

**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 JULY 2019**

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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:

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

<b>Program Summary through July 2019</b>			
	<b>Authorized / Planning Assumptions*</b>	<b>Actual to Date</b>	<b>%</b>
Budget	\$223,151,718	\$51,035,577	22.87%
Homes Treated	182,265	47,834	26.24%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,530,000	765,168	11.72%

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

In July 2019, SoCalGas processed and paid contractor invoices for 10,099 treated homes.

Additionally, SoCalGas paid for the weatherization of 11,296 homes, 2,741 furnace repairs and replacements, 1,164 water heater repairs and replacements, and 155 High Efficiency (HE) clothes washers.

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

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

**Ethnic and Mass Media Campaign**

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

**E- Newsletter**

SoCalGas partnered with the Local Government Partnerships group to send ESA Program information to the cities of Santa Ana and Hermosa Beach, and to the West Basin Water District for their respective July newsletters.

**Energy Savings Assistance Program - Emails**

During the month of July, SoCalGas did not deploy any emails to customers as part of the Clear Plan (AL 5256). Contractors are in the process of completing the first wave of lists they received in June and will only receive new lists upon completion.

**Energy Saving Assistance Program - Direct Mailings**

In July, SoCalGas did not send any direct mailings as part of the Clear Plan. Once contractors have completed the first wave of lists, SoCalGas will send direct mailings for the second wave.

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

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

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

There were 137 internet-generated leads for the ESA Program during the month of July. SoCalGas also utilized social media platforms to post ESA Program messaging. On Facebook, the English language post reached 24,031 people and resulted in 29 ESA Program web page link clicks. The Spanish language Facebook post reached 13,543 people and resulted in 18 ESA Program web page link clicks. On Twitter, the post generated 1,343 impressions and 22 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 July. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
July 2 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP) as well as who to contact to receive program benefits and how MICOP can assist in filling out applications. Gas leak emergency information was also provided.
July 2	San Antonio MHP Resident Forum	Bellflower	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 in attendance.
July 3 (MICOP)	Rio Plaza School Outreach Event	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 47 attendees.
July 4 (Radio Campesina)	Cuadrilla De la Semana	Bakersfield County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
July 4 (SCRS)	Outreach at Rancho Los Amigos Rehabilitation Hospital	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
July 5 (SCDC)	South Gate Community Resource Fair	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 of the 800 attendees.
July 5 (MICOP)	Outreach Event	Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
July 8 (Human Service Association)	Montebello Senior Center Outreach Event	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
July 8 (SCRS)	Villa Parke Community Center Outreach Event	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
July 8	Bracken's Kitchen Tour &	Garden Grove	Customer Assistance Programs outreach team met with non-profit organization to discuss potential

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Meeting		partnership to help promote programs during meal site visits. Information was distributed to staff in attendance.
July 8 (Human Services Association)	Kaiser Medical Offices Nutrition Workshop	Cudahey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
July 9 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	CBO staff provided information regarding SoCalGas' Customer Assistance Programs as well as who to contact to receive program benefits and how MICOP can assist in filling out applications.
July 9 (SCRS)	Foothill Unity Center San Gabriel Outreach Event	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
July 10	Los Flamingos Resident Forum	Gardena	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 in attendance.
July 10 (Human Services Association)	El Centrito Nutrition Workshop	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
July 11 (Radio Campesina)	Cuadrilla de la Semana	Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 in attendance.
July 11 (SCRS)	Service Area Advisory Committee	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 52 attendees.
July 11 (LA 211)	Parks After Dark (PAD) – Bethune Park	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 of the 50 attendees.
July 12 (LA 211)	Community for Wellness Equity (C4WE) Project	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 of the 100 attendees.
July 13 (LA 211)	Parks After Dark (PAD) Valleydale Park	Azusa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of the 45 attendees.
July 13	LADWP Low Income Event LICA	Boyle Heights	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
July 14 (Lancaster JetHawks)	Christmas in July	Lancaster	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 in attendance.
July 16 (SCRS)	Montebello Community Health Fair	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
July 17 (LA 211)	Pomona Probation and Community Team (PACT) Meeting	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 of the 60 attendees.
July 17 (Food Bank – Santa Barbara County)	Brown Bag Distribution	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
July 18	Shady Lane MHP Resident Forum	Montclair	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 in attendance.
July 18 (LA 211)	Parks After Dark (PAD) – Alta Park	Altadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 of the 70 attendees.
July 18 (Radio Campesina)	Cuadrilla de la Semana	Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 in attendance.
July 18 (Food Bank – Santa Barbara County)	Brown Bag Distribution	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
July 18 (Human Services Association)	Southeast YMCA Outreach Event	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
July 19 (LA 211)	Parks After Dark (PAD) – Charter Oak Park	Covina	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 of the 65 attendees.
July 20	Assembly Member Freddy Rodriguez Outreach Event	Chino	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 in attendance.
July 21	19 <sup>th</sup> Annual Red Birds – Children	Moorpark	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	of Many Color Pow Wow		Programs. CAP materials were distributed to approximately 250 in attendance.
July 22 (Human Services Association)	Kaiser Medical Offices Nutrition Workshop	Cudahy	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
July 22 (Human Services Association)	Veterans Park Zumba and Nutrition Workshop	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees.
July 24 (Food Bank – Santa Barbara County)	Alma Cena Sana	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.
July 25 (Human Services Association)	Maces Nutrition Workshop	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
July 25 (Food Share - Ventura County Food Bank)	Pantry Distribution	Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
July 25 (Food Share - Ventura County Food Bank)	Pantry Distribution	River Community Church, Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
July 25 (Food Share - Ventura County Food Bank)	Pantry Distribution	Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
July 25 (Food Share - Ventura County Food Bank)	Pantry Distribution	United Methodist Church, Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
July 25 (Food Share - Ventura County Food Bank)	Pantry Distribution	Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
July 25 (Food Share - Ventura County Food Bank)	Pantry Distribution	Seventh Day Adventist Church, Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Bank)			
July 25 (Food Share - Ventura County Food Bank)	Senior Kit Distribution	New Life Community Church, Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
July 25 (Food Share - Ventura County Food Bank)	Senior Kit Distribution	FoodShare, Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
July 25 (Food Share - Ventura County Food Bank)	Community Produce Distribution	Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
July 25 (Food Share - Ventura County Food Bank)	Community Produce Distribution	Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
July 25 (Radio Campesina)	Cuadrilla de la Semana	Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
July 26	LA Veterans Resource Expo	Pomona	Customer Application Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 in attendance.
July 26 (Food Share - Ventura County Food Bank)	Pantry Distribution	Hernandez, Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 130 attendees.
July 26 (Food Share - Ventura County Food Bank)	Senior Kit Distribution	Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
July 26 (Food Share - Ventura County Food Bank)	Pantry Distribution	Vocational Skills Center, Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
July 26 (LA 211)	Veterans Expo	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			materials were distributed to approximately 250 of the 2,000 attendees.
July 27	Homeownership Fair	Los Angeles	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 in attendance.
July 27 (SCDC)	SELA Arts Festival	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of the 2,000 attendees.
July 27 (LA 211)	Your Family, Our Focus Event	San Pedro	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 of the 20 attendees.
July 27 (MICOP)	Fruit and Vegetable Festival	Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
July 30 (MICOP)	Outreach Event at School	View School District and Surrounding Areas	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
July 31 (SCRS)	LACMET Roundtable	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
July 31 (SCRS)	East Los Angeles Regional Center Benefits Meeting	Alhambra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
July 31	Anacapa MHP Resident Forum	Santa Paula	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 in attendance.
July 31 (LA 211)	Bikers Against Child Abuse Presentation (B.A.C.A.)	San Gabriel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 3 attendees.

