

**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 2020**

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Date: March 23, 2020

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1. Energy Savings Assistance (ESA) Program Overview

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

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

Program Summary through February 2020			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$231,913,662	\$11,287,183	4.87%
Homes Treated	191,186	13,616	7.12%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	85,799	1.31%

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

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

In February 2020, SoCalGas processed and paid contractor invoices for 13,616 treated homes. Additionally, SoCalGas paid for the weatherization of 13,616 homes, 696 furnace repairs and replacements, 1,396 water heater repairs and replacements, and 965 High Efficiency (HE) clothes washers.

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

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

Ethnic and Mass Media Campaign

SoCalGas launched a multi-channel targeted mass media campaign during the month of October 2019. The campaign's objective was to increase awareness among eligible customers and reduce barriers to participation, such as trust. The campaign included a mix of broad channels and targeted strategies to generate awareness, provide education, and drive actions to the program landing page. The channel mix was broken down into television, radio, and digital such as video, display, social and native platforms. The campaign tag line, "Your home deserves upgrades. You deserve savings", speaks to the connection a family has to their home while also explaining how the upgrades available through the ESA Program can help them save money. The campaign ran until mid-December 2019. The campaign generated 41.7 million impressions, 1.5 million video completes and 226,516 site pageviews. The campaign performed well with 0.77% click-through-rate (CTR), 62% video completion rate (VCR), \$0.90 cost per click (CPC) and \$1.27 cost per landing page arrival (CPLPA).

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of February, SoCalGas sent 22,290 emails for customer lists covering eight specific targeted geographic areas as part of AL 5256 (Clear Plan). The Clear Plan targets customers that have not previously participated in the ESA Program and have been identified as highly eligible. The email featured ESA Program information and included the contact information of the customer's assigned contractor. Providing the contractor's contact information creates context and instills confidence for the customer as they are more likely to be familiar with the name and have assurance of legitimacy when the contractor calls. Emails were sent based on zip codes to accurately reflect contractor assignments.

Energy Saving Assistance Program - Direct Mailings

In February, in conjunction with the email efforts above, SoCalGas sent 20,943 direct mailers for four different customer lists covering targeted geographic areas as part of the Clear Plan. Much like the email campaign, the direct mailers targeted customers who have not previously participated in the ESA Program. The direct mailers featured ESA Program messaging and the contact information of their assigned contractors. Customers are directed to contact their contractor for more information and to enroll in the program. SoCalGas will continue to coordinate with contractors to schedule distribution of marketing materials in order for them to be prepared when customers call.

Energy Savings Assistance Program – Text Messaging

In February, SoCalGas sent 26,348 text messages to customers for eight different customer lists covering targeted geographic areas as part of the Clear Plan. The text messages prompt customers to reply if they want to receive more information; 940 customers replied. Once a customer responds, an automated text is sent with the customer's assigned contractor information so the customer can contact the contractor directly.

Energy Savings Assistance Program - Outbound Dialing

SoCalGas did not deploy an outbound dialing campaign during the month of February.

Energy Savings Assistance Program - Web Activities

There were 131 internet-generated leads for the ESA Program during the month of February from all channel activities. SoCalGas posted to Facebook, in both English and Spanish, promoting the ESA Program to targeted zip codes with low program penetration. The English Facebook post reached 17,985 customers, generated 18,454 impressions and 17 clicks to the URL with a cost of \$1.18 per click. The Spanish post reached 24,314 customers, generated 24,314 impressions and 31 clicks with a cost of \$0.65 per click.

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. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 1	Inter-Tribal Educational Collaborative’s 6 th Annual College Exploration Day	USC – Los Angeles	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 500 in attendance.
February 1 (MICOP)	Parent Conference at Oxnard Junior High School	Oxnard	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 100 in attendance.
February 2 (MICOP)	Radio outreach	MICOP Radio Indigena 94.1 FM	CBO staff recorded radio show providing information on SoCalGas’ Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
February 4	Vans Mobile Home Park Utility Upgrade Pilot Project Resident Forum	Bellflower	SoCalGas Customer Assistance Program outreach staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 40 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 6 (MICOP)	Appointments at Bard Library	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 3 in attendance.
February 7	Southern California Edison Black History Month Celebration	Inglewood	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 in attendance.
February 8	Azusa Community Resource Fair	Azusa	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 in attendance.
February 8 (LA 211)	Azusa Community Resource Fair	Azusa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 in attendance.
February 8	6 th Annual Lunar New Year Festival	San Gabriel	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 in attendance.
February 8 – 9	Wild Horse Pow Wow	Lawndale	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 in attendance.
February 8 – 9	South Bay Lunar Festival	Torrance	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,100 in attendance.
February 10	Low Income Resources – One Generation	Reseda	SoCalGas Customer Assistance outreach team provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 in attendance.
February 10	SoCalGas Bill Payment Office ESAP Outreach	Los Angeles	ESA Contractor Outreach provided information on SoCalGas' ESA Program to customers visiting SoCalGas' Bill Payment Office. ESA Contractor received 35 leads from outreach.
February 11	Johnson's Mobile Home Park Utility Upgrade Pilot	Lancaster	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 in

