

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

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

And Related Matters.

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

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

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2018**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1 Energy Savings Assistance (ESA) Program Overview

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

Program Summary through January 2019			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$223,151,718	\$526,252	0.24%
Homes Treated	178,405	0	0.00%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,530,000	0	0.00%

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

In January 2019, SoCalGas processed and paid contractor invoices related to work performed in 2018 and this activity will be reflected in SoCalGas' Annual Report for the program year (PY) 2018 due May 1, 2019.

SoCalGas submitted its Mid-Cycle Advice Letter (AL) 5325 on July 16, 2018, which was approved by Energy Division (ED) with modifications on December 19, 2018. This report reflects the approved budget, homes treated and therms saved updates per the disposition of AL 5325.

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

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

Ethnic and Mass Media Campaign

SoCalGas did not conduct any mass media campaigns during the month of January, however, an 8-week pilot Bilingual Out-of-Home community level media campaign was conducted which culminated in mid-January. The objective of the campaign was to target customers at a community level to drive awareness that would lead to enrollment into the ESA Program. Two pilot cities were chosen for this campaign, Paramount and South Gate. Below are campaign details:

- » Venues:
 - Convenience Stores, Community Markets, Carnicerias, Laundromats, Nail Salons, Hair Salons, Barber Shops, and Bakeries/Panaderias
- » Campaign Dates:
 - 11/26/18 – 1/20/19 (8 weeks)
- » Media Types:
 - 30” x 46” Posters, 24” x 30” Ad Boards, 8” diameter mirror clings, and 78” x 33” Wall Banners
- » Total Media Cost:
 - Paramount: \$13,720
 - South Gate: \$23,665

Samples of Campaign Designs

English



Spanish

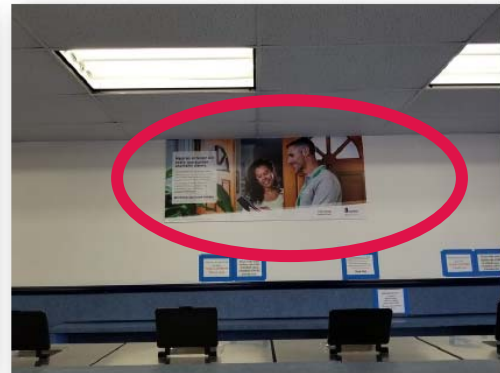


Activation Images

- Nails Salons/Barber Shops



- Laundromats



- Bakeries/Panaderias



Campaign Results:

Paramount – 34 Venues

- » Total 132,650 Weekly Impressions
- » Total 520,600 Per Flight Impressions
 - 12 C-Store (6 Spanish, 6 English)
 - 90,150 Weekly Impressions
 - 360,600 Total Impressions Per Flight
 - 20 Hair & Nail/Barber Shops (10 Spanish, 10 English)
 - 37,500 Weekly Impressions
 - 150,000 Total Impressions Per Flight
 - 2 Laundromats (1 Spanish, 1 English)
 - 5,000 Weekly Impressions
 - 20,000 Total Impressions Per Flight

South Gate – 60 Venues

- » Total 279,738 Weekly Impressions
- » Total 1,118,950 Per Flight Impressions
 - 25 C-Store (13 Spanish, 12 English)
 - 187,813 Weekly Impressions
 - 751,250 Total Impressions Per Flight
 - 25 Hair & Nail/Barber Shops (14 Spanish, 11 English)
 - 46,875 Weekly Impressions
 - 187,500 Total Impressions Per Flight
 - 6 Laundromats (3 Spanish, 3 English)
 - 15,000 Weekly Impressions
 - 60,000 Total Impressions Per Flight
 - 4 Bakeries/Panaderias (2 Spanish, 2 English)
 - 30,050 Weekly Impressions
 - 120,200 Total Impressions Per Flight

Overall Campaign Results:

- » Grand Total 412,388 Weekly Impressions
- » Grand Total 1,639,550 Per Flight Impressions
- » 94 Venues
 - 37 Convenience Stores (19 Spanish, 18 English)
 - 277,963 Weekly Impressions
 - 1,111,850 Total Impressions Per Flight
 - 45 Hair & Nail/Barber Shops (24 Spanish, 21 English)
 - 84,375 Weekly Impressions
 - 337,500 Total Impressions Per Flight
 - 8 Laundromats (4 Spanish, 4 English)
 - 20,000 Weekly Impressions
 - 80,000 Total Impressions Per Flight
 - 4 Bakeries/Panaderias (2 Spanish, 2 English)
 - 30,050 Weekly Impressions
 - 120,200 Total Impressions Per Flight

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of January, 10,601 emails were deployed to customers with a high probability of being eligible for the ESA Program, which includes newly enrolled and existing CARE customers, to generate interest in the ESA Program.