### **1.3 Leveraging Success Evaluation Including CSD**

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

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

In 2019, leveraging opportunities with municipalities and water agencies remains a high priority in providing comprehensive energy savings to joint customers, especially for those customers not in a joint IOU service territory. SoCalGas is able to provide administrative and co-funding opportunities for electric and water providers who might otherwise not offer these energy savings measures.

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding of HE Clothes Washers. To date, \$78,931 has been co-funded to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower

heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

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

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

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

<b>Municipal Electric Provider</b>	<b>Participating Customers</b>
Anaheim Public Utilities	994
Colton Public Utilities	0
LADWP	2,424
Pasadena Water and Power	56
Riverside Public Utilities	915
<b>Total</b>	<b>4,389</b>

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

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

<sup>3</sup> San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

Providers have reported the activity noted above for 2019 through the month of July. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

**1.4 Workforce Education & Training**

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

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

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

<b>SoCalGas Enrollment and Assessment Training</b>				
	<b>Q1</b>	<b>Q2</b>	<b>July</b>	<b>Total</b>

Attended Class	98	89	35	222
Tested	94	86	35	215
Passed Class	77	63	30	170
Retention Rate*	82%	73%	86%	79%
*Retention Rate is Passed/Tested				

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2019.

<b>SoCalGas Field Operations Training</b>								
<b>Class Type</b>	<b>Q1</b>		<b>Q2</b>		<b>July</b>		<b>YTD Total</b>	
	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>
Wx / NGAT Initial	5	23	4	23	2	13	11	59
HVAC Initial	2	13	1	1	2	14	5	28
Wx / NGAT Refresher	1	1	8	199	3	33	12	233
HVAC Refresher	2	18	6	56	2	23	10	97
<b>Grand Total</b>	<b>10</b>	<b>55</b>	<b>19</b>	<b>279</b>	<b>9</b>	<b>83</b>	<b>38</b>	<b>417</b>

### **1.5 Emergency Efforts in Response to D.16-04-040**

D.16-04-040 at Ordering Paragraph 10 orders, “Southern California Gas Company and Southern California Edison Company shall track and report on its emergency response efforts immediately on a monthly basis to the Commission’s Energy Division.” This section provides a summary of efforts undertaken in response to D.16-04-040. The current Decision (D.16-11-022), extends this requirement into the current program cycle.

Please refer to ESA Table 2.

