program lead forms.
Feb 12	Barbara J Riley Community Senior Center Nutrition Workshops	Downey	CBO event staff presented information during 2 Senior Nutrition Workshops. Information on SoCalGas' Customer Assistance Programs was presented. CAP materials were distributed to the 14 participants.
Feb 12	Financial Aid & Student Resource Fair at El Camino College	Torrance	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 of the 100 in attendance.
Feb 12 – 14	World Ag Expo	Tulare	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP Materials were distributed to approximately 2,400 booth visitors.
Feb 13	Kaiser Permanente Resource Fair and Nutrition Workshop	Cudahy	CBO event staff presented information during a Nutrition Workshop at the local Kaiser Permanente clinic. Information on SoCalGas' Customer Assistance Programs was presented. CAP materials were distributed to all participants.
Feb 14	Seniors Valentine's Day Ball & Luncheon	Sylmar	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 of the 200 in attendance.
Feb 16 – 17	Lunar New Year Celebration	San Gabriel	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 700 of the 2,000 in attendance.
Feb 16 - 18	Riverside County Fair and Date Festival	Riverside	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10,000 in attendance.
Feb 17	Our Lady of Guadalupe Church	Oxnard	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs at local outreach event. CAP materials were distributed to 40 of the 60 in attendance.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
Feb 19	San Bernardino Mexican Consulate Meeting	San Bernardino	SoCalGas CAP Outreach Team met with consulate staff to develop a collaborative partnership to reach out to Spanish speaking clients served by the consulate's office. CAP information was distributed to the 7 meeting attendees.
Feb 20	LA Superior Court Judges Training In Service Event	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 in attendance.
Feb 20	Superior Super Market Local Outreach Event	Oxnard	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs at local outreach event. CAP materials were distributed to approximately 35 in attendance.
Feb 21	Nutrition Workshop at Human Services Association Westside Center	South Gate	CBO event staff presented information during a Nutrition Workshop. Information on SoCalGas' Customer Assistance Programs was presented. CAP materials were distributed to the 10 participants.
Feb 21	Southern California Edison's Black History Month Community Celebration	Chino	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 in attendance.
Feb 22	The Mixteco/ Indigena Community Organizing Project (MICOP) Food Distribution Event	Oxnard	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs at local outreach event. CAP materials were distributed to 112 of the 163 in attendance.
Feb 23	LA County 211 Emergency Preparedness Be Aware & Prepare	San Gabriel	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 in attendance.
Feb 23	CPAD Chinese New Year Luncheon	Monterey Park	SoCalGas CAP Outreach Team provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 225 attendees.
Feb 23	Center for Employment Training (CET) Job Fair	Oxnard	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs at local outreach event. CAP materials were distributed to 23 of the 25 in attendance.
Feb 26	Van Nuys Probation and Community Team (PACT)	Van Nuys	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs at local outreach event. CAP materials were distributed to 50 of the 70 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Feb 26	Pueblo Serrano Mobile Home Park Resident Forum	Hemet	SoCalGas CAP Outreach Team provided training and information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 115 in attendance. 22 CARE applications were collected at event as well as 25 ESA Program lead forms.
Feb 26	Sunburst Mobile Home Park Resident Forum	Hemet	SoCalGas CAP Outreach Team provided training and information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 200 in attendance. 6 CARE applications were collected at event as well as 30 ESA Program lead forms.
Feb 27	Nutrition Workshop for Parents at Miles Elementary Parent Center	Huntington Park	CBO event staff presented information during a Nutrition Workshop. Information on SoCalGas' Customer Assistance Programs was presented. CAP materials were distributed to the 17 participants.
Feb 27	Class of the Month with KMYX & KBDS	Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at local school outreach event. CAP materials were distributed to 40 students in the classroom promotion event.

### 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 collaboration.

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 of High Efficiency (HE) Clothes Washers. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. There is currently no data to report since this activity is monitored and tracked on a quarterly basis. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company<sup>1</sup>
- Irvine Ranch Water District
- Liberty Utilities, formerly Park Water Company<sup>2</sup>
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company<sup>3</sup>

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

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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.

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	96
Colton Public Utilities	0
LADWP	775
Pasadena Water and Power	5
Riverside Public Utilities	58
<b>Total</b>	<b>934</b>

Providers have reported the activity noted above through the month of February.

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 contributes to the goals of workforce development. SoCalGas provides two areas of training: 1)

Enrollment and Assessment (E&A); and 2) ESA Program Operations. The year-to-date results are shown in the following tables.

<b>Skill Level Test</b>			
	<b>January</b>	<b>February</b>	<b>Total</b>
Attended Testing	35	31	66
Passed Test	27	25	52
Pass Rate	77%	81%	79%

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 1-day class that reviews the requirements for enrollment, assessment and in-home education.

<b>SoCalGas Enrollment and Assessment Training</b>			
	<b>January</b>	<b>February</b>	<b>Total</b>
Attended Class	43	39	82
Tested	43	36	79
Passed Class	36	30	66
Retention Rate*	84%	83%	84%
*Retention Rate is Passed/Tested			

A 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. 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 ESA Program.

The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2019.