Program - Direct Mailings

During the month of January, SoCalGas deployed 17,015 direct mailings to new and existing CARE customers. The direct mailings included the standard ESA Program message and is intended to drive customers to the ESA Program web page at www.socalgas.com.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 220 internet-generated leads for the ESA Program during the month of January. SoCalGas utilized social media platforms to post ESA Program

messaging on Facebook which reached 2,199 people, resulting in 68 engagements and on Twitter which reached 1,839 people and resulted in 27 engagements.

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 January.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Jan 7	Americana Mobile Home Park – Resident Forum	Garden Grove	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 100 in attendance.
Jan 10	3 rd Annual Veteran’s Open House Job & Resource Fair	Los Angeles	Community Based Organization (CBO) event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to 40 of the 55 in attendance.
Jan 10	Lennox School District Presentation	Lennox	CBO event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the 13 in attendance.
Jan 11	Harbor District Probation and Community Team (PACT) Meeting	Compton	CBO event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to 66 of the 80 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Jan 12	South Los Angeles Santee Education Complex Parent College & Resource Fair	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 65 in attendance.
Jan 14	Kaiser Permanente Resource Fair	Hollywood	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 of the 220 in attendance.
Jan 15	Los Angeles Sheriff Department Meeting	Temple City	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 20 in attendance.
Jan 16	Department of Public Health Emergency Preparedness Team	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 7 of the 9 in attendance.
Jan 16	Kona Kai Mobile Home Park – Resident Forum	Santa Ana	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 150 in attendance.
Jan 17	Rancho Cucamonga Senior Center VIP Club	Rancho Cucamonga	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 200 in attendance.
Jan 19	City of Inglewood Martin Luther King Jr. Celebration	Inglewood	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 200 in attendance.
Jan 21	Joslyn Senior Center Emergency Preparedness Event	Palm Desert	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 60 in attendance.
Jan 22	Van Nuys PACT Meeting	Van Nuys	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 55 of the 70 in attendance.
Jan 23	Workforce Plans – Supporting Mental Health: Older Adults	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 40 in attendance.
Jan 24	Sunny Acres Mobile Home Park – Resident Forum	Oxnard	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			approximately 115 in attendance.
Jan 24	Antelope Valley PACT Meeting	Lancaster	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 35 of the 50 in attendance.
Jan 27	San Gabriel Chamber of Commerce 2 nd Annual Education & Resource Fair	San Gabriel	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 of the 350 in attendance.
Jan 28	Kona Kai Mobile Home Park – Resident Forum	Santa Ana	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 30 in attendance.
Jan 30	Golden Sands Mobile Home Park – Resident Forum	Lancaster	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 150 in attendance.
Jan 31	Imperial Area Agency on Aging - 14th Annual Senior Appreciation Day	El Centro	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 75 in attendance.
Jan 31	Staff Development for Pomona Unified School District	Pomona	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 20 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 collaboration.

In 2019, leveraging opportunities with Municipalities and Water Agencies remains a high priority in providing comprehensive energy savings to joint

customers, especially for those customers not in a joint IOU service territory. SoCalGas is able to provide administrative and co-funding opportunities for electric and water providers who might not otherwise offer these energy savings measures.

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding of High Efficiency (HE) Clothes Washers. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. There is currently no data to report since this activity is conducted on a quarterly basis. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company¹
- Irvine Ranch Water District
- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³

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.

In January 2019, the American Council for an Energy-Efficient Economy (ACEEE) recognized SoCalGas’ leveraging partnership with Irvine Ranch Water District as an exemplary program.⁴ Below is an excerpt:

Irvine Ranch Water District, Southern California Edison, Southern California Gas Company, One-Stop Shop for Water and Energy Efficiency

PROGRAM AT A GLANCE - Implementation Organizations	Irvine Ranch Water District (IRWD), Southern California Edison (SCE), Southern California Gas Company (SoCalGas)
State where offered	California
Customer segment served	Residential
Program start date / year established	2016
Annual energy savings (gross MWh)	1,190 (2017)
Peak demand (gross kW) savings	448 (2017)
Other measures of program results	71% of participating homes received both water and energy-efficient measures, indicating strong support for the combined program.
Budget	\$2.6 million (2017)
Funding sources	IRWD grant from Department of Water Resources Greenhouse Gas Reduction Fund, California utility customers under the auspices of California Public Utilities Commission
Website	http://rightscapenow.com/

Irvine Ranch Water District (IRWD) collaborated with SoCalGas and Southern California Edison (SCE) to offer a water–energy nexus direct-install program to mutual residential customers in the IRWD service area. The program leveraged existing rebate incentives provided by each agency.

