

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009, 2010 and 2011.	Application 08-05-026 (Filed May 15, 2008)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR JANUARY 2011**

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR JANUARY 2011**

This is the first monthly report of program year (PY) 2011. The purpose of this report is to consolidate activity for the CARE and ESAP programs and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date ESAP and CARE results and expenditures through January 2011 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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

ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ESAP Executive Summary

1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the ESAP Program elements as approved in Decision (D.) 08-11-031:

Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$78,256,269	\$422,858	1%
Homes Treated	145,874	0	0%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	3,345,967	0	0%

During the month of January, SoCalGas and its ESAP contractor network worked diligently to manage the heightened workflow that the 2009-2011 program cycle demands.

SoCalGas processed over 10,978 enrollments as part of the 2011 accrual process for PY2010 and generated 57,748 leads. This effort resulted in 10,149 enrollments, 16,765 leads pending enrollment, and over 10,420 awaiting qualification.

On January 1, 2011, SoCalGas implemented its new ESAP web page which captures additional customer information in order to better identify potentially eligible customer and accelerate the enrollment process. SoCalGas intends to make continuous web page improvements throughout the year as a concerted effort to improve the delivery of the program and improve customer service by making the web page user-friendly.

In an effort to improve program delivery, SoCalGas invited all of its Enrollment and Assessment Contractors', Outreach Specialists and processing staff to attend an Outreach and Assessment Workshop on January 14, 2011. This workshop addressed

important program updates, provided an overview of new program requirements, and served as a general refresher course for all participants. SoCalGas hosted two sessions where a total of 467 workshop participants attended. SoCalGas believes that this workshop improved the participants' understanding of the enrollment and assessment process. SoCalGas plans to hold another session in the first quarter for ESAP contractors located in the more remote areas of the service territory.

SoCalGas looks forward to the many challenges of the upcoming year. ESAP added five new contractors to its contractor network, three of which are Diverse Business Enterprises (DBEs), which will help as SoCalGas continues to work aggressively to meet the program goals for 2011. SoCalGas plans to meet 2011 goals include focusing operational efforts on hard to reach communities, expanding the current contractor network, continue our contractor capacity building efforts and expanding data mining and customer information collection.

1.2 Whole Neighborhood Approach Evaluation

- 1.2.1 Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment "neighborhoods," how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

In January, SoCalGas combined efforts to provide its ESAP contractor network with an additional 42 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their WNA efforts. This approach, in conjunction with SoCalGas oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort; total number of completed homes, customers not willing to participate, successful canvassing and / or marketing efforts, and any other information that can help increase eligible customer enrollments. This detailed accounting serves to assist both the contractors and SoCalGas with future WNA

activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with tracking methods take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of ESAP activities from a whole neighborhood perspective. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System¹, both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing and also capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

The canvassing lists generated in January were initiated in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 8,368 customer addresses, of which 4,749 (43%) are potentially eligible based on ESAP income eligibility criteria. Additionally, based on SoCalGas data, 1,609 of the 8,368 (14%) addresses are in targeted self-certification PRIZM codes².

<u>Number of WNA Events per City</u>	<u>Contractor</u>
Covina – 5; Pomona – 16	Richard Heath Associates
Arvin – 2; Wasco – 3	Staples and Associates
West Covina – 3; Fontana – 8; Sun City – 5	The East Los Angeles Community Union

Through January, SoCalGas and its ESAP contractors treated 35 homes through WNA activities. SoCalGas continues to involve more ESAP contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor the resulting enrollments and measure installations completed

¹ The HEAT System is SoCalGas’ ESAP program database used to track program activity and expenditures.

² Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers’ needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase the number of households served by the ESAP program.

1.3. ESAP Customer Outreach and Enrollment Update

1.3.1 Provide a summary of the ESAP Program outreach and enrollment strategies deployed this month.

ESAP Bill inserts

SoCalGas plans to conduct two bill insert outreach campaigns during PY2011. SoCalGas' ES AP bill inserts are bi-lingual (English/Spanish) and are targeted to customers on the CARE program not yet participating in the ESAP program. The bill inserts are designed to drive customers to a custom web page www.socalgas.com/assistance so customers can fill out the online ESAP request (lead) form or call the toll free telephone number. The bill insert also contains valuable information about other assistance programs that can further assist low-income and special needs customers.

ESAP Direct Mailings

There were no direct mailings conducted in January, however a campaign to over 30,000 customers is scheduled to be mailed out in February to customers residing in the counties of Kings, Los Angeles County, Orange and Ventura. The letter will be personalized in English and Spanish to existing CARE customers in the following zip codes: 93230, 91335, 91405, 91402, 92804, 93257 and 93274.