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Project Resident Forum		attendance.
February 11, 12 & 13	World Ag Expo	Tulare	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 in attendance.
February 12	ESA Program SoCalGas Base Presentation Outreach	Los Angeles (Juanita Base)	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
February 12 (Santa Barbara Food Bank)	Alma, Cena, Sana	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 3,000 in attendance.
February 13	ESA Program SoCalGas Base Presentation Outreach	Hollywood (Hollywood Base)	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
February 14 (MICOP)	Information Table at Cristalida Farm	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 in attendance.
February 18 (LA 211)	Community Schools Initiative Professional Development Presentation	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 in attendance.
February 20	Veteran Outreach at West LA VA	Los Angeles	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 in attendance.
February 20	Pleasant Valley Mobile Home Park Utility Upgrade Pilot Project Resident Forum	Oxnard	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 20	View Local Government Partnership Meeting	Tulare County GSA Offices – Visalia	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 partnerships in Tulare County.
February 20 (MICOP)	Placita de Oxnard at Plaza Park	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 in attendance.
February 20 (Santa Barbara Food Bank)	Brown Bag at Foursquare Church	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 in attendance.
February 21 (LA 211)	Veteran & Family Culture Training Resource Fair	Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 in attendance.
February 21 – 23	Abilities Expo	Los Angeles	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 900 of the 8,000 in attendance.
February 21 – 23	Riverside County Fair and Date Festival	Riverside	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 900 of the 8,000 in attendance.
February 24	SoCalGas Bill Payment Office ESAP Outreach	Covina	ESA Contractor Outreach provided information on SoCalGas' ESA Program to customers visiting SoCalGas' Bill Payment Office. ESA Contractor received 40 leads from outreach.
February 24	SoCalGas Bill Payment Office ESAP Outreach	Los Angeles	ESA Contractor Outreach provided information on SoCalGas' ESA Program to customers visiting SoCalGas' Bill Payment Office. ESA Contractor received 35 leads from outreach.
February 25	ESA Program SoCalGas Base Presentation Outreach	Santa Maria (Santa Maria Base)	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 in attendance.
February 25 (MICOP)	Outreach Event	Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			materials were distributed to approximately 25 in attendance.
February 26	ESA Program SoCalGas Base Presentation Outreach	San Luis Obispo (San Luis Obispo Base)	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 in attendance.
February 26	Outreach at the Mexican Consulate	Los Angeles	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 in attendance.
February 27 (MICOP)	Port Hueneme Outreach Event	Port Hueneme	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
February 28 (Santa Barbara Food Bank)	Kids Farmers Market – McKinley Elementary School	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 in attendance.
February 28	Corvallis Middle School Career Day	Norwalk	SoCalGas Customer Assistance outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 90 in attendance.
February 29	Azusa Health Resource Fair	Azusa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 in attendance.
February 29 (LA 211)	Save Your California Home	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 in attendance.
February 29	Ontario Neighborhood Fair	Ontario	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 550 in attendance.

1.3. Leveraging Success Evaluation Including CSD

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

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

In 2020, 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. Year to date, \$20,017 has been co-funded to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District

- Fontana Water Company¹
- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³
- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District

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

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

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	144
Colton Public Utilities	0
LADWP	1,875
Pasadena Water and Power	18
Riverside Public Utilities	214
Total	2,251

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

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

³ 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.

Providers have reported the activity noted above for 2020 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 contribute to the goals of workforce development. SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. The year-to-date results are shown in the following tables.

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

SoCalGas Enrollment and Assessment Training			
	January	February	Total
Attended Class	26	24	50
Tested	24	24	48
Passed Class	19	15	34
Retention Rate*	79%	63%	71%
*Retention Rate is Passed/Tested			

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended training classes in 2020.

SoCalGas Field Operations Training						
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	1	4	2	25	3	29
HVAC Initial	0	0	1	2	1	2
Wx / NGAT Refresher	1	11	0	0	1	11
HVAC Refresher	1	10	1	14	2	24
Grand Total	3	25	4	41	7	66

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.

CARE Budget Categories	Authorized Budget*	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,004,885	\$362,278	9.05%
Proc., Certification and Verification	\$3,121,351	\$221,890	7.11%
Information Tech./Programming	\$1,037,796	\$73,654	7.10%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$57,177	13.07%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$60,432	12.70%
General Administration	\$953,729	\$104,824	10.99%
CPUC Energy Division Staff	\$60,000	\$16,002	26.67%
Total Expenses	\$10,091,122	\$896,257	8.88%
Subsidies and Benefits	\$135,012,254	\$39,797,725	29.48%
Total Program Costs and Discounts	\$145,103,376	\$40,693,982	28.04%

* 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 152,828 successful enrollments, 62,562 recertifications, 5,362 post-enrollment verifications and 8,040 opt-outs. Activity for February is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	7,549	6,039
Re-certification	2,442	2,375
PEV	374	270
Customer opt-out	1,095	1,095

CARE CSR Enrollment Initiative

In its PY2015-2017 Application, SoCalGas requested CARE enrollment through Customer Service Representatives (CSRs) when customers call the Customer Contact Center (CCC) to turn-on or back-on service, or to make payment arrangements. D.16-11-022 was issued on November 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 2020, CSRs successfully enrolled 11,426 customers in CARE. An additional 4,180 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 308,662 and 130,549 mailed applications.

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of February, SoCalGas processed a total of 763 on-line renewals.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,611,008	1,671,785	96.36%

2.2. Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. SoCalGas also added source codes to each of the three types of emails it sends to customers, for tracking purposes. During the month of February, SoCalGas sent 8,763 emails to new customers with a probability of being eligible for the CARE program. A total of 1,309 customers enrolled using the link within this email. A total of 16,241 emails were sent to existing SoCalGas customers who may qualify for the CARE program and 4,018 enrolled using the link within this email. In addition, to recapture those customers that have fallen off CARE, SoCalGas sent 7,143 emails encouraging these customers to reapply and 1,434 reapplied online using the link from the email they received.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid phone numbers encouraging them to apply online. In February, SoCalGas sent 18,867 text messages to new customers, existing customers not on CARE and customers due to reapply. A total of 1,212 enrollments were generated from text messages sent.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 1,467 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 through 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, 82 callers were informed about the CARE Program, with 8 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In February, Worksite Wellness staff facilitated presentations, and provided health education materials and SoCalGas Customer Assistance information including CARE, ESA and Medical Baseline to 778 individuals through classes and health fairs. Staff also provided enrollment assistance to 71 families that qualified for Customer Assistance Programs based on Medi-Cal, MyHealthLA, or Covered California participation. CBO staff facilitated a presentation and hosted a monthly resource table with information. Staff made weekly visits to South-Central Family Health Centers in Huntington Park, as well as Venice Family Clinic, Maternal and Child Health Center, the Saint Louise Family Resource Center, LA Care Family Resource Center in Lynwood and Downtown LA and Best Start Metro LA Neighborhood Leadership groups. Staff participated in health education classes at Queenscare Clinics in East LA and Central LA, South Central Family Health Center and the Latino Kids Health Center in Montebello.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these