**2. CARE EXECUTIVE SUMMARY**

**2.1 CARE Program Summary – July**

**2.1.1 Please provide CARE Program summary costs.**

<b>CARE Budget Categories</b>	<b>Authorized Budget*</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$4,004,885	\$1,573,947	39.30%
Proc., Certification and Verification	\$3,121,351	\$883,361	28.30%
Information Tech./Programming	\$1,037,796	\$413,768	39.87%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$290,261	66.35%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$198,876	41.79%
General Administration	\$953,729	\$446,841	46.85%
CPUC Energy Division Staff	\$60,000	\$40,587	67.65%
<b>Total Expenses</b>	<b>\$10,091,122</b>	<b>\$3,847,641</b>	<b>38.13%</b>
Subsidies and Benefits	\$132,351,979	\$86,250,591	65.17%
<b>Total Program Costs and Discounts</b>	<b>\$142,443,101</b>	<b>\$90,098,232</b>	<b>63.25%</b>

\* Annual budget approved in Resolution G-3532, D.16-11-022 and D.17-12-009.

**CARE My Account Activity & Enrollments**

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications are now processed in real-time. Once logged into My Account, customers receive message center alerts notifying them that they can apply to the CARE Program if they are eligible, or that they are due for recertification or post-enrollment verification (PEV), depending on their CARE status. Customers may then visit a dedicated CARE Program page within My Account where application processes including

enrollment, recertification and PEV are available in English and Spanish. CARE customers may also opt-out of the program if they no longer qualify.

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 119,181 successful enrollments, 45,652 recertifications, 4,149 post-enrollment verifications, and 3,789 opt-outs. Activity for July is as follows:

<b>CARE My Account Activity</b>		
	<b>Transactions</b>	<b>Approved</b>
Self-certification	4,982	4,147
Re-certification	2,758	2,697
PEV	226	209
Customer opt-out	218	218

**CARE CSR Enrollment Initiative**

In its PY2015-2017 Application, SoCalGas requested CARE enrollment through Customer Service Representatives (CSRs) when customers call the Customer Contact Center (CCC) to turn-on or back-on service, or to make payment arrangements. D.16-11-022 was issued on November 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 July 2019, CSRs successfully enrolled 12,598 customers in CARE. An additional 4,974 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 226,877 and 99,698 mailed applications.

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

Additionally, in its PY2015-2017 Application, SoCalGas proposed a one time CARE CSR enrollment study, six months post implementation. The market research<sup>4</sup> was geared to determine whether any issues could be identified in order to make changes or enhancements to the process. CSR enrollment has been met with positive feedback.

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<sup>4</sup> 2018 CARE Outreach Effectiveness and Customer Satisfaction Study, Travis Research

Following are some points from the study:

- The vast majority of CSR-enrolled customers found the process of enrolling in CARE to be easy. Fully, 95% said the process of enrolling and understanding the program requirements was “very easy” or “somewhat easy.”
- CSR-enrolled customers gave the CSR positive ratings for how they handled the call. Attributes such as “being courteous”, “answering any questions”, “caring about your issues”, “talking in terms you can understand”, and “being clear about program requirements”, all had a top 2 box rating of 93% or higher. Also, 96% said their enrolling representative provided sufficient information about the program.
- CSR-enrolled customers are also highly satisfied with the CARE program, with 93% reporting that they are “very satisfied.”

### **CARE Recertifications**

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of July, SoCalGas processed a total of 1,014 on-line renewals.

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

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,610,242	1,683,537	95.65%

## **2.2 Outreach**

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

### **CARE Emails & Enrollments**

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month

of July, SoCalGas sent 12,232 emails to new customers with a probability of being eligible for the CARE program. A total of 12,552 emails were sent to existing SoCalGas customers who may qualify for the CARE program. And to recapture those customers that have fallen off CARE, SoCalGas sent 6,063 emails encouraging these customers to reapply. All three categories of emails contribute to the 1,337 on-line enrollments that were processed in July.

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

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 1,124 approved enrollments in July. 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 July, 132 callers were informed about the CARE Program, with 6 interested in the ESA Program.

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

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet

emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer Assistance Programs. This month, LIFT worked with 45 members, providing them with SoCalGas' Customer Assistance program information.

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

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility is in downtown Santa Barbara and serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month Unity Shoppe introduced Customer Assistance Programs to seven of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed and the agencies were also provided with information via email that also contained links to program applications as well as printed pamphlets. This month the agencies were as follows: People's Self Help Housing, Partners in Care – MSSP, Adelante Charter School, Harding School,

Santa Barbara Community Academy, Parent Partner – SB County, and Santa Vincent’s Garden Family Housing.

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

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast’s eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has administered bus shuttles for the cities of Montebello and Huntington Park,

administered a federally funded home renovation project for the city of Huntington Park, administered a 2000 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. Along with promoting programs at several community events listed in sections above, during the month of July, SCDC had 134 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In July, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 23 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties received

information during outreach contract visits with the city of LA. Approximately 40 percent of the tenants visited in July said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

### **CARE Direct Mail Activity & Enrollments**

During the month of July, SoCalGas did not send any applications via direct mail to new customers deemed likely to be eligible for the CARE Program. However, 147 new customers were enrolled via direct mail applications that were sent to eligible customers in previous months. SoCalGas is modifying this direct mail piece for efficiencies and will begin mailing an updated version in August. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online. SoCalGas mailed 11,026 letters to customers who have failed to renew their CARE eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but still re-enrolled 63 customers who submitted previously mailed applications. Additionally, SoCalGas mailed 25,000 letters directing customers, who are not on CARE, but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE, but still enrolled 25 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contributed to the 1,337 online enrollments processed in July. SoCalGas is exploring enhancing the online

application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.