ESAP Outbound Dialing

There were no Automated Voice Messaging Campaigns launched in January, however campaigns to SoCalGas' ESAP contractors are planned each month throughout 2011 as another method to reach out and encourage customers to enroll in ESAP. The

automated voice messaging method for SoCalGas provides considerable cost savings and is environmentally friendly.

ESAP Web Activities:

In January, over 29,000 new SoCalGas customers received a welcome e-mail from SoCalGas informing them about available assistance programs. Additionally, an e-mail was sent to 13,405 customers enrolled for the first time in the *My Account* program. Over 10,000 of these customers were customers who enrolled in the CARE program and are ESAP eligible. *My Account* is SoCalGas' one stop, on-line service center specific to SoCalGas account holders. When a customer signs up for *My Account*, in addition to receiving and paying bills on-line, they can request to start, stop or transfer their gas service, request an appliance service appointment, fill out an on-line request for ESAP services and much more. Customers who received an e-mail were encouraged to apply for ESAP's no cost home improvements. The e-mail campaign featured the ESAP services and included links to drive customers to the on-line ESAP request (lead) form. As of January 31st 1,573 customers completed the on-line English ESAP request form and 13 customers completed the on-line Spanish ESAP request form.

1.3.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESAP programs.

01/05/2011 KPCC interview on winter heating

SoCalGas Media relations conducted an interview about furnace, safety, winter heating tips and customer assistance information about the CARE and Energy Savings Assistance Programs. The story aired the evening of January 5 and was also published online.

1/07/11 KWHY/KVEA interview about customer assistance programs

SoCalGas Media Relations conducted an interview at a customer's home who benefited from the Energy Savings Assistance Program. The customer was very appreciative of the services provided and provided a very positive testimonial about CARE and Energy Savings Assistance Program. The customer's family was able to receive a variety of home energy saving upgrades including a high efficiency clothes washer. During the televised segment, Media Relations provided information on how customers can apply for SoCalGas' ESAP and CARE programs.

1/16/11 Univision Bakersfield interview – bill assistance & winter heating

SoCalGas Media Relations conducted a thirty-minute interview on KABE-TV Univision Bakersfield to promote SoCalGas' customer assistance CARE and Energy Savings Assistance Programs. Three segments were recorded on CARE, ESAP, and safety and winter heating tips. The interview aired on Sunday, January 16th at 7:00 a.m. "Bakersfield Al Dia" also aired the Spanish customer service number and website during the taped segments.

1.4. Leveraging Success Evaluation, Including CSD

- 1.4.1 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?

There are no updates from leveraging with CSD for the month of January. SoCalGas will continue to monitor discussions between CSD, CPUC and other utilities for closer collaboration and leveraging with CSD.

However, SoCalGas continues its efforts to meet with various municipal utilities that provide electric and water services to customers in SoCalGas' service territory to

identify opportunities to leverage one another's low-income energy efficiency programs in PY2011.

After undergoing an internal reorganization, Imperial Irrigation District (IID) has renewed the ESAP leveraging agreement for another year. SoCalGas has received the updated contract from IID and is now awaiting an updated customer list from IID to analyze for joint customers. Canvassing will begin when the updated list is received.

In addition, SoCalGas and Burbank Water and Power (BWP) are ready to begin work on their ESAP leveraging agreement. Information sharing for this effort has begun and canvassing is scheduled to begin as soon as BWP updates its marketing material.

Lastly, SoCalGas and Eastern Municipal Water District (EMWD) have completed a leveraging agreement where EMWD will provide a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' ESAP Program. Initial installations under this signed agreement began in late 2010 and additional efforts focused on the joint service territory will be ongoing throughout 2011.

SoCalGas has finalized details for the invoicing and billing of ESAP services for these leveraging partners and will begin billing for non-IOU measures approximately thirty to sixty days after the first installations occur.

1.5. Workforce Education & Training

- 1.5.1 Please summarize efforts to improve and expand ESAP workforce education and training. Describe steps taken to hire and train lowincome workers and how such efforts differ from prior program years.

The California Public Utilities Commission's (Commission) Workforce, Education and Training (WE&T) Pilot continued between Los Angeles Trade Technical College (LATTC), SoCalGas and LATTC's industry partners Community Enhancement Services

(CES) and The East Los Angeles Community Union (TELACU). LATTC developed a 5-week training class and offered it to two cohort groups (beginner and advanced). A new pilot for Pre-Outreach & Assessment skills training was initiated. This pilot provided a refresher on basic arithmetic, language arts and reading comprehension skills. LATTC continues to provide the beginner and advanced weatherization classes. The goal of the WE&T pilot is to develop a Statewide ESAP training certification. PG&E is the program administrator and will continue to facilitate the WE&T pilot and communication between the Northern and Southern California partners. The final report will be submitted for review in February.