⁴ See The New Leaders of the Pack: ACEEE’s Fourth National Review of Exemplary Energy Efficiency Programs, ACEEE, January 2019, at 115-116. Available at: <https://aceee.org/sites/default/files/publications/researchreports/u1901.pdf>

The direct-installation program was provided at no cost to participants. IRWD funded water efficiency devices while SCE funded energy efficiency devices. Qualified customers were eligible to receive high-efficiency energy and indoor water efficiency devices during the same visit, by the same contractor, making this program a true one-stop shop. Eligible energy- and water-efficient devices offered through the program included faucet aerators, showerheads, high-efficiency toilets, weather-based irrigation controllers (WBICs), pool pumps, power strips, HVAC tune-up, and lighting fixtures. The outdoor landscape contractor provided additional technical assistance to participants who received weather-based irrigation controllers to instruct them on proper programming and operation of the device.

A strategic marketing approach was employed to identify customers with the highest savings potential for all three utilities: water, natural gas, and electricity. In addition to customers being screened for previous participation in water and energy efficiency programs, the age of the home also informed the potential water savings.

EXEMPLARY FEATURES AND ACCOMPLISHMENTS

Almost 2,000 homes participated. The majority (71%) received both water- and energy-efficient measures, indicating strong support for the combined program. The high levels of customer satisfaction led to a 41% participation rate from customers who learned about the program from friends and family. The program's

marketing, outreach, and participation rates are well-documented and have been shared with agencies interested in replicating the program.

LESSONS LEARNED

Bundling the water and energy efficiency devices made customers more likely to participate and schedule time to have many devices installed as opposed to one.

The three utility agencies met biweekly for more than a year prior to launching the program to establish acceptable methods of agency cooperation and customer data sharing. The program is a result of reaching an agreement on program design and workflows, the water and energy measures offered, and the marketing materials that were developed to satisfy all agencies' legal counsel with regard to disclaimer language and use of logos.

For the complete article visit:

<https://aceee.org/sites/default/files/publications/researchreports/u1901.pdf> pg. 115

- 116.

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	0
Colton Public Utilities	0
LADWP	0
Pasadena Water and Power	0
Riverside Public Utilities	0
Total	0

January data is not yet available and will be updated in the next monthly report.

Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

1.4 Workforce Education & Training

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

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

Skill Level Test		
	January	Total
Attended Testing	35	35
Passed Test	27	27
Pass Rate	77%	77%

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

SoCalGas Enrollment and Assessment Training		
	January	Total
Attended Class	43	43
Tested	43	43
Passed Class	36	36
Retention Rate*	84%	84%
*Retention Rate is Passed/Tested		

A 5-day class covers utility-specific items related to policies, security processes and overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Classes are held at SoCalGas' Energy Resource Center located in Downey, California. SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program.

The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2018.

Class Type	January		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	0	0	0	0
HVAC Initial	1	11	1	11
Wx / NGAT Refresher	0	0	0	0
HVAC Refresher	1	8	1	8
Grand Total	2	19	2	19

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 – January

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	\$160,672	4.01%
Proc., Certification and Verification	\$3,121,351	\$111,317	3.57%
Information Tech./Programming	\$1,037,796	\$30,860	2.97%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$0	0%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$29,569	6.21%
General Administration	\$953,729	\$41,347	4.34%
CPUC Energy Division Staff	\$60,000	\$0	0%
Total Expenses	\$10,091,122	\$373,765	3.70%
Subsidies and Benefits	\$132,351,979	\$22,013,865	16.63%
Total Program Costs and Discounts	\$142,443,101	\$22,387,630	15.72%

* 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 90,545 successful enrollments, 31,432 recertifications, 2,865 post-enrollment verifications, and 2,652 opt-outs. Activity for January is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	7,407	6,192
Re-certification	2,649	2,583
PEV	278	152
Customer opt-out	193	193

CARE CSR Enrollment Initiative

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

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

During the month of January, CSRs successfully enrolled 12,285 customers in CARE. An additional 5,121 customers preferred to receive a CARE application in the mail. Through this effort, year-to-date CARE enrollment via the CCC is at 152,959 and 69,851 mailed applications.

SoCalGas’ CARE department will continue to obtain feedback from the CCC regarding this recently implemented process. All issues or concerns posed by the CSRs will be reviewed, and where needed, process changes will be implemented to ensure an even greater customer experience.

2.1.2 Please provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,613,195	1,680,463	96.00%

2.2 Outreach

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

CARE Telephone Enrollments and Recertification

To encourage recertification onto the CARE Program, SoCalGas sends hard-copy letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas sends a second hard-copy letter. To reduce the need to send hard-copy letters, SoCalGas determines which CARE customers have an email address on file and sends an email several months in

advance of the customer's recertification date. This email directs the customer to renew by means of an on-line form.

During the month of January, SoCalGas did not send any recertification reminder emails to customers whose renewal date was approaching but processed a total of 1,022 on-line renewals.