Class Type	January		February		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	0	0	3	11	3	11
HVAC Initial	1	11	1	2	2	13
Wx / NGAT Refresher	0	0	0	0	0	0
HVAC Refresher	1	8	1	10	2	18
<b>Grand Total</b>	<b>2</b>	<b>19</b>	<b>5</b>	<b>23</b>	<b>7</b>	<b>42</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 – February**

**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	\$341,103	8.52%
Proc., Certification and Verification	\$3,121,351	\$219,968	7.05%
Information Tech./Programming	\$1,037,796	\$90,092	8.68%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$79,323	18.13%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$53,605	11.26%
General Administration	\$953,729	\$113,266	11.88%
CPUC Energy Division Staff	\$60,000	\$0	0%
<b>Total Expenses</b>	<b>\$10,091,122</b>	<b>\$897,356</b>	<b>8.89%</b>
<b>Subsidies and Benefits</b>	<b>\$132,351,979</b>	<b>\$39,518,733</b>	<b>29.86%</b>
<b>Total Program Costs and Discounts</b>	<b>\$142,443,101</b>	<b>\$40,416,089</b>	<b>28.37%</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 96,483 successful enrollments, 33,535 recertifications, 2,979 post-enrollment verifications, and 2,820 opt-outs. Activity for February is as follows:

<b>CARE My Account Activity</b>		
	<b>Transactions</b>	<b>Approved</b>
Self-certification	7,140	5,938
Re-certification	2,179	2,103
PEV	129	114
Customer opt-out	168	168

**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 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 February 2019, CSRs successfully enrolled 11,843 customers in CARE. An additional 4,758 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 164,802 and 74,609 mailed applications.

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

**2.1.2 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>
1,613,054	1,680,463	95.99%

## **2.2 Outreach**

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

#### **CARE Telephone Enrollments and Recertification**

To encourage recertification onto the CARE Program, SoCalGas sends hard-copy letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas sends a second hard-copy letter. During the month of February, SoCalGas processed a total of 869 on-line renewals.

#### **CARE Web Activity & Enrollments**

SoCalGas references its website in nearly all communications. 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 February, SoCalGas sent 8,314 emails to customers with a probability of being eligible for the CARE program and processed 1,870 on-line enrollments. A total of 18,500 emails were sent to existing SoCalGas customers who may qualify for the CARE program.

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

SoCalGas employs third-party contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers are bilingual (English and Spanish) and generated 1,472 approved enrollments in February. 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 February, 555 callers were informed about the CARE Program, with 16 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. These counselors visit workplaces in south Los Angeles and neighboring communities. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (or parents can 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. In February, LIFT worked with 170 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 the basic developmental tools. SoCalGas plans on additional event and program participation throughout the rest of the year.

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 Program and have a plan in place to provide outreach and enrollment in SoCalGas' programs.

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 is in downtown Santa Barbara and 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 12 of their partner agencies that work in referrals of low income clients. Agencies representing schools, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance information was distributed and the agencies were also provided with information via email that also contained links to program applications as well as printed pamphlets.

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 has collaborated with MICOP to extend awareness of the CARE Program. MICOP will provide ongoing awareness, and SoCalGas will schedule periodic, sponsored events to highlight the outreach.

### **CARE Direct Mail Activity and Enrollments**

During the month of February, SoCalGas sent 12,840 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 296 new customers via these direct mail applications. 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 14,046 letters to customers who have failed to renew their CARE eligibility. As of mid-2018, SoCalGas no longer mails paper applications to these customers, but still re-enrolled 23 customers who submitted previously mailed applications. 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 mid-2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE, but still enrolled 59 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contribute to the 1,870 online enrollments processed in February. SoCalGas is currently 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 February, but a Customer Assistance message was included on customers' bills. SoCalGas approved 142 bill insert applications from prior months in February.

### **Outreach by Field Employees**

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, CARE Outreach 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 February. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

### **CARE Mass Media Campaign**

SoCalGas did not conduct any mass media campaigns during the month of February.

### **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. The event listed below represents SoCalGas’ outreach events for the month of February.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Feb 21 – 23	Abilities Expo	Los Angeles	SoCalGas event staff provided information regarding SoCalGas’ Customer Assistance Programs at the largest event bringing necessary products and services together under one roof for the community of people with disabilities, their families and caregivers as well as seniors and healthcare professionals. CAP materials were distributed to approximately 4,500 of the over 8,000 in attendance.

**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 February, 1,489 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 February generated 1,695 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 no customers enrolled through leveraging during the month of February.

### **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 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 3 - Average Bill Savings per Treated Home / Common Area