SoCalGas continued its internal training programs which contribute to the goals of workforce development. The ESAP contract network pulls the majority of its labor resources from the local areas it services, including the low-income communities within the SoCalGas service territory. In addition, the ESAP training programs supported by SoCalGas are critical in maintaining a high quality of service for its customers as well as for program implementation.

SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A) and 2) ESAP Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results		
	Jan	Total
Attended Testing	49	49
Passed Test	34	34
Pass Rate	69.4%	69.4

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

SoCalGas Enrollment and Assessment Training		
	Jan	Total
Attended Class	23	23
Passed Class	22	22
Badged	21	21
Retention Rate ³	95.7%	95.7%

The class also covers utility-specific items related to policies, security and overall customer service standards. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas ESAP identification badge. The year-to-date total for registered outreach specialists for SoCalGas is 21. The classes are held at the Energy Resource Center (ERC) located in Downey, California.

SoCalGas has encouraged all of its Enrollment & Assessment contractors to utilize Census employees for any ESAP outreach. In realization of this effort we have had 3 previous Census employees successfully attend and pass O&A training.

Field Operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The table below shows the number of classes that have been offered in 2011. The class sizes range from 5 – 35 technicians.

The year-to-date total for SoCalGas field operations training classes is 49 with 11 students in attendance.

³ Retention Rate is Passed/Attended

January 2011		
	Classes	Students
Initial	6	16
Refresher	3	16
NGAT	2	17
Totals	11	49

2. CARE Executive Summary

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$3,785,932	\$132,378	3%
Proc., Certification and Verification	\$1,248,928	\$90,983	7%
Information Tech./Programming (1)	\$522,554	\$35,083	7%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$17,192	\$0	0%
Regulatory Compliance	\$236,919	\$16,735	7%
General Administration	\$604,963	\$68,820	11%
CPUC Energy Division Staff	\$171,500	\$9,288	5%
Cooling Centers (3)	N/A	N/A	N/A
Total Expenses	\$6,587,988	\$353,288	5%
Subsidies and Benefits (4)	\$135,901,649	\$17,938,251	13%
Total Program Costs and Discounts	\$142,489,637	\$18,291,539	13%

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,720,017	1,842,984	93.3%

SoCalGas continues to increase its total CARE participation this month from 1,714,044 to 1,720,017. The CARE penetration rate decreased from 94.7% to 93.3% which is attributed to the increase in estimated eligible participants for 2011⁴.

⁴ See the Compliance Filing of Southern California Edison Company on behalf of itself, Southern California Gas Company, San Diego Gas & Electric Company, and Pacific Gas & Electric Company, Regarding the Annual Estimates of CARE Eligible Customers and Related Information, filed December 30, 2010.

2.2. Outreach

- 2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.3.2.)

CARE Telephone Enrollments and Recertification

SoCalGas' successful AVM campaigns provide considerable cost savings, are environmentally friendly, and most important, offer customers an easy method of enrolling or recertifying in the CARE program. There was one AVM campaign during January 2011; a recertification campaign that called more than 6,000 customers whose CARE rate will soon expire. At this time, approximately 1,100 of the customers recertified through this process. SoCalGas also emailed customers who were due to recertify and whose email addresses SoCalGas had on file. SoCalGas' goal is to ensure customers who are eligible to recertify are made aware of their need to do so.

CARE Web Activity & Enrollments

During January, SoCalGas received 8,411 applications through its internet-based activities. These activities resulted in 4,054 new CARE enrollments and 2,778 recertifications. Web outreach activities also included email promotions to over 7,000 customers and continual promotion of the CARE website through various collateral materials, web links, electronic newsletters, select mass media campaigns and multiple public service announcements.

CARE Third-Party Enrollments & Outreach

In January, SoCalGas' third-party, door-to-door, CARE outreach program enrolled 3,273 hard-to-reach customers, who for a variety of reasons have been non-responsive to other outreach methods. During 2011, SoCalGas' third party contractors will continue to shift their resources throughout SoCalGas' service territory to locate and enroll hard-to-reach and recently unemployed customers in the CARE program. Continually shifting resources is vital to the success of door-to-door outreach efforts since many recently unemployed customers reside in non-traditional low-income communities. As a result of

the high unemployment rates, SoCalGas' third party contractors have been canvassing neighborhoods with minimal outreach activity in previous program years.

Additionally, as a result of an agreement between SoCalGas and 211 LA County, 211 continues to refer interested, potentially eligible callers to SoCalGas' CARE program as well as promote CARE and other SoCalGas assistance programs at select events. During January, 211 LA attended seven community events with a total attendee audience of more than 2,000.