community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer Assistance Programs. This month, LIFT worked to provide over 202 members with SoCalGas' CAP information.

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

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month Unity Shoppe introduced Customer Assistance Programs to 7 of their partner agencies

that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas CAP information was distributed, and the agencies were also provided with information via email that contained links to program applications as well as printed pamphlets. This month the agencies were as follows: V Cordan Center – St. Vincents, Visiting Nurse & Hospice Care, Integrated Care Clinic, Tri-Counties Regional Center, Cottage Children’s Medical Center, Standing Together to End Sexual Assault, and Ridley-Tree Cancer Center. For the month of February, Unity Shoppe provided information on Customer Assistance Programs to over 440 visitors to their office.

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

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a

member of Feeding America, the nation’s largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of February, Food Share Ventura County distributed approximately 500 “Senior Kits” with SoCalGas’ Customer Assistance Programs materials at various locations throughout Ventura County.

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert’s regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. In FY18/19 the amount of food distributed for free to the community was valued at over \$19 million, allowing their clients to redirect their limited dollars towards rent payments to prevent homelessness, medical care to stay healthy and lower stress to help them perform better at school and work. All of which help end cycles of poverty and hunger. FIND operates 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, faith-based organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of February, FIND Food Bank’s partnership with SoCalGas led to 4,269 one-on-one outreach opportunities to

present SoCalGas' CAP information in eight of the 15 coverage areas they serve: Cathedral City, Coachella, Desert Hot Springs, Indio, Mecca, North Palm Springs, Palm Desert, and Palm Springs.

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

during the month of February, SCDC provided one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In February, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 85 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties received information during outreach contract visits with the city of Los Angeles. Approximately 60 percent of the tenants visited in February said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

CARE Direct Mail Activity & Enrollments

During the month of February, SoCalGas sent 13,356 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 49 new customers via direct mail and online onto the CARE Program. To

reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to reapply online. SoCalGas mailed 11,510 letters to customers who have failed to renew their CARE eligibility. Additionally, SoCalGas mailed 25,000 letters directing customers who are not on CARE but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE nor to customers who need to reapply. The updated letters that direct customers to apply online contributed to the 1,562 online enrollments processed in February. These online enrollments are generated when a customer organically searches for and visits the CARE homepage.

CARE Bill Inserts

No bill inserts were deployed during the month of February, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 471 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, the CARE Outreach Team has distributed supplemental deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued through the month of February. This

option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

CARE Social & Mass Media Campaign

SoCalGas launched a mass media campaign in the month of August that ran through October 2019. The main campaign objectives were to maintain an above 90% penetration rate, lower monthly attrition levels to less than 55%, and increase the current rate of 30% online enrollments. The target audience were adults, ages 25 to 65 and included messaging in both English and Spanish. The messaging focused on reaching low income residential households who are unemployed, experiencing adverse economic events or are enrolled in other public assistance programs. The strategic media approach focused on a mix of highly targeted channels and tactics that have the ability to proximity target in high opportunity zip codes. Channels include out-of-home and mobile-led digital such as audio, display, social media and search. The campaign delivered strong results with a 0.57% CTR and \$1.61 CPLPA

Disability

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

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services to individuals who are blind or visually impaired on a one-on-one basis. The organization provides assistance in Riverside and San Bernardino counties and works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas' programs. In the month of February, staff provided one-on-one assistance to 80 seniors and individuals with disabilities, providing them with information on SoCalGas' Customer Assistance Programs.

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through comprehensive Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and

provided SoCalGas CAP information to over 673 clients and worked with new clients one-on-one in regards to SoCalGas' Customer Assistance Programs.

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 3 (SCRS-IL)	Drone Aviation Project for Persons with Disabilities	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
February 4 (Fiesta Educativa)	Fiestas Familiares/ Parent Centered Program	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
February 6 (SCRS-IL)	Consumer Intake and Document Review	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 12 (SCRS-IL)	Consumer Intake and Documents Review	East LA	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
February 13 (Fiesta Educativa)	Parent Leadership MAOF Partnership	Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 58 attendees.
February 19 (Fiesta Educativa)	Spanish Fiesta Familiar y Salud Mental	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 in attendance.
February 20 (Fiesta Educativa)	Parent Leadership MAOF Partnership	Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
February 21 (SCRS-IL)	Abilities Expo	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 156 attendees.
February 22 (SCRS-IL)	Abilities Expo	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 332 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			attendees.
February 23 (SCRS-IL)	Abilities Expo	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 attendees.
February 26 (Fiesta Educativa)	Fiestas Familiares/ Parent Centered Program	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
February 27 (Fiesta Educativa)	Parent Leadership Event	Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.