**ESA Program** - Table 4A – Homes / Buildings 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

**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 Quarterly**

	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>February 2019</b>												
4													
5		<b>Authorized Budget<sup>1,2</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	\$ 22,603,847	\$ 22,603,847	N/A	\$ 24,725	\$ 24,725	N/A	\$ 24,725	\$ 24,725	N/A	0.11%	0.11%
9	Domestic Hot Water	N/A	\$ 43,015,119	\$ 43,015,119	N/A	\$ 756,619	\$ 756,619	N/A	\$ 693,314	\$ 693,314	N/A	1.61%	1.61%
10	Enclosure	N/A	\$ 44,641,537	\$ 44,641,537	N/A	\$ 1,388,019	\$ 1,388,019	N/A	\$ 1,388,019	\$ 1,388,019	N/A	3.11%	3.11%
11	HVAC	N/A	\$ 37,186,837	\$ 37,186,837	N/A	\$ 1,005,143	\$ 1,005,143	N/A	\$ 1,004,867	\$ 1,004,867	N/A	2.70%	2.70%
12	Maintenance	N/A	\$ 3,119,802	\$ 3,119,802	N/A	\$ 73,805	\$ 73,805	N/A	\$ 74,288	\$ 74,288	N/A	2.38%	2.38%
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	N/A	\$ 30,103,127	\$ 30,103,127	N/A	\$ 1,191,551	\$ 1,191,551	N/A	\$ 1,203,227	\$ 1,203,227	N/A	4.00%	4.00%
16	In Home Education	N/A	\$ 7,545,758	\$ 7,545,758	N/A	\$ 92,291	\$ 92,291	N/A	\$ 210,543	\$ 210,543	N/A	2.79%	2.79%
17	Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	<b>Energy Efficiency TOTAL</b>	N/A	<b>\$ 188,716,027</b>	<b>\$ 188,716,027</b>	N/A	<b>\$ 4,532,153</b>	<b>\$ 4,532,153</b>	N/A	<b>\$ 4,598,982</b>	<b>\$ 4,598,982</b>	N/A	<b>2.44%</b>	<b>2.44%</b>
19													
20	Training Center	N/A	\$ 952,114	\$ 952,114	N/A	\$ 94,830	\$ 94,830	N/A	\$ 145,010	\$ 145,010	N/A	15.23%	15.23%
21	Inspections	N/A	\$ 3,635,607	\$ 3,635,607	N/A	\$ 116,436	\$ 116,436	N/A	\$ 116,436	\$ 116,436	N/A	3.20%	3.20%
22	Marketing and Outreach	N/A	\$ 2,200,000	\$ 2,200,000	N/A	\$ 34,411	\$ 34,411	N/A	\$ 76,052	\$ 76,052	N/A	3.46%	3.46%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies <sup>3</sup>	N/A	\$ 115,625	\$ 115,625	N/A	\$ (4,646)	\$ (4,646)	N/A	\$ (28,547)	\$ (28,547)	N/A	-24.69%	-24.69%
25	Regulatory Compliance	N/A	\$ 416,882	\$ 416,882	N/A	\$ 30,612	\$ 30,612	N/A	\$ 62,230	\$ 62,230	N/A	14.93%	14.93%
26	General Administration	N/A	\$ 6,961,106	\$ 6,961,106	N/A	\$ 398,353	\$ 398,353	N/A	\$ 758,238	\$ 758,238	N/A	10.89%	10.89%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
28													
29	<b>TOTAL PROGRAM COSTS</b>	N/A	<b>\$ 203,083,361</b>	<b>\$ 203,083,361</b>	N/A	<b>\$ 5,202,148</b>	<b>\$ 5,202,148</b>	N/A	<b>\$ 5,728,401</b>	<b>\$ 5,728,401</b>	N/A	<b>2.82%</b>	<b>2.82%</b>
30	<b>Funded Outside of ESA Program Budget</b>												
31	Indirect Costs				N/A	\$ 236,685	\$ 236,685	N/A	\$ 458,137	\$ 458,137			
32	NGAT Costs					\$ 90,459	\$ 90,459		\$ 184,510	\$ 184,510			
33													
34													
35	<sup>1</sup> Budget table is not yet reflecting most recent authorized budget via Non-Standard Disposition AL 5325 in the amount of \$223,151,713 as program category totals are pending and under review.												
36	<sup>2</sup> Reflects the authorized funding in D.16-11-022 and updated via Resolution G-3532 addressing conforming AL 5111-A and 5111-B, and revised in the Clear Plan Disposition Letter. Budget table currently excludes Multi-Family budget for \$4.5M related to unspent funds from previous budget cycles for a total budget of \$207,583,361.												
37	<sup>3</sup> Current month charges include credit related to timing of billing credit and invoice payment.												
38	<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.												

**Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds  
Southern California Gas Company  
February 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	\$ 4,251,507	\$ 4,251,507	N/A	\$ 24,725	\$ 24,725	N/A	\$ 3,870,375	\$ 3,870,375	N/A	91.04%	91.04%
Domestic Hot Water	N/A	\$ 32,202,646	\$ 32,202,646	N/A	\$ 673,905	\$ 673,905	N/A	\$ 14,620,301	\$ 14,620,301	N/A	45.40%	45.40%
Enclosure	N/A	\$ 9,123,929	\$ 9,123,929	N/A	\$ -	\$ -	N/A	\$ 9,123,929	\$ 9,123,929	N/A	100.00%	100.00%
HVAC	N/A	\$ 8,584,066	\$ 8,584,066	N/A	\$ -	\$ -	N/A	\$ 8,584,066	\$ 8,584,066	N/A	100.00%	100.00%
Maintenance	N/A	\$ 749,539	\$ 749,539	N/A	\$ -	\$ -	N/A	\$ 749,539	\$ 749,539	N/A	100.00%	100.00%
Customer Enrollment	N/A	\$ 5,480,503	\$ 5,480,503	N/A	\$ -	\$ -	N/A	\$ 5,480,503	\$ 5,480,503	N/A	100.00%	100.00%
In Home Education	N/A	\$ 6,218,260	\$ 6,218,260	N/A	\$ 92,291	\$ 92,291	N/A	\$ 1,547,429	\$ 1,547,429	N/A	24.89%	24.89%
Training Center	N/A	\$ 92,337	\$ 92,337	N/A	\$ -	\$ -	N/A	\$ 92,337	\$ 92,337	N/A	100.00%	100.00%
Inspections	N/A	\$ 916,590	\$ 916,590	N/A	\$ -	\$ -	N/A	\$ 916,590	\$ 916,590	N/A	100.00%	100.00%
Multi-Family Common Area Measures	N/A	\$ 18,000,000	\$ 18,000,000	N/A	\$ 80,201	\$ 80,201	N/A	\$ 233,757	\$ 233,757	N/A	1.30%	1.30%
Leveraging - CSD	N/A	\$ 522,072	\$ 522,072	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 332,828	\$ 332,828	N/A	\$ -	\$ -	N/A	\$ 332,828	\$ 332,828	N/A	100.00%	100.00%
<b>TOTAL UNSPENT PROGRAM COSTS <sup>1</sup></b>	N/A	<b>\$ 86,474,277</b>	<b>\$ 86,474,277</b>	N/A	<b>\$ 871,120</b>	<b>\$ 871,120</b>	N/A	<b>\$ 45,551,655</b>	<b>\$ 45,551,655</b>	N/A	<b>52.68%</b>	<b>52.68%</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 January 2018 to current year-month.

**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	Z	AA	AB	AC	AD	AE	AF					
1	<b>Energy Savings Assistance Program Table 2</b>																																				
2	<b>Southern California Gas Company</b>																																				
3	<b>February 2019</b>																																				
4																																					
5	<b>ESA Program (Summary) Total <sup>1</sup></b>															<b>ESA Program (First Touch Homes Treated) <sup>8</sup></b>					<b>ESA Program (Re-Treated Homes/Go Backs) <sup>8</sup></b>					<b>ESA Program (Aliso Canyon - SCG &amp; SCE) <sup>7</sup></b>											
6			<b>Year-To-Date Completed &amp; Expensed Installation <sup>8</sup></b>							<b>Year-To-Date Completed &amp; Expensed Installation <sup>8</sup></b>							<b>Year-To-Date Completed &amp; Expensed Installation <sup>8</sup></b>							<b>Year-To-Date Completed &amp; Expensed Installation <sup>8</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	<b>Appliances</b>		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																														
9	High Efficiency Clothes Washer	Each	42	-	-	1,297	\$ 37,525	0.9%	Each	19	-	-	587	\$ 16,322	0.8%	Each	23	-	-	710	\$ 21,203	0.9%	Each	28	-	-	-	865	\$ 23,141	1.1%							
10	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
11	Microwaves <sup>3</sup>	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
12	<b>Domestic Hot Water</b>																																				
13	Water Heater Blanket	Home	89	-	-	217	\$ 5,129	0.1%	Home	49	-	-	124	2,808	0.1%	Home	40	-	-	93	\$ 2,322	0.1%	Home	29	-	-	-	73	\$ 1,662	0.1%							
14	Low Flow Shower Head	Home	3,649	-	-	5,582	\$ 179,332	4.2%	Home	1,746	-	-	2,556	85,672	4.3%	Home	1,903	-	-	3,025	\$ 93,660	4.2%	Home	1,744	-	-	-	2,546	\$ 78,227	3.7%							
15	Water Heater Pipe Insulation	Home	57	-	-	108	\$ 1,265	0.0%	Home	42	-	-	80	932	0.0%	Home	15	-	-	28	\$ 333	0.0%	Home	42	-	-	-	77	\$ 932	0.0%							
16	Faucet Aerator	Home	3,113	-	-	10,781	\$ 42,404	1.0%	Home	1,500	-	-	4,889	20,664	1.0%	Home	1,613	-	-	5,893	\$ 21,740	1.0%	Home	1,466	-	-	-	4,750	\$ 18,563	0.9%							
17	Water Heater Repair/Replacement	Each	901	-	-	3,055	\$ 244,767	5.8%	Each	331	-	-	1,116	83,968	4.2%	Each	570	-	-	1,940	\$ 160,798	7.1%	Each	242	-	-	-	799	\$ 38,406	1.8%							
18	Thermostatic Shower Valve	Each	4,092	-	-	10,569	\$ 181,866	4.3%	Each	1,882	-	-	4,746	83,634	4.2%	Each	2,210	-	-	5,824	\$ 98,232	4.4%	Each	1,719	-	-	-	4,281	\$ 76,288	3.6%							
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
21	New - Tub Diverter/ Tub Spout	Each	109	-	-	878	\$ 11,798	0.3%	Each	73	-	-	586	8,080	0.4%	Each	36	-	-	291	\$ 3,719	0.2%	Each	36	-	-	-	308	\$ 4,082	0.2%							
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
23	<b>Enclosure</b>																																				
24	Air Sealing / Envelope <sup>4</sup>	Home	3,212	-	-	15,341	\$ 796,037	18.7%	Home	1,471	-	-	6,728	\$ 356,215	17.8%	Home	1,741	-	-	8,613	\$ 439,822	19.5%	Home	1,422	-	-	-	1,356	\$ 361,493	16.9%							
25	Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
26	Attic Insulation	Home	301	-	-	8,024	\$ 438,483	10.3%	Home	162	-	-	4,355	\$ 239,873	12.0%	Home	139	-	-	3,669	\$ 198,610	8.8%	Home	194	-	-	-	5,403	\$ 262,936	12.3%							
27	<b>HVAC</b>																																				
28	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
29	Furnace Repair/Replacement	Each	462	-	-	-	\$ 928,215	21.8%	Each	174	-	-	-	\$ 385,919	19.2%	Each	288	-	-	-	\$ 542,297	24.1%	Each	240	-	-	-	\$ 502,195	23.5%								
30	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
31	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
32	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
34	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
35	Duct Testing and Sealing	Home	654	-	-	9,808	\$ 76,948	1.8%	Home	304	-	-	4,556	\$ 36,023	1.8%	Home	350	-	-	5,251	\$ 40,925	1.8%	Home	140	-	-	-	2,143	\$ 17,949	0.8%							
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
40	<b>Maintenance</b>																																				
41	Furnace Clean and Tune	Home	1,297	-	-	7,900	\$ 73,805	1.7%	Home	647	-	-	3,826	\$ 36,814	1.8%	Home	650	-	-	4,074	\$ 36,991	1.6%	Home	432	-	-	-	3,828	\$ 23,264	1.1%							
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
43																																					
44	Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
45	Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
46	Torchiere LED	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
47	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
48	LED Night Lights	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
49	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
50	New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
51	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
52	New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
53	<b>Miscellaneous</b>																																				
54	Pool Pumps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
55	Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
56	New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
57	<b>Pilots</b>																																				
58																																					
59	<b>Customer Enrollment</b>																																				
60	Outreach & Assessment	Home	7,066	-	-	-	\$ 1,171,696	27.5%	Home	3,232	-	-	-	\$ 615,993	30.7%	Home	3,834	-	-	-	\$ 555,703	24.7%	Home	3,539	-	-	-	\$ 592,028	27.8%								
61	In-Home Education	Home	4,434	-	-	-	\$ 67,035	1.6%	Home	2,123	-	-	-	\$ 32,055	1.6%	Home	2,311	-	-	-	\$ 34,980	1.6%	Home	2,522	-	-	-	\$ 131,850	6.2%								
62																																					
63	<b>Total Savings/Expenditures</b>					73,560	\$ 4,256,306						34,149	2,004,972						39,412	2,251,333						-	-	26,429	2,133,016							