CARE Web Activity & Enrollments

SoCalGas references its website in nearly all communications. Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of January, SoCalGas sent 8,891 emails to customers with a probability of being eligible for the CARE program and processed 2,031 on-line enrollments. A total of 16,973 emails were sent to existing SoCalGas customers who may qualify for the CARE program.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers are bilingual (English and Spanish) and generated 1,305 approved enrollments in January. In addition to canvassers, CBOs and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program and provide the community with information on enrollment.

If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach. Additional activities are detailed in section 1.2.2. During the month of January, 568 callers were informed about the CARE Program, with 21 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles and neighboring communities. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program.

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

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services to individuals who are blind or visually impaired on a one-on-one basis. Their organization provides assistance in Riverside and San Bernardino Counties and works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Program and have a plan in place to provide outreach and enrollment in SoCalGas' programs.

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

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but who speak various indigenous languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community

Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in Ventura County. To reach out to these residents and customers - primarily farmworkers and persons with limited English proficiency - SoCalGas has collaborated with MICOP to extend awareness of the CARE Program. MICOP will provide ongoing awareness, and SoCalGas will schedule periodic, sponsored events to highlight the outreach.

CARE Direct Mail Activity and Enrollments

During the month of January, SoCalGas sent 13,947 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 442 customers via direct mail/new customer applications onto the CARE Program. Because of SoCalGas' ongoing concern with customers who fail to recertify, SoCalGas sends direct mail applications to customers who were previously participating in the CARE Program and have fallen off of the program due to failure to recertify. SoCalGas mailed 12,475 letters to customers who have failed to renew their CARE eligibility. As a result of these direct mailings, 43 customers were enrolled onto the CARE Program. Additionally, SoCalGas mailed 25,000 letters to customers who are not on CARE but who have a high probability of being qualified for CARE resulting in 70 customer enrollments.

CARE Bill Inserts

69,980 bill inserts were deployed during the month of January and a Customer Assistance message was included on customers' bills. SoCalGas did not process any bill insert applications this month.

Outreach by Field Employees

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

CARE Mass Media Campaign

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

Disability

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

Orange Counties. The event listed below represents SoCalGas’ outreach events for the month of January.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Jan 19	California Council for the Blind, East Los Angeles Chapter Meeting	East Los Angeles	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
Jan 26	Festival of Human Abilities at Aquarium of the Pacific	Long Beach	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 300 in attendance.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of January, 1,818 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 January generated 1,953 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. As a result of leveraging activities during January, 69 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

2.3 CARE Recertification Complaints

There was one complaint referencing recertification in the month of January. Per the customer service representative (CSR), the customer made a complaint stating that she had received a second request to recertify for the CARE discount. Although the CSR used the word, “recertify,” this was not a recertification complaint. Customer was informed that she was Post Enrolled Verified on 1/17/19. She was not terminated and did not lose the CARE discount, therefore, no rebilling was necessary. Customer was pleased with the resolution.