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, 2,155 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 1,933 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 87 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 2B-1 – Eligible Multifamily Common Area Measures

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

- CARE - Table 3A - CARE Post-Enrollment Verification Results (Model)**
- CARE - Table 3B - CARE Post-Enrollment Verification Results (High Usage)**
- CARE - Table 4 - Self Certification and Re-Certification**
- CARE - Table 5 - Enrollment by County**
- CARE - Table 6 - Recertification Results**
- CARE - Table 7 - Capitation Contractors**
- CARE - Table 8 - Participants as of Month End**
- CARE - Table 9 - Expenditures for Pilot**
- CARE - Table 10 - CHANGES Individual Customer Assistance**
- CARE - Table 11 - CHANGES Group Customer Assistance – Reported Monthly**

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	February 2020												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ 18,099,837	\$ 18,099,837	N/A	\$ 813,549	\$ 813,549	N/A	\$ 813,549	\$ 813,549	N/A	4.49%	4.49%
9	Domestic Hot Water	N/A	\$ 20,189,371	\$ 20,189,371	N/A	\$ 1,371,497	\$ 1,371,497	N/A	\$ 1,371,497	\$ 1,371,497	N/A	6.79%	6.79%
10	Enclosure	N/A	\$ 33,990,377	\$ 33,990,377	N/A	\$ 2,401,882	\$ 2,401,882	N/A	\$ 2,401,882	\$ 2,401,882	N/A	7.07%	7.07%
11	HVAC	N/A	\$ 24,437,294	\$ 24,437,294	N/A	\$ 1,676,389	\$ 1,676,389	N/A	\$ 1,676,267	\$ 1,676,267	N/A	6.86%	6.86%
12	Maintenance	N/A	\$ 2,016,018	\$ 2,016,018	N/A	\$ 101,759	\$ 101,759	N/A	\$ 101,759	\$ 101,759	N/A	5.05%	5.05%
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	\$ 19,379,347	\$ 19,379,347	N/A	\$ 3,368,824	\$ 3,368,824	N/A	\$ 3,376,829	\$ 3,376,829	N/A	17.42%	17.42%
16	In Home Education	N/A	\$ 3,951,472	\$ 3,951,472	N/A	\$ 163,755	\$ 163,755	N/A	\$ 163,892	\$ 163,892	N/A	4.15%	4.15%
17	Pilot ²	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 30,950	\$ 30,950	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 122,063,716	\$ 122,063,716	N/A	\$ 9,897,657	\$ 9,897,657	N/A	\$ 9,936,626	\$ 9,936,626	N/A	8.14%	8.14%
19													
20	Training Center	N/A	\$ 945,010	\$ 945,010	N/A	\$ 51,080	\$ 51,080	N/A	\$ 95,867	\$ 95,867	N/A	10.14%	10.14%
21	Inspections	N/A	\$ 2,636,480	\$ 2,636,480	N/A	\$ 167,185	\$ 167,185	N/A	\$ 167,185	\$ 167,185	N/A	6.34%	6.34%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 256,856	\$ 256,856	N/A	\$ 255,017	\$ 255,017	N/A	17.59%	17.59%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies ³	N/A	\$ 115,625	\$ 115,625	N/A	\$ -	\$ -	N/A	\$ (592)	\$ (592)	N/A	-0.51%	-0.51%
25	Regulatory Compliance	N/A	\$ 358,217	\$ 358,217	N/A	\$ 28,656	\$ 28,656	N/A	\$ 46,289	\$ 46,289	N/A	12.92%	12.92%
26	General Administration	N/A	\$ 6,818,403	\$ 6,818,403	N/A	\$ 617,584	\$ 617,584	N/A	\$ 647,888	\$ 647,888	N/A	9.50%	9.50%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 16,033	\$ 16,033	N/A	\$ 24,003	\$ 24,003	N/A	27.91%	27.91%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 134,473,450	\$ 134,473,450	N/A	\$ 11,035,051	\$ 11,035,051	N/A	\$ 11,172,284	\$ 11,172,284	N/A	8.31%	8.31%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 263,424	\$ 263,424	N/A	\$ 460,861	\$ 460,861			
32	NGAT Costs					\$ 135,461	\$ 135,461		\$ 105,577	\$ 105,577			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18,												
36	2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
37	² Pilot current year expenditures related to 2019 activity paid and posted in Jan 2020, however total 2017-2020 cycle spend still within overall cycle budget.												
38	³ Studies YTD credit amount due to December 2019 accrual estimate higher than January 2020 actual amount posted.												
39	Note: In January 2020, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,987,394 for contractor costs related to all ESA Program measure categories associated to December 2019 activities. This amount will be incorporated in 2019 costs as reported in the SoCalGas' Annual Report filed May 2020. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1A - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
February 2020**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,422,895	\$ 3,422,895	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 13,366,922	\$ 13,366,922	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 20,001,550	\$ 20,001,550	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 14,241,745	\$ 14,241,745	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,392,325	\$ 1,392,325	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 18,495,563	\$ 18,495,563	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,896,366	\$ 4,896,366	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Training Center	N/A	\$ 32,049	\$ 32,049	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,168,900	\$ 1,168,900	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 15,829	\$ 15,829	N/A	\$ 114,899	\$ 114,899	N/A	2.55%	2.55%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 70,147	\$ 70,147	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
TOTAL PROGRAM BUDGET/EXPENSES ¹	N/A	\$ 82,388,463	\$ 82,388,463	N/A	\$ 15,829	\$ 15,829	N/A	\$ 114,899	\$ 114,899	N/A	0.14%	0.14%

¹ 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.

² Year to date expenses include cost from current year 2020.