CARE Direct Mail Activity and Enrollments

Response rates to CARE direct mail campaigns have historically generated a 10% response rate. During January there was no direct mail campaign; SoCalGas is planning a direct mail campaign for February.

CARE Bill Inserts

During January, SoCalGas targeted commercial CARE customers, the Non-Profit Group Living facilities. Approximately 291,000 account bill inserts went to selected commercial customers.

CARE Mass Media Campaigns

During January there were no mass media campaigns. Campaigns are being planned and developed for 2011.

- 2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related low-income programs to reach eligible customer.

Leveraging with other programs continues to be a cost-effective method for increasing CARE program participation. Additionally, leveraging with certain programs such as the LIHEAP, further helps by decreasing post enrollment verification (PEV) activities. Decreased PEV activity occurs because LIHEAP customers provide proof of eligibility

when applying for LIHEAP and are automatically eligible for CARE based on categorical eligibility (CE) criteria and as such, are exempt from random PEV selection.

CARE leveraging and data sharing activities may also provide leads for SoCalGas' ESAP program. New CARE enrollments where the customer automatically qualifies via CE or provides proof of income to the leveraging partner prior to enrollment in the program are considered *income-qualified* SoCalGas ESAP customer leads.

In January, data exchanges resulted in the following:

- 6,068 customers were enrolled in CARE through data received from Southern California Edison (SCE) with an additional 8,337 customers already on the CARE rate.
- 75 LIHEAP customers were enrolled in CARE. Because LIHEAP verifies eligibility, these customers' PEV status is updated, therefore reducing attrition and increasing efficiency.

2.3. CARE Integration

For the month of January, SoCalGas received leads from its Customer Contact Center (CCC) and ESAP program resulting in the following CARE enrollments:

- CCC – 6,910
- ESAP program – 1,657

2.4 CARE Capitation

During the month of January, a total of 24 customers were enrolled in CARE. Additionally, SoCalGas added another organization to its roster of capitation contractors; Community Action Partnership of Ventura County. As of January 31, 2011, SoCalGas' CARE program has a total of 43 capitation contractors.

2.5 CARE Recertification Complaints

Nature of Complaint:

1/24/11 - Customer contacted SoCalGas because he was no longer receiving a CARE discount on his gas bill but does receive CARE from SCE and his telephone provider. Research determined SoCalGas' CARE discount was terminated because customer did not submit a recertification application when required to do so.

Resolution: Customer was informed SoCalGas and SCE data share information, therefore, an SCE recertification approval letter could be used to meet SoCalGas recertification requirements. To date, customer has not submitted a SoCalGas recertification application or an SCE recertification approval letter.