### **CARE Bill Inserts**

No bill inserts were deployed during the month of July, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 12 bill insert applications from prior months in July.

### **Outreach by Field Employees**

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

### **CARE Social & Mass Media Campaign**

SoCalGas utilized social media platforms to post CARE Program messaging. On Facebook, the English language post reached 15,752 people and resulted in 15 CARE web page link clicks. The Spanish language Facebook post reached 58,406 people and resulted in 15 CARE web page link clicks. On Twitter, the post

generated 1,181 impressions and 19 engagements. SoCalGas did not conduct any mass media campaigns during the month of July.

### **Disability**

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

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

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that

recognizes the dignity, humanity and worth of all people. Through comprehensive Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 200 clients and worked with 62 new clients one-on-one in regards to SoCalGas’ Customer Assistance Programs.

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
July 31 (SCRS)	East Los Angeles Disabilities & Aging Collaborative	East Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the 27 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 July, 2,085 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 July generated 1,803 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase PEV activities when customer information is shared with programs such as the Low-Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre-enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. There were 134 customers enrolled through leveraging during the month of July.

### **2.3 CARE Recertification Complaints**

There was one recertification complaint in the month of July.

Customer called to say he received numerous Interactive Voice Response (IVR) calls regarding CARE recertification.

IT investigated and found a glitch in the process, causing repetition of the outbound call. When a recertification application is mailed to a customer, an automated call notifies the customer to expect the application in the mail.

Typically, one call per customer is made. Customer was informed of the issue.

Customer understood the issue and appreciated the follow-up.

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

**ESA Program** - Table 1 - Program Expenses

**ESA Program** - Table 1A – Unspent Funds

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

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

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

**ESA Program** – Table 2B-1 – Eligible Multifamily Common Area Measures

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

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

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

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

**ESA Program** - Table 6 - Expenditures for Pilots and Studies

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

**CARE** - Table 1 - CARE Overall Program Expenses

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

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

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

**CARE** - Table 4 - Self Certification and Re-Certification

**CARE** - Table 5 - Enrollment by County

**CARE** - Table 6 - Recertification Results

**CARE - Table 7 - Capitation Contractors**

**CARE - Table 8 - Participants as of Month End**

**CARE - Table 9 - Expenditures for Pilot**

**CARE - Table 10 - CHANGES Individual Customer Assistance**

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 2019</b>												
4													
5		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses <sup>2</sup></b>			<b>Year to Date Expenses <sup>2</sup></b>			<b>% of Budget Spent YTD</b>		
6	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	<b>Energy Efficiency</b>												
8	Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ (114,041)	\$ (114,041)	N/A	\$ 1,425,598	\$ 1,425,598	N/A	8.17%	8.17%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ (897,139)	\$ (897,139)	N/A	\$ 6,668,650	\$ 6,668,650	N/A	32.31%	32.31%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ (558,226)	\$ (558,226)	N/A	\$ 15,634,801	\$ 15,634,801	N/A	47.35%	47.35%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ (304,572)	\$ (304,572)	N/A	\$ 8,888,641	\$ 8,888,641	N/A	37.10%	37.10%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ (26,877)	\$ (26,877)	N/A	\$ 860,761	\$ 860,761	N/A	43.55%	43.55%
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	\$ 18,886,236	\$ 18,886,236	N/A	\$ 945,209	\$ 945,209	N/A	\$ 10,550,065	\$ 10,550,065	N/A	55.86%	55.86%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 5,990	\$ 5,990	N/A	\$ 1,090,045	\$ 1,090,045	N/A	28.14%	28.14%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	<b>Energy Efficiency TOTAL</b>	N/A	<b>\$ 119,817,199</b>	<b>\$ 119,817,199</b>	N/A	<b>\$ (949,657)</b>	<b>\$ (949,657)</b>	N/A	<b>\$ 45,118,561</b>	<b>\$ 45,118,561</b>	N/A	<b>37.66%</b>	<b>37.66%</b>
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 49,477	\$ 49,477	N/A	\$ 425,820	\$ 425,820	N/A	45.96%	45.96%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ (44,362)	\$ (44,362)	N/A	\$ 801,261	\$ 801,261	N/A	32.99%	32.99%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 18,084	\$ 18,084	N/A	\$ 373,985	\$ 373,985	N/A	25.79%	25.79%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ -	\$ -	N/A	\$ 51,801	\$ 51,801	N/A	44.80%	44.80%
25	Regulatory Compliance	N/A	\$ 351,194	\$ 351,194	N/A	\$ 30,383	\$ 30,383	N/A	\$ 231,921	\$ 231,921	N/A	66.04%	66.04%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 504,216	\$ 504,216	N/A	\$ 3,142,162	\$ 3,142,162	N/A	47.17%	47.17%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 60,881	\$ 60,881	N/A	70.79%	70.79%
28													
29	<b>TOTAL PROGRAM COSTS</b>	N/A	<b>\$ 131,836,750</b>	<b>\$ 131,836,750</b>	N/A	<b>\$ (391,859)</b>	<b>\$ (391,859)</b>	N/A	<b>\$ 50,206,393</b>	<b>\$ 50,206,393</b>	N/A	<b>38.08%</b>	<b>38.08%</b>
30	<b>Funded Outside of ESA Program Budget</b>												
31	Indirect Costs				N/A	\$ 231,925	\$ 231,925	N/A	\$ 1,859,512	\$ 1,859,512			
32	NGAT Costs					\$ (27,596)	\$ (27,596)		\$ 1,100,820	\$ 1,100,820			
33													
34													
35	<sup>1</sup> Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
36	<sup>2</sup> Current month and YTD expenditures include a quarterly accrual/reversal of (\$8,939,374) in the following reporting categories: Appliances (\$237,819), Domestic Hot Water (\$2,065,079), Enclosure (\$3,339,032), HVAC (\$1,650,595), Maintenance (\$179,078), Customer Enrollment (\$1,190,124), In Home Energy Education (\$93,415), Inspections (\$184,232).												
37	<b>Note:</b> In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December 2018 activities. This amount was incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses <sup>2</sup>			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ 3,570	\$ 3,570	N/A	\$ 79,602	\$ 79,602	N/A	15.92%	15.92%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Mult-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 194,624	\$ 194,624	N/A	\$ 749,583	\$ 749,583	N/A	16.66%	16.66%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
<b>TOTAL PROGRAM BUDGET/EXPENSES</b>	<b>N/A</b>	<b>\$ 76,263,219</b>	<b>\$ 76,263,219</b>	<b>N/A</b>	<b>\$ 198,194</b>	<b>\$ 198,194</b>	<b>N/A</b>	<b>\$ 829,184</b>	<b>\$ 829,184</b>	<b>N/A</b>	<b>1.09%</b>	<b>1.09%</b>