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

**Energy Savings Assistance Program Table 2
Southern California Gas Company
February 2020**

7	Measures	ESA Program (Summary) Total ¹						ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE) ⁹									
		Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation ¹⁰						Year-To-Date Completed & Expensed Installation ¹⁰						Year-To-Date Completed & Expensed Installation ¹⁰									
		Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure
8	Appliances	(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																							
9	High Efficiency Clothes Washer	Home	965	-	-	19,251	\$ 821,119	8.5%	Home	435	-	-	8,704	\$ 370,438	7.6%	Home	530	-	-	10,547	\$ 450,682	9.4%	Home	460	-	-	9,243	\$ 391,766	9.3%
10	Microwaves ³	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
11	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
12	Freezers	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
13																													
14	Domestic Hot Water																												
15	Other Hot Water ⁴	Home	26,732	-	-	41,528	\$ 439,160	4.6%	Home	15,704	-	-	25,155	\$ 251,533	5.2%	Home	11,028	-	-	16,373	\$ 187,628	3.9%	Home	14,153	-	-	23,626	\$ 223,983	5.3%
16	Tank and Pipe Insulation ⁵	Home	280	-	-	1,467	\$ 9,399	0.1%	Home	153	-	-	806	\$ 5,516	0.1%	Home	127	-	-	660	\$ 3,882	0.1%	Home	134	-	-	667	\$ 3,541	0.1%
17	Water Heater Repair/Replace	Home	1,396	-	-	3,195	\$ 602,550	6.3%	Home	726	-	-	1,642	\$ 299,365	6.2%	Home	670	-	-	1,554	\$ 303,186	6.3%	Home	378	-	-	889	\$ 135,434	3.2%
18																													
19	Thermostatic Shower Valve	Each	6,483	-	-	10,567	\$ 291,182	3.0%	Each	3,655	-	-	5,958	\$ 164,259	3.4%	Each	2,828	-	-	4,610	\$ 126,923	2.7%	Each	3,735	-	-	6,088	\$ 167,888	4.0%
20	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
21	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
22	Tub Diverter/Spout	Each	183	-	-	1,028	\$ 19,993	0.2%	Each	96	-	-	540	\$ 10,455	0.2%	Each	87	-	-	489	\$ 9,538	0.2%	Each	45	-	-	253	\$ 4,834	0.1%
23																													
24																													
25	Enclosure																												
26	Air Sealing / Envelope ⁶	Home	62,225	-	-	2,818	\$ 1,238,597	12.8%	Home	31,510	-	-	1,207	\$ 559,152	11.5%	Home	30,715	-	-	1,611	\$ 679,445	14.2%	Home	21,454	-	-	2,695	\$ 555,247	13.2%
27	Attic Insulation	Home	555,117	-	-	14,857	\$ 827,962	8.6%	Home	311,968	-	-	7,843	\$ 465,145	9.6%	Home	243,149	-	-	7,014	\$ 362,817	7.6%	Home	266,296	-	-	6,422	\$ 399,877	9.5%
28																													
29	HVAC																												
30	Furnace Repair/Replacement	Home	696	-	-	(21,145)	\$ 1,359,963	14.1%	Home	295	-	-	-8,960	\$ 595,089	12.2%	Home	401	-	-	-12,185	\$ 764,874	16.0%	Home	262	-	-	-10,684	\$ 528,814	12.6%
31	Room A/C Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
32	Central A/C replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
33	Heat Pump Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
34	Evaporative Cooler	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
35	Duct Testing and Sealing	Home	195	-	-	1,411	\$ 78,221	0.8%	Home	101	-	-	700	\$ 39,861	0.8%	Home	94	-	-	711	\$ 38,361	0.8%	Home	43	-	-	267	\$ 16,039	0.4%
36	Energy Efficient Fan Control A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
37	Prescriptive Duct Sealing	Home	1,218	-	-	13,232	\$ 121,970	1.3%	Home	655	-	-	7,044	\$ 65,557	1.3%	Home	563	-	-	6,188	\$ 56,413	1.2%	Home	235	-	-	2,589	\$ 23,500	0.6%
38	High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
39	New - Blower Motor Retrofit	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
40																													
41	Maintenance																												
42	Furnace Clean and Tune	Home	2,017	-	-	(2,412)	\$ 110,999	1.2%	Home	1,146	-	-	-1,369	\$ 63,413	1.3%	Home	871	-	-	-1,043	\$ 47,586	1.0%	Home	685	-	-	-828	\$ 36,364	0.9%
43	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
44																													
45	Lighting																												
46	Lighting	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
47																													
48	New - LED Diffuse A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
49	New - LED Reflector Bulbs (PAR/BR)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
50	New - LED Torchieres	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
51	New - LED Exterior Hardwired Fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
52	New - LED Internal Hardwire	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
53																													
54	Miscellaneous																												
55	Pool Pumps	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
56	Smart Power Strips - Tier 1	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
57	New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
58																													
59	Pilots																												
60	Smart Thermostat	Each	411	-	-	-	\$ 98,880	1.0%	Each	240	-	-	-	\$ 57,720	1.2%	Each	171	-	-	-	\$ 41,160	0.9%	Each	132	-	-	-	\$ 31,760	0.8%
61																													
62	Customer Enrollment																												
63	Outreach & Assessment	Home	18,779	-	-	-	\$ 3,447,424	35.8%	Home	9,562	-	-	-	\$ 1,825,244	37.6%	Home	9,217	-	-	-	\$ 1,622,180								

**Energy Savings Assistance Program Table 2A
Southern California Gas Company
February 2020**

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

¹ All savings are calculated based on the following sources:
DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

² Microwave savings are from ECONorthWest Studies received in December of 2011.

³ Includes Faucet Aerators and Low Flow Showerheads.

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation.

⁵ 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.