**Energy Savings Assistance Program Table 2A**  
**Southern California Gas Company**  
**February 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	Each						0.0%
Refrigerators	Each						0.0%
Microwaves <sup>2</sup>	Each						0.0%
<b>Domestic Hot Water</b>							
Water Heater Blanket	Home						0.0%
Low Flow Shower Head	Home						0.0%
Water Heater Pipe Insulation	Home						0.0%
Faucet Aerator	Home						0.0%
Water Heater Repair/Replacement	Each						0.0%
Thermostatic Shower Valve	Each						0.0%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
New - Tub Diverter/ Tub Spout	Each						0.0%
New - Thermostat-controlled Shower Valve	Each						0.0%
<b>Enclosure</b>							
Air Sealing / Envelope <sup>3</sup>	Home						0.0%
Caulking	Home						0.0%
Attic Insulation	Home						0.0%
<b>HVAC</b>							
FAU Standing Pilot Conversion	Each						0.0%
Furnace Repair/Replacement	Each						0.0%
Room A/C Replacement	Each						0.0%
Central A/C replacement	Each						0.0%
Heat Pump Replacement	Each						0.0%
Evaporative Cooler (Replacement)	Each						0.0%
Evaporative Cooler (Installation)	Each						0.0%
Duct Testing and Sealing	Home						0.0%
New - Energy Efficient Fan Control	Home						0.0%
New - Prescriptive Duct Sealing	Home						0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - A/C Time Delay	Home						0.0%
<b>Maintenance</b>							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
<b>Lighting</b>							
Interior Hard wired LED fixtures	Each						0.0%
Exterior Hard wired LED fixtures	Each						0.0%
Torchiere LED	Each						0.0%
Occupancy Sensor	Each						0.0%
LED Night Lights	Each						0.0%
New - LED Diffuse Bulb (60W Replacement)	Each						0.0%
New - LED Reflector Bulb	Each						0.0%
New - LED Reflector Downlight Retrofit Kits	Each						0.0%
New - LED A-Lamps	Each						0.0%
<b>Miscellaneous</b>							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						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>4</sup>							
<b>CSD MF Buildings Treated</b>							
		<b>Total</b>					
- Multi-family							

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

Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

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

<sup>3</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>4</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.