3. Appendix: ESAP Tables and CARE Tables

ESAP- Table 1- ESAP Program Expenses

ESAP- Table 2- ESAP Expenses & Energy Savings by Measures Installed

ESAP- Table 3- ESAP Average Bill Savings per Treated Home

ESAP- Table 4- ESAP Homes Treated

ESAP- Table 5- ESAP Customer Summary

ESAP- Table 6- ESAP Expenditures for Pilots and Studies

ESAP- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

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

CARE- Table 3- CARE Verification

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

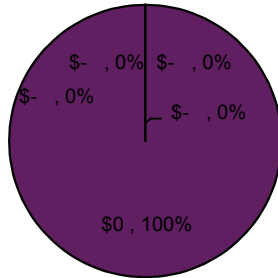
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESAP Table 1 - ESAP Program Expenses												
2	Southern California Gas Company												
3	January 2011												
4		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	ESAP Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 24,497,547	\$ 24,497,547	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 25,635,480	\$ 25,635,480	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10	- Outreach and Assessment	\$ -	\$ 17,211,246	\$ 17,211,246	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11	- In Home Energy Education	\$ -	\$ 2,188,110	\$ 2,188,110	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 28,127	\$ 28,127	\$ -	\$ 18,981	\$ 18,981	\$ -	\$ 18,981	\$ 18,981	0%	67%	67%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL	\$ -	\$ 69,560,510	\$ 69,560,510	\$ -	\$ 18,981	\$ 18,981	\$ -	\$ 18,981	\$ 18,981	0%	0%	0%
16													
17	Training Center	\$ -	\$ 320,587	\$ 320,587	\$ -	\$ 25,617	\$ 25,617	\$ -	\$ 25,617	\$ 25,617	0%	8%	8%
18	Inspections	\$ -	\$ 1,701,533	\$ 1,701,533	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Marketing	\$ -	\$ 1,050,293	\$ 1,050,293	\$ -	\$ 11,004	\$ 11,004	\$ -	\$ 11,004	\$ 11,004	0%	1%	1%
20	M&E Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 272,837	\$ 272,837	\$ -	\$ 15,072	\$ 15,072	\$ -	\$ 15,072	\$ 15,072	0%	6%	6%
22	General Administration	\$ -	\$ 5,264,735	\$ 5,264,735	\$ -	\$ 348,202	\$ 348,202	\$ -	\$ 348,202	\$ 348,202	0%	7%	7%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 3,981	\$ 3,981	\$ -	\$ 3,981	\$ 3,981	0%	5%	5%
24													
25	TOTAL PROGRAM COSTS	\$ -	\$ 78,256,269	\$ 78,256,269	\$ -	\$ 422,857	\$ 422,857	\$ -	\$ 422,857	\$ 422,857	0%	1%	1%
26	Funded Outside of ESAP Program Budget												
27	Indirect Costs ²				\$ -	\$ 174,803	\$ 174,803		\$ 174,803	\$ 174,803			
28													
29	NGAT Costs				\$ (77,474)	\$ (77,474)		\$ (77,474)	\$ (77,474)				
30	¹ Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	² The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin												
32	and therefore are not included in the ESAP Total Program Costs.												
33	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	ESAP Table 2 ESAP Expenses and Energy Savings by Measures Installed Southern California Gas Company January 2011							
2	Year-To-Date Completed & Expensed Installations							
3	Measures	Units	Quantity Installed	kWh (Annual)	kW (Annual)¹	Therms (Annual)	Expenses	% of Expenditure
4	Heating Systems							
5	Furnaces	Each						0%
6	Cooling Measures							
7	A/C Replacement - Room	Each						
8	A/C Replacement - Central	Each						
9	A/C Tune-up - Central	Each						
10	A/C Services - Central	Each						
11	Heat Pump	Each						
12	Evaporative Coolers	Each						
13	Evaporative Cooler Maintenance	Each						
14	Infiltration & Space Conditioning							
15	Envelope and Air Sealing Measures	Home						0%
16	Duct Sealing	Home						0%
17	Attic Insulation	Home						0%
18	Water Heating Measures							
19	Water Heater Conservation Measures	Home						0%
20	Water Heater Replacement - Gas	Each						0%
21	Water Heater Replacement - Electric	Each						
22	Tankless Water Heater - Gas	Each						
23	Tankless Water Heater - Electric	Each						
24	Lighting Measures							
25	CFLs	Each						
26	Interior Hard wired CFL fixtures	Each						
27	Exterior Hard wired CFL fixtures	Each						
28	Torchiere	Each						
29	Refrigerators							
30	Refrigerators -Primary	Each						
31	Refrigerators - Secondary	Each						
32	Pool Pumps							
33	Pool Pumps	Each						
34	New Measures							
35	Forced Air Unit Standing Pilot Change Out	Each						0%
36	Furnace Clean and Tune	Each						0%
37	High Efficiency Clothes Washer	Each						
38	Microwave	Each						
39	Thermostatic Shower Valve	Each						
40	LED Night Lights	Each						
41	Occupancy Sensor							
42	Pilots							
43	A/C Tune-up Central	Home						
44	Interior Hard wired CFL fixtures	Each						
45	Ceiling Fans	Each						
46	In-Home Display	Each						
47	Programmable Controllable Thermostat	Each						
48	Forced Air Unit	Each						
49	Microwave							
50	High Efficiency Clothes Washer							
51								
52	Customer Enrollment							
53	Outreach & Assessment	Home						0%
54	In-Home Education	Home						0%
55	Education Workshops	Participant						
56								
57								
58	Total Savings/Expenditures					-	\$ -	0%
59								
60	Homes Weatherized	Home	-					
61								
62	Homes Treated							
63	- Single Family Homes Treated	Home						
64	- Multi-family Homes Treated	Home						
65	- Mobile Homes Treated	Home						
66	- Total Number of Homes Treated	Home	-					
67	# Eligible Homes to be Treated for PY²	Home	145,874					
68	% OF Homes Treated	%	0%					
69								
70	- Total Master-Metered Homes Treated	Home						
71	¹ Energy savings is based on the 2005 Load Impact Evaluation.							
72	² Based on Attachment H of D0811031							

	A	B	C	D	E	F	G	H
73								
74	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