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

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

Energy Savings Assistance Program Common Area Measures - Table 2B
Southern California Gas Company
February 2020

ESA CAM Measures ^{2,3}	ESA Program - Multifamily Common Area ¹						
	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Maintenance							
Lighting							
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ⁹	Home	-	-	-	-	\$ 2,846	38.9%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ 4,468	61.1%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Total Savings/Expenditures						\$ 7,314	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated ¹⁰	-
Subtotal of Master-metered Multifamily Properties Treated	-
Properties Treated ¹¹	-

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 2,846	\$ 2,846
Direct Implementation (Non-Incentive)	\$ -	\$ 4,468	\$ 4,468
Direct Implementation	\$ -	\$ 107,585	\$ 107,585
TOTAL MF CAM COSTS	\$ -	\$ 114,899	\$ 114,899

<<Includes measures costs

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

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

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

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

⁵ Microwave savings are from ECONorthWest Studies received in December of 2011.

⁶ 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.

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

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

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

¹⁰ Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

¹¹ Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

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

**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Gas Company
February 2020**

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

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

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

² Only complete if measure is canceled or discontinued.

³ Defined as CEC California Building Climate Zones https://www.energy.ca.gov/maps/renewable/building_climate_zones.ht

	A	B
1	Energy Savings Assistance Program Tables 3A-B	
2	Southern California Gas Company	
3	February 2020	
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	85,799
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	538,722
10	Current kWh Rate	N/A
11	Current Therm Rate	0.61
12	Average 1st Year Bill Savings / Treated Households	3.84
13	Average Lifecycle Bill Savings / Treated Households	21.57
14		
15		
16	Table 3A-2, ESA Program - CSD Leveraging	
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	Table 3A-3, Summary - ESA Program/CSD Leveraging	
27	Annual kWh Savings	N/A
28	Annual Therm Savings	85,799
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	538,722
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 3.84
34	Average Lifecycle Bill Savings / Treated Household	\$ 21.57
35		
36		
37	Table 3B, ESA Program - Multifamily Common Area	
38	Annual kWh Savings	N/A
39	Annual Therm Savings	-
40	Lifecycle kWh Savings	N/A
41	Lifecycle Therm Savings	-
42	Current kWh Rate	N/A
43	Current Therm Rate	\$ -
44	Average 1st Year Bill Savings / Treated Properties	\$ -
45	Average Lifecycle Bill Savings / Treated Properties	\$ -
46		
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	February 2020						
4	Table 4A-1, ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	19	12,517	12,536	0	27	27
8	Imperial	17,400	0	17,400	72	0	72
9	Kern	29,648	15,699	45,347	254	59	313
10	Kings	12,110	8	12,118	63	0	63
11	Los Angeles	2,578	903,234	905,812	90	6,267	6,357
12	Orange	10	204,521	204,531	0	1,807	1,807
13	Riverside	124,753	102,334	227,087	257	1,799	2,056
14	San Bernardino	943	150,973	151,916	13	2,250	2,263
15	San Luis Obispo	14,153	8,424	22,577	58	0	58
16	Santa Barbara	1,079	32,717	33,796	72	60	132
17	Tulare	45,573	11,359	56,932	287	118	405
18	Ventura	2,372	55,244	57,616	1	62	63
19	Total	250,638	1,497,032	1,747,669	1,167	12,449	13,616
20							
21							
22	Table 4B, ESA Program - CSD Leveraging						
23				Households Treated YTD			
24	County				Rural	Urban	Total
25	Fresno			0			0
26	Imperial			0			0
27	Kern			0			0
28	Kings			0			0
29	Los Angeles			0			0
30	Orange			0			0
31	Riverside			0			0
32	San Bernardino			0			0
33	San Luis Obispo			0			0
34	Santa Barbara			0			0
35	Tulare			0			0
36	Ventura			0			0
37	Total	0	0	0	0	0	0
38							
39							
40	Table 4C, ESA Program - Multi-Family Common Area						
41				Properties Treated YTD			
42	County				Rural	Urban	Total
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0			0
48	Orange			0			0
49	Riverside			0			0
50	San Bernardino			0			0
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	Total	0	0	0	0	0	0
56							
57	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
58	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4A-2 - Homes Unwilling / Unable to Participate
Southern California Gas Company
February 2020**

ESA Program							
County	Reason Provided						
	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	60	14	0	0	12	0	0
Imperial	3	3	0	5	0	1	1
Kern	29	13	0	1	6	0	0
Kings	111	101	0	3	0	0	0
Los Angeles	11,749	330	16	25	167	34	40
Orange	2,170	36	0	9	236	9	643
Riverside	12,511	131	1	6	142	9	61
San Bernardino	8,630	37	5	4	263	7	27
San Luis Obispo	1	2	0	0	3	0	0
Santa Barbara	3	4	0	0	1	0	0
Tulare	1,335	127	0	168	29	0	6
Ventura	11	12	0	0	9	1	1
Total'	36,613	810	22	221	868	61	779

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	February 2020																
4	Table 5A, ESA Program																
5		Gas & Electric				Gas Only ¹				Electric Only				Total			
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	13,616	85,799	-	-	-	-	-	-	13,616	85,799	-	-
10	March	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11	April	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	13,616	85,799	-	-	-	-	-	-	13,616	85,799	-	-
21																	
22	¹ As of September 2019, all savings are calculated based on the following source:																
23	DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.																
24	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
26																	
27	Table 5B, ESA Program - CSD Leveraging																
28		Gas & Electric				Gas Only				Electric Only				Total			
31		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
32	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
33	January																
34	February																
35	March																
36	April																
37	May																
38	June																
39	July																
40	August																
41	September																
42	October																
43	November																
44	December																
45	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46																	
47																	
48	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
50																	
51	Table 5C, ESA Program - Multi-Family Common Area																
52		Gas & Electric				Gas Only				Electric Only				Total			
53		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
54	Month		Therm	kWh	kW		Therm ¹	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
55	January																
56	February																
57	March																
58	April																
59	May																
60	June																
61	July																
62	August																
63	September																
64	October																
65	November																
66	December																
67	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68																	
69	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
70	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
71	1 - Savings calculated via deemed savings; NMEC methodology continues to be reviewed and evaluated with the Energy Division																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	February 2020												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 186,572	\$ 186,572	N/A	18.66%	18.66%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 186,572	\$ 186,572	N/A	18.66%	18.66%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment ^{2,3}	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 246,582	\$ 246,582	N/A	197.27%	197.27%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ 26,908	\$ 26,908	N/A	13.45%	13.45%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ 450,537	\$ 450,537	N/A	90.11%	90.11%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing from Lead IOU for cost related to 2016.												
20	⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
February 2020**