3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

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

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

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

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

ESA Program - Table 4A – Homes / Buildings Treated

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

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

CARE - Table 11 - CHANGES Group Customer Assistance – Reported Quarterly

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	January 2019												
4													
5		Authorized Budget ^{1,2}			Current Month Expenses ³			Year to Date Expenses ³			% 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	\$ 22,603,847	\$ 22,603,847	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	Domestic Hot Water	N/A	\$ 43,015,119	\$ 43,015,119	N/A	\$ (63,305)	\$ (63,305)	N/A	\$ (63,305)	\$ (63,305)	N/A	-0.15%	-0.15%
10	Enclosure	N/A	\$ 44,641,537	\$ 44,641,537	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
11	HVAC	N/A	\$ 37,186,837	\$ 37,186,837	N/A	\$ (276)	\$ (276)	N/A	\$ (276)	\$ (276)	N/A	0.00%	0.00%
12	Maintenance	N/A	\$ 3,119,802	\$ 3,119,802	N/A	\$ 482	\$ 482	N/A	\$ 482	\$ 482	N/A	0.02%	0.02%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 30,103,127	\$ 30,103,127	N/A	\$ 11,676	\$ 11,676	N/A	\$ 11,676	\$ 11,676	N/A	0.04%	0.04%
16	In Home Education	N/A	\$ 7,545,758	\$ 7,545,758	N/A	\$ 118,252	\$ 118,252	N/A	\$ 118,252	\$ 118,252	N/A	1.57%	1.57%
17	Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 188,716,027	\$ 188,716,027	N/A	\$ 66,829	\$ 66,829	N/A	\$ 66,829	\$ 66,829	N/A	0.04%	0.04%
19													
20	Training Center	N/A	\$ 952,114	\$ 952,114	N/A	\$ 50,180	\$ 50,180	N/A	\$ 50,180	\$ 50,180	N/A	5.27%	5.27%
21	Inspections	N/A	\$ 3,635,607	\$ 3,635,607	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
22	Marketing and Outreach	N/A	\$ 2,200,000	\$ 2,200,000	N/A	\$ 41,640	\$ 41,640	N/A	\$ 41,640	\$ 41,640	N/A	1.89%	1.89%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies ⁴	N/A	\$ 115,625	\$ 115,625	N/A	\$ (23,901)	\$ (23,901)	N/A	\$ (23,901)	\$ (23,901)	N/A	-20.67%	-20.67%
25	Regulatory Compliance	N/A	\$ 416,882	\$ 416,882	N/A	\$ 31,618	\$ 31,618	N/A	\$ 31,618	\$ 31,618	N/A	7.58%	7.58%
26	General Administration	N/A	\$ 6,961,106	\$ 6,961,106	N/A	\$ 359,885	\$ 359,885	N/A	\$ 359,885	\$ 359,885	N/A	5.17%	5.17%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 203,083,361	\$ 203,083,361	N/A	\$ 526,252	\$ 526,252	N/A	\$ 526,252	\$ 526,252	N/A	0.26%	0.26%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 221,452	\$ 221,452	N/A	\$ 221,452	\$ 221,452			
32	NGAT Costs					\$ 94,051	\$ 94,051		\$ 94,051	\$ 94,051			
33													
34													
35	¹ Budget table is not yet reflecting most recent authorized budget via Non-Standard Disposition AL 5325 in the amount of \$223,151,713 as program category totals are pending and under review.												
36	² Reflects the authorized funding in D.16-11-022 and updated via Resolution G-3532 addressing conforming AL 5111-A and 5111-B, and revised in the Clear Plan Disposition Letter. Budget table currently excludes												
37	Multi-Family budget for \$4.5M related to unspent funds from previous budget cycles for a total budget of \$207,583,361.												
38	³ Current month and YTD expenditures includes a accrual reversal of (\$5,993,267) in the following reporting categories: Appliances (\$229,688), Domestic Hot Water (\$1,417,169),												
39	Enclosure (\$2,366,899), HVAC (\$1,024,006), Maintenance (\$130,616), Customer Enrollment (\$670,905), In Home Energy Education (\$50,844), Inspections (\$103,140).												

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

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	\$ 4,251,507	\$ 4,251,507	N/A	\$ -	\$ -	N/A	\$ 3,845,650	\$ 3,845,650	N/A	90.45%	90.45%
Domestic Hot Water	N/A	\$ 32,202,646	\$ 32,202,646	N/A	\$ -	\$ -	N/A	\$ 13,946,396	\$ 13,946,396	N/A	43.31%	43.31%
Enclosure	N/A	\$ 9,123,929	\$ 9,123,929	N/A	\$ -	\$ -	N/A	\$ 9,123,929	\$ 9,123,929	N/A	100.00%	100.00%
HVAC	N/A	\$ 8,584,066	\$ 8,584,066	N/A	\$ -	\$ -	N/A	\$ 8,584,066	\$ 8,584,066	N/A	100.00%	100.00%
Maintenance	N/A	\$ 749,539	\$ 749,539	N/A	\$ -	\$ -	N/A	\$ 749,539	\$ 749,539	N/A	100.00%	100.00%
Customer Enrollment	N/A	\$ 5,480,503	\$ 5,480,503	N/A	\$ -	\$ -	N/A	\$ 5,480,503	\$ 5,480,503	N/A	100.00%	100.00%
In Home Education	N/A	\$ 6,218,260	\$ 6,218,260	N/A	\$ 118,252	\$ 118,252	N/A	\$ 1,455,138	\$ 1,455,138	N/A	23.40%	23.40%
Training Center	N/A	\$ 92,337	\$ 92,337	N/A	\$ -	\$ -	N/A	\$ 92,337	\$ 92,337	N/A	100.00%	100.00%
Inspections	N/A	\$ 916,590	\$ 916,590	N/A	\$ -	\$ -	N/A	\$ 916,590	\$ 916,590	N/A	100.00%	100.00%
Multi-Family Common Area Measures ³	N/A	\$ 18,000,000	\$ 18,000,000	N/A	\$ (70,024)	\$ (70,024)	N/A	\$ 153,557	\$ 153,557	N/A	0.85%	0.85%
Leveraging - CSD	N/A	\$ 522,072	\$ 522,072	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 332,828	\$ 332,828	N/A	\$ -	\$ -	N/A	\$ 332,828	\$ 332,828	N/A	100.00%	100.00%
TOTAL UNSPENT PROGRAM COSTS ¹	N/A	\$ 86,474,277	\$ 86,474,277	N/A	\$ 48,228	\$ 48,228	N/A	\$ 44,680,535	\$ 44,680,535	N/A	51.67%	51.67%

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 January 2018 to current year-month.