PIE CHART 1- Expenses by Measures Category For January 2011

**ESAP Table 2
Southern California Gas Company
YTD ESAP Expenses
January 2011**



■ Heating Systems

■ Infiltration & Space Conditioning

■ Water Heating Measures

■ New Measures

■ Customer Enrollment

	A	B
1	ESAP Table 3 - Average Bill Savings per Treated Home Southern California Gas Company January 2011	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	-
6	Lifecycle kWh Savings	n/a
7	Lifecycle Therm Savings	17,294,431
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	-
11	Average 1st Year Bill Savings / Treated Home	\$ -
12	Average Lifecycle Bill Savings / Treated Home	\$ -
13	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	ESAP Table 4 - ESAP Homes Treated Southern California Gas Company January 2011						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	24	11,599	11,624	0	0	0
5	Imperial	18,907	1	18,908	0	0	0
6	Kern	30,123	13,419	43,542	0	0	0
7	Kings	13,789	12	13,801	0	0	0
8	Los Angeles	2,053	1,170,328	1,172,381	0	0	0
9	Orange	30	248,061	248,091	0	0	0
10	Riverside	127,637	107,852	235,489	0	0	0
11	San Bernardino	1,172	168,113	169,285	0	0	0
12	San Luis Obispo	18,776	10,691	29,467	0	0	0
13	Santa Barbara	1,303	42,480	43,783	0	0	0
14	Tulare	44,833	11,247	56,080	0	0	0
15	Ventura	2,178	62,128	64,307	0	0	0
16							
17	Total	260,826	1,845,932	2,106,758	0	0	0
18	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	ESAP Table 5 - ESAP Customer Summary Southern California Gas Company January 2011																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-11																
7	Mar-11																
8	Apr-11																
9	May-11																
10	Jun-11																
11	Jul-11																
12	Aug-11																
13	Sep-11																
14	Oct-11																
15	Nov-11																
16	Dec-11																
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	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	ESAP Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	January 2011												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	FAU Pilot	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ 112,534	\$ 112,534	0%	12%	12%
8	Wet Pilot	\$ -	\$ 63,275	\$ 63,275	\$ -	\$ 18,981	\$ 18,981	\$ -	\$ 18,981	\$ 18,981	0%	30%	30%
9													
10	Total Pilots	\$ -	\$ 987,478	\$ 987,478	\$ -	\$ 18,981	\$ 18,981	\$ -	\$ 131,515	\$ 131,515	0%	13%	13%
11													
12	Studies:												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000		\$ -	\$ -	\$ -	\$ 37,156	\$ 37,156	0%	41%	41%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation ¹	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ 76,450	\$ 76,450	0%	51%	51%
16													
17													
18	Total Studies	\$ -	\$ 302,500	\$ 302,500	\$ -	\$ -	\$ -	\$ -	\$ 113,606	\$ 113,606	0%	38%	38%
19	¹ Budget funds are carried over from the 2007-2008 ESAP Funding Cycle												
20	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E
1	ESAP Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	January 2011				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
7	91723-14 - Richard Heath Associates	130	69	18	0
8	91723-23 - Richard Heath Associates	270	144	87	2
9	91723-27 - Richard Heath Associates	311	111	37	4
10	91723-30 - Richard Heath Associates	279	139	9	0
11	91723-31 - Richard Heath Associates	273	142	13	0
12	91767-21 - Richard Heath Associates	211	63	54	0
13	91767-23 - Richard Heath Associates	458	155	122	0
14	91767-25 - Richard Heath Associates	485	215	182	0
15	91767-26 - Richard Heath Associates	359	211	188	0
16	91767-27 - Richard Heath Associates	198	70	46	0
17	91767-31 - Richard Heath Associates	234	58	35	0
18	91767-32 - Richard Heath Associates	263	127	71	0
19	91767-33 - Richard Heath Associates	351	158	134	2
20	91767-34 - Richard Heath Associates	258	115	81	2
21	91767-35 - Richard Heath Associates	521	262	103	0
22	91767-38 - Richard Heath Associates	100	35	7	0
23	91767-39 - Richard Heath Associates	236	69	24	0
24	91767-41 - Richard Heath Associates	313	127	91	1
25	91767-42 - Richard Heath Associates	332	139	118	0
26	91767-43 - Richard Heath Associates	223	82	88	1
27	91767-44 - Richard Heath Associates	215	82	54	0
28	93203-14 - Staples and Associates	131	105	74	3
29	93203-19 - Staples and Associates	138	105	59	0
30	93280-16 - Staples and Associates	147	87	31	1
31	93280-18 - Staples and Associates	141	86	79	0
32	93280-33 - Staples and Associates	119	59	69	1
33	91791-18 - The East Los Angeles Community Union	350	83	28	0
34	91791-25 - The East Los Angeles Community Union	267	63	17	0
35	91791-26 - The East Los Angeles Community Union	239	59	44	0
36	92335-12 - The East Los Angeles Community Union	103	57	26	1
37	92335-24 - The East Los Angeles Community Union	201	148	71	0
38	92335-27 - The East Los Angeles Community Union	17	8	2	0
39	92335-34 - The East Los Angeles Community Union	306	170	133	6
40	92335-41 - The East Los Angeles Community Union	469	266	167	2
41	92335-60 - The East Los Angeles Community Union	368	146	74	3
42	92335-62 - The East Los Angeles Community Union	384	211	137	1
43	92335-63 - The East Los Angeles Community Union	417	204	140	3
44	92586-34 - The East Los Angeles Community Union	428	79	26	0
45	92586-35 - The East Los Angeles Community Union	419	122	26	1
46	92586-44 - The East Los Angeles Community Union	195	36	11	1
47	92586-48 - The East Los Angeles Community Union	215	59	0	0
48	92586-65 - The East Los Angeles Community Union	76	22	6	0