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area</b>	
2	<b>Southern California Gas Company</b>	
3	<b>February 2019</b>	
4		
5	<b>ESA Program</b>	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	73,560
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	868,851
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 9.66
13	Average Lifecycle Bill Savings / Treated Households	\$ 92.98
14		
15		
16	<b>ESA Program - CSD Leveraging</b>	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	<b>ESA Program - Multifamily Common Area</b>	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	<b>Summary - ESA Program/CSD Leveraging/ Multifamily Common Area<sup>1</sup></b>	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	73,560
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	868,851
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 9.66
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 92.98
47		
48	<sup>1</sup> Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	<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 4a - Homes / Buildings Treated</b>						
2	<b>Southern California Gas Company</b>						
3	<b>February 2019</b>						
4	<b>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	2	54	56
8	Imperial	17,084	0	17,084	7	0	7
9	Kern	29,886	15,030	44,916	71	7	78
10	Kings	13,725	11	13,736	38	0	38
11	Los Angeles	2,526	997,368	999,894	50	2,057	2,107
12	Orange	10	235,276	235,286	0	421	421
13	Riverside	131,956	107,940	239,896	103	654	757
14	San Bernardino	1,046	163,216	164,262	7	792	799
15	San Luis Obispo	14,372	8,245	22,617	32	0	32
16	Santa Barbara	1,188	37,199	38,387	32	19	51
17	Tulare	47,331	11,227	58,558	165	26	191
18	Ventura	2,420	59,163	61,583	8	101	109
19	<b>Total</b>	<b>261,559</b>	<b>1,646,316</b>	<b>1,907,875</b>	<b>515</b>	<b>4,131</b>	<b>4,646</b>
20							
21	<b>ESA Program - CSD Leveraging</b>						
22	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
23	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
24	Fresno			0			0
25	Imperial			0			0
26	Kern			0			0
27	Kings			0			0
28	Los Angeles			0			0
29	Orange			0			0
30	Riverside			0			0
31	San Bernardino			0			0
32	San Luis Obispo			0			0
33	Santa Barbara			0			0
34	Tulare			0			0
35	Ventura			0			0
36	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
37							
38	<b>ESA Program - Multi-Family Common Area</b>						
39	<b>Eligible Households</b>			<b>Buildings Treated YTD</b>			
40	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
41	Fresno			0			0
42	Imperial			0			0
43	Kern			0			0
44	Kings			0			0
45	Los Angeles			0			0
46	Orange			0			0
47	Riverside			0			0
48	San Bernardino			0			0
49	San Luis Obispo			0			0
50	Santa Barbara			0			0
51	Tulare			0			0
52	Ventura			0			0
53	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
54							
55	<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 4b - Homes Unwilling / Unable to Participate  
Southern California Gas Company  
February 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	37	50	0	0	0	0	0
Imperial	1	5	0	0	1	0	0
Kern	17	39	0	0	0	3	0
Kings	25	32	0	0	0	1	0
Los Angeles	150	281	0	0	6	59	3
Orange	20	74	0	0	8	9	2
Riverside	392	203	0	0	0	21	3
San Bernardino	602	163	0	0	2	16	3
San Luis Obispo	0	1	0	0	1	1	0
Santa Barbara	0	3	0	0	0	0	0
Tulare	75	106	0	0	0	8	1
Ventura	8	7	0	0	0	0	0
<b>Total</b>	<b>1,327</b>	<b>964</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>118</b>	<b>12</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>February 2019</b>																
4	<b>ESA Program</b>																
5		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
6		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>		
7	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	4,646	73,560	-	-	4,646	73,560	-	-	-	-	-	-	4,646	73,560	-	-
10	March																
11	April																
12	May																
13	June																
14	July																
15	August																
16	September																
17	October																
18	November																
19	December																
20	<b>YTD Total</b>	<b>4,646</b>	<b>73,560</b>	<b>-</b>	<b>-</b>	<b>4,646</b>	<b>73,560</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4,646</b>	<b>73,560</b>	<b>-</b>	<b>-</b>
21																	
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
24																	
25	<b>ESA Program - CSD Leveraging</b>																
26		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
29		<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b>Household Treated by Month</b>	<b>(Annual)</b>		
30	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
32	January																
33	February																
34	March																
35	April																
36	May																
37	June																
38	July																
39	August																
40	September																
41	October																
42	November																
43	December																
44	<b>YTD Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
45																	
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
47	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
48																	
49	<b>ESA Program - Multi-Family Common Area</b>																
50		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
51		<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>		
52	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
53	January																
54	February																
55	March																
56	April																
57	May																
58	June																
59	July																
60	August																
61	September																
62	October																
63	November																
64	December																
65	<b>YTD Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
66																	
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
68	<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	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>February 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	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	<b>Total Pilots</b>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	<b>Studies</b>												
11	Low Income Impact Evaluation <sup>2,3</sup>	N/A	\$ 137,500	\$ 137,500	N/A	\$ (4,646)	\$ (4,646)	N/A	\$ 117,596	\$ 117,596	N/A	85.52%	85.52%
12	Low Income Needs Assessment <sup>2</sup>	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 124,711	\$ 124,711	N/A	99.77%	99.77%
13	Cost-Effectiveness/NEBs <sup>2</sup>	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 22,552	\$ 22,552	N/A	60.14%	60.14%
14	Potential Ad Hoc Tasks <sup>4</sup>	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	<b>Total Studies</b>	<b>N/A</b>	<b>\$ 500,000</b>	<b>\$ 500,000</b>	<b>N/A</b>	<b>\$ (4,646)</b>	<b>\$ (4,646)</b>	<b>N/A</b>	<b>\$ 264,860</b>	<b>\$ 264,860</b>	<b>N/A</b>	<b>52.97%</b>	<b>52.97%</b>
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 for the original Low Income Governing Board approved by Resolution E-3585.												
19	<sup>3</sup> Underspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	<sup>4</sup> The \$200,000 budget is for potential data analysis, small scale studies, etc. that SoCal Gas will conduct, as needed,during the program years. This budget may be used for one or multiple tasks and may be conducted Statewide or solely by SoCalGas.												
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  
Southern California Gas Company  
February 2019**