³ Credit related to accounting reversal related to December 2018 accrual.

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF				
1	Energy Savings Assistance Program Table 2																																			
2	Southern California Gas Company																																			
3	January 2019																																			
4																																				
5		ESA Program (Summary) Total¹							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE)⁷													
6		Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation⁸							Year-To-Date Completed & Expensed Installation⁸							Year-To-Date Completed & Expensed Installation⁸													
7	Measures	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure
8	Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																													
9	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
10	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
11	Microwaves ³	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
12	Domestic Hot Water																																			
13	Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
14	Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
15	Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
16	Faucet Aerator	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
17	Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
18	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
21	New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
23	Enclosure																																			
24	Air Sealing / Envelope ⁴	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
25	Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
26	Attic Insulation	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
27	HVAC																																			
28	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
29	Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
30	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
31	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
32	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
34	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
35	Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
40	Maintenance																																			
41	Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
43																																				
44	Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
45	Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
46	Torchiere LED	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
47	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
48	LED Night Lights	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
49	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
50	New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
51	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-																							

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

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

¹ All savings are calculated based on the following sources:

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

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

³ 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.

⁴ 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 Table 2B
Southern California Gas Company
January 2019**

Measures	Units	ESA Program - Multifamily Common Area ¹					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$) ⁸	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves ³	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁴	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁵	Home	-	-	-	-	\$ -	0.0%
Audit	Home	-	-	-	-	\$ -	0.0%
Administration ⁶	Home	-	-	-	-	\$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ (6,719)	100.0%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures						\$ (6,719)	100.0%
Total Multifamily Buildings Weatherized ⁷							
Multifamily Buildings Treated							
	Total						
- Multifamily		-					

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 All savings are calculated based on the following sources:
Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

³ Microwave savings are from ECONorthWest Studies received in December of 2011.

⁴ 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.

⁵ Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

⁶ 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.

⁷ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

⁸ Costs related to direct implementation (DI) in the amount of (\$63,305) related to accounting accrual/reversal credit and are currently excluded from this table due to the fact that no DI category exist in this current table format. Total MF CAM amount including DI costs amount to a total credit of (\$70,024).

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

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area	
2	Southern California Gas Company	
3	January 2019	
4		
5	ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	-
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	-
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ -
12	Average 1st Year Bill Savings / Treated Households	\$ -
13	Average Lifecycle Bill Savings / Treated Households	\$ -
14		
15		
16	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		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area¹	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	-
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	-
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ -
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ -
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ -
47		
48	¹ Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Homes / Buildings Treated						
2	Southern California Gas Company						
3	January 2019						
4	ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno			0			0
8	Imperial			0			0
9	Kern			0			0
10	Kings			0			0
11	Los Angeles			0			0
12	Orange			0			0
13	Riverside			0			0
14	San Bernardino			0			0
15	San Luis Obispo			0			0
16	Santa Barbara			0			0
17	Tulare			0			0
18	Ventura			0			0
19	Total	0	0	0	0	0	0
20							
21							
22	ESA Program - CSD Leveraging						
23	Eligible Households			Households Treated YTD			
24	County	Rural	Urban	Total	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	ESA Program - Multi-Family Common Area						
41	Eligible Households			Buildings Treated YTD			
42	County	Rural	Urban	Total	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	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 4b - Homes Unwilling / Unable to Participate
Southern California Gas Company
January 2019**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/Ineligible
Fresno							
Imperial							
Kern							
Kings							
Los Angeles							
Orange							
Riverside							
San Bernardino							
San Luis Obispo							
Santa Barbara							
Tulare							
Ventura							
Total	0	0	0	0	0	0	0

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	January 2019																
4	ESA Program																
5		Gas & Electric				Gas Only				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																
10	March																
11	April																
12	May																
13	June																
14	July																
15	August																
16	September																
17	October																
18	November																
19	December																
20	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21																	
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
24																	
25	ESA Program - CSD Leveraging																
26		Gas & Electric				Gas Only				Electric Only				Total			
29		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
30	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
32	January																
33	February																
34	March																
35	April																
36	May																
37	June																
38	July																
39	August																
40	September																
41	October																
42	November																
43	December																
44	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
45																	
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
48																	
49	ESA Program - Multi-Family Common Area																
50		Gas & Electric				Gas Only				Electric Only				Total			
51		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
52	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
53	January																
54	February																
55	March																
56	April																
57	May																
58	June																
59	July																
60	August																
61	September																
62	October																
63	November																
64	December																
65	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
66																	
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
68	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	January 2019												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expensed		
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	\$ -	\$ -	N/A	0.00%	0.00%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Studies												
11	Low Income Impact Evaluation ^{2,3}	N/A	\$ 137,500	\$ 137,500	N/A	\$ (37,406)	\$ (37,406)	N/A	\$ 122,242	\$ 122,242	N/A	88.90%	88.90%
12	Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 124,711	\$ 124,711	N/A	99.77%	99.77%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ 13,505	\$ 13,505	N/A	\$ 22,552	\$ 22,552	N/A	60.14%	60.14%
14	Potential Ad Hoc Tasks ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ (23,901)	\$ (23,901)	N/A	\$ 269,506	\$ 269,506	N/A	53.90%	53.90%
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 for the original Low Income Governing Board approved by Resolution E-3585.												
19	³ Underspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	⁴ The \$200,000 budget is for potential data analysis, small scale studies, etc. that SoCal Gas will conduct, as needed,during the program years. This budget may be used for one or multiple tasks and may be conducted Statewide or solely by SoCalGas.												
21	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
Southern California Gas Company
January 2019**