<sup>1</sup> D.16-11-022 specifically directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds and this table does not include unspent funds from the 2017-2020 cycle.

<sup>2</sup> Year to date expenses include cost from current year 2019.

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

**Energy Savings Assistance Program Table 2**  
**Southern California Gas Company**  
**July 2019**

	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																																					
2																																					
3																																					
4																																					
5																																					
6	<b>ESA Program (Summary) Total <sup>1</sup></b>								<b>ESA Program (First Touch Homes Treated)</b>								<b>ESA Program (Re-Treated Homes/Go Backs)</b>								<b>ESA Program (Aliso Canyon - SCG &amp; SCE) <sup>7</sup></b>												
7	<b>Year-To-Date Completed &amp; Expensed Installation</b>								<b>Year-To-Date Completed &amp; Expensed Installation <sup>8</sup></b>								<b>Year-To-Date Completed &amp; Expensed Installation <sup>8</sup></b>								<b>Year-To-Date Completed &amp; Expensed Installation <sup>8</sup></b>												
8	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	
9	<b>Appliances</b>		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																														
9	High Efficiency Clothes Washer	Each	1,870	-	-	57,746	\$ 1,544,443	3.5%	Each	546	-	-	16,860	\$ 451,259	2.5%	Each	1,324	-	-	40,885	\$ 1,093,185	4.1%	Each	660	-	-	20,381	\$ 544,690	2.7%								
10	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
11	Microwaves <sup>3</sup>	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
12	<b>Domestic Hot Water</b>																																				
13	Water Heater Blanket	Home	1,197	-	-	2,874	\$ 68,677	0.2%	Home	733	-	-	1,744	\$ 42,030	0.2%	Home	464	-	-	1,130	\$ 26,646	0.1%	Home	341	-	-	852	\$ 19,539	0.1%								
14	Low Flow Shower Head	Home	39,311	-	-	59,907	\$ 1,851,851	4.2%	Home	17,619	-	-	26,037	\$ 853,822	4.8%	Home	21,692	-	-	33,870	\$ 998,029	3.7%	Home	18,903	-	-	27,649	\$ 823,883	4.1%								
15	Water Heater Pipe Insulation	Home	1,016	-	-	1,877	\$ 22,545	0.1%	Home	491	-	-	888	\$ 10,895	0.1%	Home	525	-	-	989	\$ 11,650	0.0%	Home	386	-	-	742	\$ 8,565	0.0%								
16	Faucet Aerator	Home	37,025	-	-	128,138	\$ 490,150	1.1%	Home	16,339	-	-	54,346	\$ 222,685	1.3%	Home	20,686	-	-	73,792	\$ 267,465	1.0%	Home	17,638	-	-	57,235	\$ 221,982	1.1%								
17	Water Heater Repair/Replacement	Each	7,872	-	-	26,213	\$ 2,191,536	4.9%	Each	3,038	-	-	9,694	\$ 494,758	2.8%	Each	4,834	-	-	16,519	\$ 1,696,778	6.4%	Each	2,264	-	-	7,512	\$ 552,142	2.7%								
18	Thermostatic Shower Valve	Each	41,121	-	-	103,306	\$ 1,830,230	4.1%	Each	18,618	-	-	45,613	\$ 828,647	4.7%	Each	22,503	-	-	57,692	\$ 1,001,584	3.8%	Each	18,649	-	-	44,568	\$ 830,027	4.1%								
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
21	New - Tub Diverter/ Tub Spout	Each	1,584	-	-	12,595	\$ 173,514	0.4%	Each	850	-	-	6,814	\$ 93,875	0.5%	Each	734	-	-	5,781	\$ 79,640	0.3%	Each	384	-	-	3,127	\$ 42,167	0.2%								
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
23	<b>Enclosure</b>																																				
24	Air Sealing / Envelope <sup>4</sup>	Home	35,788	-	-	168,746	\$ 9,141,553	20.6%	Home	15,613	-	-	65,470	\$ 3,770,370	21.2%	Home	20,175	-	-	103,275	\$ 5,371,184	20.2%	Home	15,643	-	-	13,478	\$ 4,084,435	20.2%								
25	Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
26	Attic Insulation	Home	3,012	-	-	79,972	\$ 4,674,455	10.5%	Home	1,510	-	-	40,555	\$ 2,404,340	13.5%	Home	1,502	-	-	39,418	\$ 2,270,115	8.5%	Home	1,679	-	-	46,865	\$ 2,390,729	11.8%								
27	<b>HVAC</b>																																				
28	FAU Standing Pilot Conversion	Each	2	-	-	84	\$ 623	0.0%	Each	2	-	-	84	\$ 623	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
29	Furnace Repair/Replacement	Each	4,289	-	-	-	\$ 7,759,384	17.5%	Each	761	-	-	-	\$ 1,186,043	6.7%	Each	3,528	-	-	-	\$ 6,573,341	24.7%	Each	1,996	-	-	-	\$ 3,756,601	18.8%								
30	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
31	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
32	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
34	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
35	Duct Testing and Sealing	Home	522	-	-	7,941	\$ 342,424	0.8%	Home	42	-	-	632	\$ 24,956	0.1%	Home	480	-	-	7,309	\$ 317,468	1.2%	Home	72	-	-	1,033	\$ 47,594	0.2%								
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
37	New - Prescriptive Duct Sealing	Home	6,508	-	-	18,716	\$ 668,513	1.5%	Home	3,090	-	-	8,835	\$ 322,526	1.8%	Home	3,418	-	-	9,881	\$ 345,987	1.3%	Home	1,349	-	-	3,863	\$ 137,939	0.7%								
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
40	<b>Maintenance</b>																																				
41	Furnace Clean and Tune	Home	15,122	-	-	97,052	\$ 860,066	1.9%	Home	7,051	-	-	48,298	\$ 407,947	2.3%	Home	8,071	-	-	48,754	\$ 452,119	1.7%	Home	5,353	-	-	47,508	\$ 291,089	1.4%								
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%								
43	<b>Lighting</b>																																				
44	Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
45	Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
46	Torchiere LED	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
47	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								
48	LED Night Lights	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%								