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

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	325

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
7551	5370	407

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	February 2020												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 207,685	\$ 207,685	N/A	\$ 362,278	\$ 362,278	N/A	9.05%	9.05%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 115,879	\$ 115,879	N/A	\$ 211,751	\$ 211,751	N/A	7.14%	7.14%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 7,452	\$ 7,452	N/A	\$ 10,139	\$ 10,139	N/A	6.55%	6.55%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 45,971	\$ 45,971	N/A	\$ 73,654	\$ 73,654	N/A	7.10%	7.10%
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	\$ -	\$ -	N/A	\$ 57,177	\$ 57,177	N/A	13.07%	13.07%
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	\$ 29,154	\$ 29,154	N/A	\$ 60,432	\$ 60,432	N/A	12.70%	12.70%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 58,780	\$ 58,780	N/A	\$ 104,824	\$ 104,824	N/A	10.99%	10.99%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ 10,689	\$ 10,689	N/A	\$ 16,002	\$ 16,002	N/A	26.67%	26.67%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 475,610	\$ 475,610	N/A	\$ 896,257	\$ 896,257	N/A	8.88%	8.88%
20													
21	CARE Rate Discount	N/A	\$ 135,012,254	\$ 135,012,254	N/A	\$ 16,040,444	\$ 16,040,444	N/A	\$ 39,797,725	\$ 39,797,725	N/A	29.48%	29.48%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 145,103,376	\$ 145,103,376	N/A	\$ 16,516,054	\$ 16,516,054	N/A	\$ 40,693,982	\$ 40,693,982	N/A	28.04%	28.04%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,918,094	\$ 1,918,094	N/A	\$ 4,219,296	\$ 4,219,296			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,918,094	\$ 1,918,094	N/A	\$ 4,219,296	\$ 4,219,296			
31													
32	Indirect Costs				N/A	\$ 113,496	\$ 113,496	N/A	\$ 216,160	\$ 216,160			
33													
34	¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y			
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																											
2	Southern California Gas Company																											
3	February 2020																											
4																												
5		New Enrollment									Recertification				Attrition (Drop Offs)					Enrollment								
6		Automatic Enrollment				Self-Certification (Income or Categorical)																						
7	2019	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)	Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
8	January	2,214	1,524	80	3,818	5,635	5,465	10,500	0	21,600	25,418	4,786	12,476	18,833	36,095	11,373	2,606	199	12,180	26,358	61,513	-940	1,608,798	1,671,785	96.23%			
9	February	2,155	1,933	87	4,175	7,786	6,111	10,201	0	24,098	28,273	4,811	13,645	19,247	37,703	11,021	2,404	237	12,401	26,063	65,976	2,210	1,611,008	1,671,785	96.36%			
10	March																											
11	April																											
12	May																											
13	June																											
14	July																											
15	August																											
16	September																											
17	October																											
18	November																											
19	December																											
20	YTD Total	4,369	3,457	167	7,993	13,421	11,576	20,701	0	45,698	53,691	9,597	26,121	38,080	73,798	22,394	5,010	436	24,581	52,421	127,489	1,270	1,611,008	1,671,785	96.36%			
21																												
22	¹ Enrollments via data sharing between the IOUs.																											
23	² Enrollments via data sharing between departments and/or programs within the utility.																											
24	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																											
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																											

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	February 2020								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% 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 ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
6	January	1,608,798	4,848	0.30%	11	157	168	3.47%	0.01%
7	February	1,611,008	5,081	0.32%	7	29	36	0.71%	0.00%
8	March						0		
9	April						0		
10	May						0		
11	June						0		
12	July						0		
13	August						0		
14	September						0		
15	October						0		
16	November						0		
17	December						0		
18	YTD Total	1,611,008	9,929	0.62%	18	186	204	2.05%	0.01%

19

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

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

22 ³ 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	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
26	Southern California Gas Company								
27	Not Applicable to SoCalGas								

28	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% 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 ²	% De-enrolled through HUV Post Enrollment Verification ³	% 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	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%