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

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	January 2019												
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	\$160,672	\$ 160,672	N/A	\$ 160,672	\$ 160,672	N/A	4.01%	4.01%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$105,440	\$ 105,440	N/A	\$ 105,440	\$ 105,440	N/A	3.55%	3.55%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$5,877	\$ 5,877	N/A	\$ 5,877	\$ 5,877	N/A	3.80%	3.80%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$30,860	\$ 30,860	N/A	\$ 30,860	\$ 30,860	N/A	2.97%	2.97%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$0	\$ -	N/A	\$ -	\$ -	N/A	-	-
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
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	\$29,569	\$ 29,569	N/A	\$ 29,569	\$ 29,569	N/A	6.21%	6.21%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$41,347	\$ 41,347	N/A	\$ 41,347	\$ 41,347	N/A	4.34%	4.34%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 373,765	\$ 373,765	N/A	\$ 373,765	\$ 373,765	N/A	3.70%	3.70%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$22,013,865	\$ 22,013,865	N/A	\$22,013,865	\$ 22,013,865	N/A	16.63%	16.63%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 22,387,630	\$ 22,387,630	N/A	\$ 22,387,630	\$ 22,387,630	N/A	15.72%	15.72%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$1,964,901	\$ 1,964,901	N/A	\$ 1,964,901	\$ 1,964,901			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,964,901	\$ 1,964,901	N/A	\$ 1,964,901	\$ 1,964,901			
31													
32	Indirect Costs				N/A	\$122,089	\$ 122,089	N/A	\$ 1,985,614	\$ 1,985,614			
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.												

	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	January 2019																								
4																									
5	2019	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
6		Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)			
7	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%
9	February				0					0	0				0					0	0	0			
10	March				0					0	0				0					0	0	0			
11	April				0					0	0				0					0	0	0			
12	May				0					0	0				0					0	0	0			
13	June				0					0	0				0					0	0	0			
14	July				0					0	0				0					0	0	0			
15	August				0					0	0				0					0	0	0			
16	September				0					0	0				0					0	0	0			
17	October				0					0	0				0					0	0	0			
18	November				0					0	0				0					0	0	0			
19	December				0					0	0				0					0	0	0			
20	YTD Total	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%
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	January 2019								
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	1,613,195	4,921	0.31%	7	50	57	1.16%	0.00%
7	February								
8	March								
9	April								
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,613,195	4,921	0.31%	7	50	57	1.16%	0.00%

19

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

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-enrolled data.

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	January 2019						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	252,583	37,345	28,804	2,945	2,467	3,129
7	Percentage		100.00%	77.13%	7.89%	6.61%	8.38%
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	January 2019									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,221	16	11,237	11,177	18	11,195	99.60%	115.92%	99.63%
8	Imperial	0	15,625	15,625	0	15,146	15,146	N/A	96.93%	96.93%
9	Kern	14,169	28,947	43,117	12,119	29,203	41,322	85.53%	100.88%	95.84%
10	Kings	10	13,517	13,528	16	14,686	14,702	152.98%	108.65%	108.68%
11	Los Angeles	851,229	2,514	853,744	837,724	1,119	838,843	98.41%	44.50%	98.25%
12	Orange	194,675	10	194,685	155,094	18	155,112	79.67%	178.25%	79.67%
13	Riverside	102,077	125,394	227,470	94,547	120,630	215,177	92.62%	96.20%	94.60%
14	San Bernardino	150,613	1,024	151,637	168,551	857	169,408	111.91%	83.72%	111.72%
15	San Luis Obispo	7,169	13,754	20,923	3,502	10,985	14,487	48.85%	79.87%	69.24%
16	Santa Barbara	33,002	1,133	34,134	27,506	566	28,072	83.35%	49.96%	82.24%
17	Tulare	10,998	46,290	57,288	11,954	49,080	61,034	108.69%	106.03%	106.54%
18	Ventura	54,934	2,141	57,075	47,147	1,550	48,697	85.82%	72.40%	85.32%
19	Total	1,430,099	250,364	1,680,463	1,369,337	243,858	1,613,195	95.75%	97.40%	96.00%
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	January 2019							
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	1,613,195	21,957	1.36%	3,219	129	14.66%	0.01%
7	February							
8	March							
9	April							
10	May							
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,613,195	21,957	1.36%	3,219	129	14.66%	0.01%
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	January 2019						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children’s Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	Delhi Center		X			0	0
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	0
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	0
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	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								
2	Southern California Gas Company								
3	January 2019								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A		N/A					
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	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
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 adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	January 2019				
4					
5	2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ -	0.00%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ -	0.00%
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 services
Southern California Gas Company
Reporting Period: December 2018
No. of attendees at Consumer Education sessions **223**