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

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

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

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

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

<sup>3</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

<sup>4</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

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

**Energy Savings Assistance Program Common Area Measures - Table 2B**  
**Southern California Gas Company**  
**July 2019**

ESA CAM Measures <sup>2,3</sup>	ESA Program - Multifamily Common Area <sup>1</sup>						
	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh <sup>4</sup> (Annual)	kW <sup>4</sup> (Annual)	Therms <sup>4</sup> (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
Large Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Enclosure</b>							
Air Sealing / Envelope <sup>6</sup>	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Maintenance</b>							
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Lighting</b>							
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>							
Smart Thermostat	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
<b>Ancillary Services</b>							
Commissioning <sup>7</sup>	Home	-	-	-	-	\$ -	0.0%
Audit <sup>8</sup>	Home	-	-	-	-	\$ -	0.0%
Administration <sup>9,10</sup>	Home	-	-	-	-	\$ 734	28.8%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment <sup>10</sup>	Home	-	-	-	-	\$ 1,813	71.2%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
<b>Total Savings/Expenditures</b>						\$ 2,548	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated <sup>12</sup>	-
Subtotal of Master-metered Multifamily Properties Treated	-
Total Number of Multifamily Tenant Units w/in Properties Treated <sup>13</sup>	-

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 734	\$ 734
Direct Implementation (Non-Incentive)	\$ -	\$ 1,813	\$ 1,813
Direct Implementation	\$ -	\$ 747,035	\$ 747,035
<b>TOTAL MF CAM COSTS</b>	\$ -	\$ 749,583	\$ 749,583

<<Includes measures costs

<sup>1</sup> 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.

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

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

<sup>4</sup> All savings are calculated based on the following sources:  
 Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

<sup>5</sup> Microwave savings are from ECONorthWest Studies received in December of 2011.

<sup>6</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

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

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

<sup>9</sup> 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.

<sup>10</sup> Includes a credit amount related to prior period corrections.

<sup>11</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

<sup>12</sup> Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

<sup>13</sup> Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

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

**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common  
Area Measures List  
Southern California Gas Company  
July 2019**

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

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

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

<sup>2</sup> Only complete if measure is canceled or discontinued

<sup>3</sup> Defined as CEC California Building Climate Zones

[https://www.energy.ca.gov/maps/renewable/building\\_climate\\_zones.html](https://www.energy.ca.gov/maps/renewable/building_climate_zones.html)