	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	January 2011												
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach ^[1]	\$ -	\$3,785,932	\$3,785,932	\$ -	\$132,378	\$132,378		\$132,378	\$132,378	0%	3%	3%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$1,248,928	\$1,248,928	\$ -	\$90,983	\$90,983	\$ -	\$90,983	\$90,983	0%	7%	7%
9	Information Technology / Programming	\$ -	\$522,554	\$522,554	\$ -	\$35,083	\$35,083	\$ -	\$35,083	\$35,083	0%	7%	7%
10													
11	Pilots												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation ^[2]	\$ -	\$17,192	\$17,192	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$236,919	\$236,919	\$ -	\$16,735	\$16,735	\$ -	\$16,735	\$16,735	0%	7%	7%
19	General Administration	\$ -	\$604,963	\$604,963	\$ -	\$68,820	\$68,820	\$ -	\$68,820	\$68,820	0%	11%	11%
20	CPUC Energy Division	\$ -	\$171,500	\$171,500	\$ -	\$9,288	\$9,288	\$ -	\$9,288	\$9,288	0%	5%	5%
21													
22	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 6,587,988	\$ 6,587,988	\$ -	\$353,287	\$353,287	\$ -	\$353,287	\$353,287	0%	5%	5%
23													
24	CARE Rate Discount	\$ -	\$132,712,188	\$132,712,188	\$ -	\$17,624,436	\$17,624,436	\$ -	\$17,624,436	\$17,624,436	0%	13%	13%
25	Service Establishment Charge Discount	\$ -	\$3,189,461	\$3,189,461	\$ -	\$313,815	\$313,815	\$ -	\$313,815	\$313,815	0%	10%	10%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ -	\$ 142,489,637	\$ 142,489,637	\$ -	\$18,291,538	\$18,291,538	\$ -	\$18,291,538	\$18,291,538	0%	13%	13%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption ^[5]				\$ -	\$2,814,325	\$2,814,325		\$2,814,325	\$2,814,325			
32	California Solar Initiative Exemption ^[3]												
33	kWh Surcharge Exemption												
34	TOTAL - OTHER CARE RATE BENEFITS				\$ -	\$2,814,325	\$2,814,325	\$ -	\$2,814,325	\$2,814,325			
35													
36	Indirect Costs					\$81,171	\$81,171	\$ -	\$81,171	\$81,171			
37	¹ Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	² Measurement and Evaluation consists of Needs Assessment costs												
39	³ DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.												
40	⁴ The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.												
41	⁵ November's CARE PPP Exemption is calculated as a year-to-date average as the true amount was not available by the filing deadline. November's amount will be updated for the December year-end reporting.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
42	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	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																		
2	Southern California Gas Company																		
3	January 2011																		
4		Gross Enrollment												Enrollment					
5		Automatic Enrollment																	
6	2011	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification ⁶	Total Adjusted (J+K)	Attrition (Drop Offs) ⁷	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
7	January	6,068	1,679	75	0	0	7,822	24	59,469	67,315	45,730	113,045	61,342	51,703	5,973	1,720,017	1,842,984	93.3%	
8	February																		
9	March																		
10	April																		
11	May																		
12	June																		
13	July																		
14	August																		
15	September																		
16	October																		
17	November																		
18	December																		
19	Total for 2011	6,068	1,679	75	0	0	7,822	24	59,469	67,315	45,730	113,045	61,342	51,703	5,973				
20	¹ Enrollments via data sharing between the IOUs.																		
21	² Enrollments via data sharing between departments and/or programs within the utility.																		
22	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	⁴ One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																		
24	⁵ Not including Recertification.																		
25	⁶ Recertifications completed regardless of month requested.																		
26	⁷ The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																		
27	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 3 - Standard Random Verification Results								
2	Southern California Gas Company								
3	January 2011								
4	2011	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	January	1,720,017	4,278	0.25%	0	5	5	0%	0.00%
6	February								
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	Total for 2011	1,720,017	4,278	0.25%	0	5	5	0%	0.00%
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	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	January 2011						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	341,671	134,837	113,045	2,204	19,588	