SCG -- Disputes Resolved	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3 rd party Company/Gas Aggregation	4
Changed 3 rd Party Electricity Aggregation	0
Medical Baseline Application	2
Enroll in Energy Assistance Programs	0
Request Meter Service or Testing	0
Request Bill Adjustment	0
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	2
Payment Plan	0
Solar	0
Stop Disconnection	0
Time of Use	0
Wildfire Related Issue	0
TOTAL	8

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	
Spanish	6
TOTAL	6

SCG - Needs Assistance	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	1
Assisted with Changes to Account	3
Energy Efficiency Tool	1
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	1
Gas Assistance Fund (SCG)	0
HEAP	14
Medical Baseline	3
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 rd Party Notification	0
Set Up New Account	0
Payment Extension	3
Payment Plan	1
Wildfire Related Issue	0
TOTAL	27

SCG - Needs Assistance by Language	
Arabic	2
Armenian	13
Cantonese	1
Dari	1
Korean	1
Spanish	7
Vietnamese	2
TOTAL	27

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 Sessions¹
Southern California Gas Company

August 1, 2018 through October 31, 2018

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	11	N/A	84	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	2	N/A	33	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	3	N/A	16	CHANGES Ed Handout
N/A	Japanese	Avoiding Disconnection	1	N/A	1	CHANGES Ed Handout
N/A	Korean	Avoiding Disconnection	2	N/A	32	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	1	N/A	7	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	1	N/A	4	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	3	N/A	61	CHANGES Ed Handout
		Total	24		238	
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	17	N/A	58	CHANGES Ed Handout
N/A	Japanese	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	7	N/A	314	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	6	N/A	11	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	18	N/A	127	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	61	CHANGES Ed Handout
		Total	53		573	
N/A	Armenian	Electric and Natural Gas Safety	11	N/A	92	CHANGES Ed Handout
N/A	Cantonese	Electric and Natural Gas Safety	3	N/A	48	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	10	N/A	35	CHANGES Ed Handout
N/A	Korean	Electric and Natural Gas Safety	1	N/A	16	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	5	N/A	14	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	11	N/A	92	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	5	N/A	51	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	15	CHANGES Ed Handout
		Total	47		363	
N/A	Armenian	Energy Conservation	11	N/A	74	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	3	N/A	46	CHANGES Ed Handout
N/A	English	Energy Conservation	3	N/A	13	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	5	N/A	19	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	5	N/A	29	CHANGES Ed Handout
		Total	27		181	
N/A	Cambodian	Gas Aggregation	1	N/A	16	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	3	CHANGES Ed Handout
N/A	Mandarin	Gas Aggregation	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	5	N/A	64	CHANGES Ed Handout
		Total	8		85	
N/A	Spanish	High Energy Use	2	N/A	35	CHANGES Ed Handout
		Total	2		35	
N/A	Cantonese	Level Pay Plan	2	N/A	28	CHANGES Ed Handout
N/A	English	Level Pay Plan	2	N/A	13	CHANGES Ed Handout
N/A	Mandarin	Level Pay Plan	2	N/A	6	CHANGES Ed Handout
N/A	Tagalog	Level Pay Plan	1	N/A	17	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	2	N/A	33	CHANGES Ed Handout
		Total	9		97	
N/A	Arabic	Understanding Your Bill	1	N/A	10	CHANGES Ed Handout
N/A	Armenian	Understanding Your Bill	3	N/A	14	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	2	N/A	29	CHANGES Ed Handout
N/A	English	Understanding Your Bill	5	N/A	19	CHANGES Ed Handout
N/A	Japanese	Understanding Your Bill	3	N/A	33	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	5	N/A	50	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	2	N/A	7	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	9	N/A	109	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	3	N/A	52	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	3	N/A	70	CHANGES Ed Handout
		Total	36		393	
		Third Quarter Total	206		1,965	
		Year-to-Date Total³	828		10,033	

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

² Contractor states all sessions at least 30 minutes.

³ Year-to-date total is the Third Quarter total plus the reported totals through July 31, 2018. adjustments.