	A	B
1	<b>Energy Savings Assistance Program Tables 3A-B</b>	
2	<b>Energy Savings and Average Bill Savings per Treated Home/Common Area</b>	
3	<b>Southern California Gas Company</b>	
4	<b>July 2019</b>	
5	<b>Table 3A-1, ESA Program</b>	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	765,168
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	8,370,709
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 995.00
13	Average Lifecycle Bill Savings / Treated Households	\$ 91.80
14		
15		
16	<b>Table 3A-2, ESA Program - CSD Leveraging</b>	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26	<b>Table 3A-3, Summary - ESA Program/CSD Leveraging</b>	
27	Annual kWh Savings	N/A
28	Annual Therm Savings	765,168
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	8,370,709
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 995.00
34	Average Lifecycle Bill Savings / Treated Household	\$ 91.80
35		
36		
37	<b>Table 3B, ESA Program - Multifamily Common Area</b>	
38	Annual kWh Savings	N/A
39	Annual Therm Savings	-
40	Lifecycle kWh Savings	N/A
41	Lifecycle Therm Savings	-
42	Current kWh Rate	N/A
43	Current Therm Rate	\$ -
44	Average 1st Year Bill Savings / Treated Properties	\$ -
45	Average Lifecycle Bill Savings / Treated Properties	\$ -
46		
47	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4 - Homes / Buildings Treated</b>						
2	<b>Southern California Gas Company</b>						
3	<b>July 2019</b>						
4	<b>Table 4A-1, ESA Program</b>						
5	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
6	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	15	11,641	11,656	19	743	762
8	Imperial	17,084	0	17,084	183	0	183
9	Kern	29,886	15,030	44,916	1,475	163	1,638
10	Kings	13,725	11	13,736	624	0	624
11	Los Angeles	2,526	997,368	999,894	250	20,516	20,766
12	Orange	10	235,276	235,286	0	3,452	3,452
13	Riverside	131,956	107,940	239,896	1,505	6,983	8,488
14	San Bernardino	1,046	163,216	164,262	136	8,092	8,228
15	San Luis Obispo	14,372	8,245	22,617	238	0	238
16	Santa Barbara	1,188	37,199	38,387	372	260	632
17	Tulare	47,331	11,227	58,558	1,630	476	2,106
18	Ventura	2,420	59,163	61,583	35	682	717
19	<b>Total</b>	<b>261,559</b>	<b>1,646,316</b>	<b>1,907,875</b>	<b>6,467</b>	<b>41,367</b>	<b>47,834</b>
20							
21							
22	<b>Table 4B, ESA Program - CSD Leveraging</b>						
23				<b>Households Treated YTD</b>			
24	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
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	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
38							
39							
40	<b>Table 4C, ESA Program - Multi-Family Common Area</b>						
41				<b>Properties Treated YTD</b>			
42	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
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	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
56							
57	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
58	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4A-2 - Homes Unwilling / Unable to Participate  
Southern California Gas Company  
July 2019**

ESA Program							
County	Reason Provided						
	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	56	122	0	0	0	0	1
Imperial	20	28	0	0	4	0	10
Kern	38	116	0	0	20	2	2
Kings	148	87	0	0	9	1	1
Los Angeles	1,657	1,349	0	0	510	54	48
Orange	457	251	0	0	110	7	33
Riverside	1,446	677	0	0	182	21	17
San Bernardino	3,118	718	0	0	144	17	22
San Luis Obispo	0	5	0	0	11	0	1
Santa Barbara	6	15	0	0	13	0	0
Tulare	366	255	0	0	21	3	4
Ventura	117	88	0	0	40	1	3
<b>Total<sup>1</sup></b>	<b>7,429</b>	<b>3,711</b>	<b>0</b>	<b>0</b>	<b>1,064</b>	<b>106</b>	<b>142</b>

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

<sup>1</sup> Excludes 2,379 non-responsive customers.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																	
2	<b>Southern California Gas Company</b>																	
3	<b>July 2019</b>																	
4	<b>Table 5A, ESA Program</b>																	
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	-	-	-	-	4,646	73,560	-	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	-	8,224	171,078	-	-	-	-	-	-	-	8,224	171,078	-	-
11	April	-	-	-	-	11,123	168,417	-	-	-	-	-	-	-	11,123	168,417	-	-
12	May	-	-	-	-	6,835	119,981	-	-	-	-	-	-	-	6,835	119,981	-	-
13	June	-	-	-	-	6,907	103,439	-	-	-	-	-	-	-	6,907	103,439	-	-
14	July	-	-	-	-	10,099	128,692	-	-	-	-	-	-	-	10,099	128,692	-	-
15	August																	
16	September																	
17	October																	
18	November																	
19	December																	
20	<b>YTD Total</b>	-	-	-	-	<b>47,834</b>	<b>765,168</b>	-	-	-	-	-	-	-	<b>47,834</b>	<b>765,168</b>	-	-
21																		
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																	
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
24																		
25	<b>Table 5B, ESA Program - CSD Leveraging</b>																	
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	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
45																		
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																	
47	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
48																		
49	<b>Table 5C, ESA Program - Multi-Family Common Area</b>																	
50	Gas & Electric				Gas Only				Electric Only				Total					
51		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties 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	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
66																		
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																	
68	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 2019</b>												
4													
5		<b>Authorized 4-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2017</b>			<b>% of 4-Year Budget Expended</b>		
6		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	<b>Pilots</b>												
8	Smart Thermostat Pilot <sup>1</sup>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 3,570	\$ 3,570	N/A	\$ 79,602	\$ 79,602	N/A	7.96%	7.96%
9	<b>Total Pilots</b>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 3,570	\$ 3,570	N/A	\$ 79,602	\$ 79,602	N/A	7.96%	7.96%
10	<b>Studies</b>												
11	Low Income Impact Evaluation <sup>2,3</sup>	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment <sup>2</sup>	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 173,774	\$ 173,774	N/A	139.02%	139.02%
13	Cost-Effectiveness/NEBs <sup>2</sup>	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 31,887	\$ 31,887	N/A	85.03%	85.03%
14	Rapid Feedback Research / Analysis <sup>4</sup>	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	<b>Total Studies</b>	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ 345,208	\$ 345,208	N/A	69.04%	69.04%
16													
17	<sup>1</sup> Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	<sup>2</sup> Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	<sup>3</sup> Overspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	<sup>4</sup> These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)  
Southern California Gas Company  
July 2019**