42

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

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

45 ³ 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	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	February 2020						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	225,691	92,254	60,996	19,314	5,207	6,737
7	Percentage		100.00%	66.12%	20.94%	5.64%	7.30%
8							
9	¹ Includes sub-metered customers.						
10	² 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	³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	February 2020									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,944	18	11,962	11,010	19	11,029	92.18%	104.23%	92.20%
8	Imperial	0	16,790	16,790	0	15,167	15,167	N/A	90.33%	90.33%
9	Kern	15,008	29,143	44,152	12,539	29,125	41,664	83.55%	99.94%	94.37%
10	Kings	8	12,013	12,021	10	14,829	14,839	125.27%	123.44%	123.44%
11	Los Angeles	851,439	2,834	854,274	825,507	1,201	826,708	96.95%	42.37%	96.77%
12	Orange	192,144	11	192,155	158,473	18	158,491	82.48%	167.74%	82.48%
13	Riverside	101,025	123,386	224,412	94,957	120,483	215,440	93.99%	97.65%	96.00%
14	San Bernardino	147,243	986	148,229	174,479	859	175,338	118.50%	87.09%	118.29%
15	San Luis Obispo	7,740	14,329	22,069	3,429	10,755	14,184	44.30%	75.06%	64.27%
16	Santa Barbara	31,854	1,112	32,966	27,603	593	28,196	86.65%	53.32%	85.53%
17	Tulare	11,268	45,059	56,327	11,999	48,739	60,738	106.49%	108.17%	107.83%
18	Ventura	54,227	2,201	56,428	47,661	1,553	49,214	87.89%	70.56%	87.22%
19	Total	1,423,901	247,883	1,671,785	1,367,667	243,341	1,611,008	96.05%	98.17%	96.36%
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	February 2020							
4								
5	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,608,798	21,210	1.32%	7,104	240	33.49%	0.01%
7	February	1,611,008	24,571	1.53%	2,182	57	8.88%	0.00%
8	March							
9	April							
10	May							
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,611,008	45,781	2.84%	9,286	297	20.28%	0.02%
19								
20	¹ Excludes count of customers recertified through the probability model.							
21	² 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	³ Includes customers who did not respond or who requested to be de-enrolled.							
23	⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors ¹						
2	Southern California Gas Company						
3	February 2020						
4							
5	Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
6		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
7							
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	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	0	0
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	LACDA		X			0	0
16	YMCA Montebello-Commerce		X			0	0
17	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
18	Coachella Valley Housing Coalition		X			0	0
19	Southeast Community Development Corp.		X			0	0
20	Latino Resource Organization		X			0	0
21	Community Action Partnership - Kern County		X			0	0
22	Ventura Cty Comm Human		X			0	0
23	Blessed Sacrament Church		X			0	0
24	Hermandad Mexicana		X			0	0
25	CSET		X			0	0
26	Crest Forest Family and Community Service		X			0	0
27	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
28	Veterans in Community Service		X	X	X	0	0
29	MEND		X			0	0
30	Catholic Charities of LA – Brownson House		X			0	0
31	OCCC, Inc. (Orange County Community Center)		X			0	0
32	APAC Service Center		X			0	0
33	Visalia Emergency Aid Council		X			0	0
34	Total Enrollments					0	0
35							
36	¹ All capitation contractors with contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
37	Note: agencies marked with an asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.						
38	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End Southern California Gas Company February 2020								
2									
3									
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,608,798	N/A	1,608,798	1,671,785	96.23%	-0.06%	5,636,985
7	February	N/A	1,611,008	N/A	1,611,008	1,671,785	96.36%	0.14%	5,639,639
8	March	N/A		N/A					
9	April	N/A		N/A					
10	May	N/A		N/A					
11	June	N/A		N/A					
12	July	N/A		N/A					
13	August	N/A		N/A					
14	September	N/A		N/A					
15	October	N/A		N/A					
16	November	N/A		N/A					
17	December	N/A		n/a					
18	YTD Total	N/A	1,611,008	N/A	1,611,008	1,671,785	96.36%	0.08%	5,639,639
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	February 2020				
4					
5	2019	Authorized Budget¹	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 57,177	13.07%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 57,177	13.07%
11					
12	¹ 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	Note: 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 services¹**
Southern California Gas Company
Reporting Period: January 2020

No. of attendees at Consumer Education sessions

539

SCG - Disputes Resolved	
CARE Recertification/Audit	2
Enroll in Energy Assistance programs	3
Bill Adjustment	1
TOTAL	6

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

SCG - Disputes Resolved by Language	
Armenian	3
Cantonese	1
TOTAL	4

SCG - Needs Assistance	
Assisted with Changes to Account	8
CARE Enrollment	1
ESAP	3
HEAP/LIHEAP	21
Payment Extension	6
TOTAL	39

SCG - Needs Assistance by Language	
Armenian	20
English	3
Spanish	16
TOTAL	39

¹ Information provided by CHANGES contractor.

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

CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹
Southern California Gas Company
January 1 - 31, 2020

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Cantonese	Avoiding Disconnection	1	N/A	25	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	3	N/A	12	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	1	N/A	5	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	2	N/A	54	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	1	N/A	10	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	20	CHANGES Ed Handout
		Total	9		126	
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	N/A	26	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	2	N/A	11	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	1	N/A	15	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	N/A	89	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	1	N/A	30	CHANGES Ed Handout
N/A	Tagalog	CARE/FERA and Other Assistance Programs	2	N/A	24	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	2	N/A	47	CHANGES Ed Handout
		Total	12		242	
N/A	Armenian	Electric and Natural Gas Safety	13	N/A	124	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	1	N/A	5	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	1	N/A	25	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	3	N/A	61	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	30	CHANGES Ed Handout
		Total	19		245	
N/A	Cantonese	Energy Conservation	1	N/A	22	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	3	CHANGES Ed Handout
N/A	Farsi	Energy Conservation	1	N/A	5	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	1	N/A	3	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	1	N/A	27	CHANGES Ed Handout
		Total	5		60	
N/A	Spanish	Gas Aggregation	1	N/A	36	CHANGES Ed Handout
		Total	1		36	
N/A	English	High Energy Use	1	N/A	1	CHANGES Ed Handout
N/A	Tagalog	High Energy Use	1	N/A	10	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	2	N/A	37	CHANGES Ed Handout
		Total	4		48	
N/A	English	Level Pay Plan	1	N/A	1	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	1	N/A	17	CHANGES Ed Handout
		Total	2		18	
N/A	Cantonese	Understanding Your Bill	1	N/A	27	CHANGES Ed Handout
N/A	English	Understanding Your Bill	18	N/A	79	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	13	N/A	59	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	1	N/A	3	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	13	N/A	119	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	1	N/A	15	CHANGES Ed Handout
		Total	47		302	
		Monthly Total ³	99		1,077	

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

² Contractor states all sessions at least 30 minutes.

³ As of July 2019, totals are reported on a monthly basis. adjustments.