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

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	2,594

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
NA	NA	NA

**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>February 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	\$ 180,431	\$ 180,431	N/A	\$ 341,103	\$ 341,103	N/A	8.52%	8.52%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 102,947	\$ 102,947	N/A	\$ 208,387	\$ 208,387	N/A	7.02%	7.02%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 5,703	\$ 5,703	N/A	\$ 11,580	\$ 11,580	N/A	7.48%	7.48%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 59,232	\$ 59,232	N/A	\$ 90,092	\$ 90,092	N/A	8.68%	8.68%
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	\$ 79,323	\$ 79,323	N/A	\$ 79,323	\$ 79,323	N/A	18.13%	18.13%
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	\$ 24,036	\$ 24,036	N/A	\$ 53,605	\$ 53,605	N/A	11.26%	11.26%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 71,919	\$ 71,919	N/A	\$ 113,266	\$ 113,266	N/A	11.88%	11.88%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
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>\$ 523,591</b>	<b>\$ 523,591</b>	<b>N/A</b>	<b>\$ 897,356</b>	<b>\$ 897,356</b>	<b>N/A</b>	<b>8.89%</b>	<b>8.89%</b>
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 17,504,868	\$ 17,504,868	N/A	\$ 39,518,733	\$ 39,518,733	N/A	29.86%	29.86%
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>\$ 18,028,459</b>	<b>\$ 18,028,459</b>	<b>N/A</b>	<b>\$ 40,416,089</b>	<b>\$ 40,416,089</b>	<b>N/A</b>	<b>28.37%</b>	<b>28.37%</b>
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,907,074	\$ 1,907,074	N/A	\$ 3,871,975	\$ 3,871,975			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,907,074	\$ 1,907,074	N/A	\$ 3,871,975	\$ 3,871,975			
31													
32	Indirect Costs				N/A	\$ 112,019	\$ 112,019	N/A	\$ 234,107	\$ 234,107			
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.												

	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	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																								
2	<b>Southern California Gas Company</b>																								
3	<b>February 2019</b>																								
4																									
5	2019	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)			
7	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																								
11	April																								
12	May																								
13	June																								
14	July																								
15	August																								
16	September																								
17	October																								
18	November																								
19	December																								
20	YTD Total	3,307	3,648	69	7,024	13,801	13,319	14,002	0	41,122	48,146	24,279	22,116	27,203	73,598	27,309	5,808	905	16,597	50,619	121,744	-2,473	1,613,054	1,680,463	95.99%
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	<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 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>February 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%	7	50	57	1.16%	0.00%
7	February	1,613,054	4,718	0.29%	2	33	35	0.74%	0.00%
8	March								
9	April								
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	<b>YTD Total</b>	<b>1,613,054</b>	<b>9,639</b>	<b>0.60%</b>	<b>9</b>	<b>83</b>	<b>92</b>	<b>0.95%</b>	<b>0.01%</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>February 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>	390,357	97,359	76,164	12,376	4,011	4,808
7	<b>Percentage</b>		100.00%	78.23%	12.71%	4.12%	4.94%
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 Southern California Gas Company February 2019</b>									
2										
3										
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,221	16	11,237	11,224	18	11,242	100.02%	115.92%	100.05%
8	Imperial	0	15,625	15,625	0	15,078	15,078	N/A	96.50%	96.50%
9	Kern	14,169	28,947	43,117	12,287	29,222	41,509	86.71%	100.95%	96.27%
10	Kings	10	13,517	13,528	16	14,753	14,769	152.98%	109.14%	109.18%
11	Los Angeles	851,229	2,514	853,744	836,937	1,146	838,083	98.32%	45.58%	98.17%
12	Orange	194,675	10	194,685	155,167	18	155,185	79.71%	178.25%	79.71%
13	Riverside	102,077	125,394	227,470	94,562	120,738	215,300	92.64%	96.29%	94.65%
14	San Bernardino	150,613	1,024	151,637	168,686	859	169,545	112.00%	83.92%	111.81%
15	San Luis Obispo	7,169	13,754	20,923	3,515	11,044	14,559	49.03%	80.30%	69.58%
16	Santa Barbara	33,002	1,133	34,134	27,585	564	28,149	83.59%	49.78%	82.47%
17	Tulare	10,998	46,290	57,288	11,960	48,856	60,816	108.75%	105.54%	106.16%
18	Ventura	54,934	2,141	57,075	47,269	1,550	48,819	86.05%	72.40%	85.53%
19	<b>Total</b>	<b>1,430,099</b>	<b>250,364</b>	<b>1,680,463</b>	<b>1,369,208</b>	<b>243,846</b>	<b>1,613,054</b>	<b>95.74%</b>	<b>97.40%</b>	<b>95.99%</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>February 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%	3,219	129	14.66%	0.01%
7	February	1,613,054	23,815	1.48%	2,712	103	11.39%	0.01%
8	March							
9	April							
10	May							
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	<b>YTD Total</b>	<b>1,613,054</b>	<b>45,772</b>	<b>2.84%</b>	<b>5,931</b>	<b>232</b>	<b>12.96%</b>	<b>0.01%</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>February 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	0
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	0
45	Visalia Emergency Aid Council		X			0	0
46	<b>Total Enrollments</b>					<b>0</b>	<b>0</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> 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>February 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								
9	April								
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	<b>YTD Total</b>	<b>N/A</b>	<b>1,613,054</b>	<b>N/A</b>	<b>1,613,054</b>	<b>1,680,463</b>	<b>95.99%</b>	<b>-0.15%</b>	<b>5,611,775</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 Southern California Gas Company February 2019</b>				
2					
3					
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	\$ 79,323	\$ 79,323	18.13%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	<b>Total Pilots</b>	<b>\$ 437,502</b>	<b>\$ 79,323</b>	<b>\$ 79,323</b>	<b>18.13%</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**  
**Southern California Gas Company**  
**Reporting Period: January 2019**  
**No. of attendees at Consumer Education sessions** **334**