6	Percentage		100.00%	83.84%	1.63%	14.53%	0.00%
7	¹ Includes sub-metered customers.						
8	² An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	³ Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁶ SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						
13	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	January 2011									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban ¹	Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,451	706	11,157	11,064	709	11,773	106%	100%	106%
7	Imperial	273	17,032	17,305	235	14,078	14,313	86%	83%	83%
8	Kern	13,008	28,165	41,174	10,557	27,537	38,094	81%	98%	93%
9	Kings	14	13,583	13,598	14	14,359	14,373	97%	106%	106%
10	Los Angeles	996,865	1,776	998,641	941,782	6,960	948,742	94%	392%	95%
11	Orange	202,996	0	202,996	167,820	0	167,820	83%	0%	83%
12	Riverside	187,461	33,031	220,493	178,670	28,056	206,726	95%	85%	94%
13	San Bernardino	149,700	9,722	159,422	158,622	5,718	164,340	106%	59%	103%
14	San Luis Obispo	250	26,525	26,775	66	18,809	18,875	26%	71%	70%
15	Santa Barbara	27,120	10,097	37,217	16,249	14,351	30,600	60%	142%	82%
16	Tulare	23,201	32,327	55,528	17,427	38,851	56,278	75%	120%	101%
17	Ventura	55,764	2,916	58,680	41,909	6,174	48,083	75%	212%	82%
18										
19	Total	1,667,103	175,881	1,842,984	1,544,415	175,602	1,720,017	93%	100%	93.3%
20	¹ Define Urban vs Rural									
21	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	January 2011							
4	2011	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ^{2, 3}	Participants Dropped ³	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	1,720,017	18,700	1.09%	935	25	5%	0.00%
6	February							
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2011	1,720,017	18,700	1.09%	935	25	5%	0.00%
18	¹ Participants requested to recertify.							
19	² Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	³ Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors							
2	Southern California Gas Company							
3	January 2011							
4		Contractor Type				Year-to-Date		
5	Contractor Name ¹	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	0	0
7	ELA Communications Energy ED Program		X			0	0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
9	Proteus, Inc.		X			0	4	4
10	Community Pantry of Hemet		X			0	0	0
11	Community Action Partnership of San Bernardino		X		X	0	0	0
12	LA Works		X			0	0	0
13	Children’s Hospital of Orange County		X			0	0	0
14	The Companion Line		X			0	2	2
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	0	0
17	LA County 211		X			0	2	2
18	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
19	Coachella Valley Housing Coalition		X			0	0	0
20	HABBM		X			0	0	0
21	Second Harvest Food Bank of Orange County		X			0	0	0
22	Southeast Community Development Corp.		X			0	0	0
23	Latino Resource Organization		X			0	0	0
24	Independent Living Center of Southern California		X			0	0	0
25	Community Action Partnership - Kern County		X			0	0	0
26	El Concilio del Condado de Ventura		X			0	0	0
27	Blessed Sacrament Church		X			0	0	0
28	Starbright Management Services		X			0	0	0
29	Hermanidad Mexicana		X			0	0	0
30	CSET		X			0	0	0
31	Crest Forest Family and Community Service		X			0	0	0
32	CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
33	Veterans in Community Service		X	X	X	0	0	0
34	MEND		X			0	0	0
35	Armenian Relief Society		X			0	0	0
36	Catholic Charities of LA – Brownson House		X			0	0	0
37	BroadSpectrum		X			0	0	0
38	OCCC, Inc. (Orange County Community Center)		X			0	1	1
39	Green Light Shipping	X				0	0	0
40	APAC Service Center		X			0	15	15
41	Visalia Emergency Aid Council		X			0	0	0
42	Total Enrollments					0	24	24
43	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
44	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 8 - Participants as of Month-End							
2	Southern California Gas Company							
3	January 2011							
4	2011	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	n/a	1,720,017	n/a	1,720,017	1,842,984	93.3%	0.3%
6	February							
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2011							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

CERTIFICATE OF SERVICE

I hereby certify that a copy of **MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW-INCOME ASSISTANCE PROGRAMS FOR JANUARY 2011** has been electronically mailed to each party of record of the service list in A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to Administrative Law Judge Kimberly Kim and Commissioner Michael R. Peevey.

Executed this 22nd day of February, 2011 at San Diego, California.

 /s/ Jenifer Nicola
Jenifer E. Nicola