<b>SCG -- Disputes Resolved</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3 <sup>rd</sup> party Company/Gas Aggregation	0
Changed 3 <sup>rd</sup> Party Electricity Aggregation	0
Medical Baseline Application	1
Enroll in Energy Assistance Programs	4
Request Meter Service or Testing	0
Request Bill Adjustment	0
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	3
Payment Plan	3
Solar	0
Stop Disconnection	4
Time of Use	0
Wildfire Related Issue	0
<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	7
Spanish	2
<b>TOTAL</b>	<b>9</b>

<b>SCG - Needs Assistance</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	1
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	3
Gas Assistance Fund (SCG)	0
HEAP	23
Medical Baseline	0
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 <sup>rd</sup> Party Notification	0
Set Up New Account	1
Payment Extension	3
Payment Plan	0
Wildfire Related Issue	0
<b>TOTAL</b>	<b>31</b>

<b>SCG - Needs Assistance by Language</b>	
Armenian	19
English	3
Spanish	3
Vietnamese	6
<b>TOTAL</b>	<b>31</b>

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, 2018 through January 31, 2019**

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length <sup>2</sup> (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Arabic	Avoiding Disconnection	1	N/A	3	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	2	N/A	32	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	1	N/A	11	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	1	N/A	13	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	6	N/A	95	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	3	N/A	58	CHANGES Ed Handout
		<b>Total</b>	<b>15</b>		<b>214</b>	
N/A	Arabic	CARE/FERA and Other Assistance Programs	1	N/A	3	CHANGES Ed Handout
N/A	Armenian	CARE/FERA and Other Assistance Programs	10	N/A	75	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	3	N/A	33	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	10	N/A	40	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	N/A	10	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	9	N/A	58	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	55	CHANGES Ed Handout
		<b>Total</b>	<b>39</b>		<b>274</b>	
N/A	Arabic	Electric and Natural Gas Safety	1	N/A	3	CHANGES Ed Handout
N/A	Cantonese	Electric and Natural Gas Safety	3	N/A	51	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	4	N/A	24	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	1	N/A	4	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	3	N/A	22	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	3	N/A	34	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	2	N/A	37	CHANGES Ed Handout
		<b>Total</b>	<b>17</b>		<b>175</b>	
N/A	Arabic	Energy Conservation	1	N/A	20	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	4	N/A	68	CHANGES Ed Handout
N/A	English	Energy Conservation	2	N/A	15	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	3	N/A	13	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	5	N/A	60	CHANGES Ed Handout
		<b>Total</b>	<b>15</b>		<b>176</b>	
N/A	Armenian	Gas Aggregation	15	N/A	112	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	4	CHANGES Ed Handout
N/A	Japenese	Gas Aggregation	1	N/A	31	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	1	N/A	9	CHANGES Ed Handout
N/A	Tagalog	Gas Aggregation	1	N/A	10	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	15	CHANGES Ed Handout
		<b>Total</b>	<b>20</b>		<b>181</b>	
N/A	English	High Energy Use	1	N/A	5	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	17	CHANGES Ed Handout
		<b>Total</b>	<b>2</b>		<b>22</b>	
N/A	Armenian	Level Pay Plan	11	N/A	68	CHANGES Ed Handout
N/A	English	Level Pay Plan	3	N/A	17	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	3	N/A	48	CHANGES Ed Handout
		<b>Total</b>	<b>17</b>		<b>133</b>	
N/A	Cantonese	Understanding Your Bill	2	N/A	30	CHANGES Ed Handout
N/A	English	Understanding Your Bill	12	N/A	109	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	6	N/A	27	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	2	N/A	6	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	6	N/A	36	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	1	N/A	9	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	3	N/A	47	CHANGES Ed Handout
		<b>Total</b>	<b>32</b>		<b>264</b>	
		<b>Fourth Quarter Total</b>	<b>157</b>		<b>1,439</b>	
		<b>Year-to-Date Total <sup>3</sup></b>	<b>985</b>		<b>11,472</b>	

<sup>1</sup> This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SoCalGas tables.

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

<sup>3</sup> Year-to-date total is the Fourth Quarter total plus the reported totals through October 31, 2018.

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