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

<b>7B - Households Receiving In- Home Energy Education Only</b>		
<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>
In-Home Energy Education	Home	6,613

<b>7C - Households for My Energy/My Account Platform</b>		
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>
17,564	28,001	1,124

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 2019</b>												
4													
5		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
6	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 227,056	\$ 227,056	N/A	\$ 1,573,947	\$ 1,573,947	N/A	39.30%	39.30%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 111,616	\$ 111,616	N/A	\$ 831,758	\$ 831,758	N/A	28.04%	28.04%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 7,871	\$ 7,871	N/A	\$ 51,603	\$ 51,603	N/A	33.33%	33.33%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 18,183	\$ 18,183	N/A	\$ 413,768	\$ 413,768	N/A	39.87%	39.87%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ 90,699	\$ 90,699	N/A	\$ 290,261	\$ 290,261	N/A	66.35%	66.35%
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	\$ 29,424	\$ 29,424	N/A	\$ 198,876	\$ 198,876	N/A	41.79%	41.79%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 62,756	\$ 62,756	N/A	\$ 446,841	\$ 446,841	N/A	46.85%	46.85%
17	CPUC Energy Division <sup>2</sup>	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 40,587	\$ 40,587	N/A	67.65%	67.65%
18													
19	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>N/A</b>	<b>\$ 10,091,122</b>	<b>\$ 10,091,122</b>	<b>N/A</b>	<b>\$ 547,606</b>	<b>\$ 547,606</b>	<b>N/A</b>	<b>\$ 3,847,641</b>	<b>\$ 3,847,641</b>	<b>N/A</b>	<b>38.13%</b>	<b>38.13%</b>
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 6,732,032	\$ 6,732,032	N/A	\$ 86,250,591	\$ 86,250,591	N/A	65.17%	65.17%
22													
23	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>N/A</b>	<b>\$ 142,443,101</b>	<b>\$ 142,443,101</b>	<b>N/A</b>	<b>\$ 7,279,638</b>	<b>\$ 7,279,638</b>	<b>N/A</b>	<b>\$ 90,098,232</b>	<b>\$ 90,098,232</b>	<b>N/A</b>	<b>63.25%</b>	<b>63.25%</b>
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 694,062	\$ 694,062	N/A	\$ 9,163,138	\$ 9,163,138			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 694,062	\$ 694,062	N/A	\$ 9,163,138	\$ 9,163,138			
31													
32	Indirect Costs				N/A	\$ 123,418	\$ 123,418	N/A	\$ 927,041	\$ 927,041			
33													
34	<sup>1</sup> Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	<sup>2</sup> June correction reallocating correct amount of CPUC oversight cost to ESA.												
36	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																									
2	<b>Southern California Gas Company</b>																									
3	<b>July 2019</b>																									
4																										
5	2019	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
6		Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
7		Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%	
9	February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%	
10	March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	44,168	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%	
11	April	1,429	1,764	221	3,414	6,748	6,979	11,476	4	25,207	28,621	9,990	11,081	20,069	41,140	8,740	1,966	333	10,924	21,963	69,761	6,658	1,620,797	1,683,842	96.26%	
12	May	1,409	1,799	156	3,364	5,032	6,175	10,433	0	21,640	25,004	15,955	11,395	18,471	45,821	8,372	2,297	387	13,183	24,239	70,825	765	1,621,562	1,683,842	96.30%	
13	June	1,445	1,793	137	3,375	3,930	5,223	10,624	5	19,782	23,157	11,412	12,543	17,627	41,582	10,562	2,704	471	13,131	26,868	64,739	-3,711	1,617,851	1,683,842	96.08%	
14	July	2,085	1,803	134	4,022	4,414	4,050	11,085	0	19,549	23,571	13,488	11,305	15,807	40,600	12,168	2,674	370	15,968	31,180	64,171	-7,609	1,610,242	1,683,537	95.65%	
15	August																									
16	September																									
17	October																									
18	November																									
19	December																									
20	YTD Total	11,272	12,761	931	24,964	41,556	44,256	69,521	9	155,342	180,306	86,074	80,220	120,615	286,909	78,012	17,678	2,825	87,076	185,591	467,215	-5,285	1,610,242	1,683,537	95.65%	
21																										
22	<sup>1</sup> Enrollments via data sharing between the IOUs.																									
23	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																									
24	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
25	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																									

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>July 2019</b>								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification <sup>3</sup>	% of Total CARE Households De-enrolled
6	January	1,613,195	4,921	0.31%	2,659	279	2,938	59.70%	0.18%
7	February	1,613,054	4,718	0.29%	2,578	287	2,865	60.72%	0.18%
8	March	1,614,139	5,341	0.33%	2,856	296	3,152	59.02%	0.20%
9	April	1,620,797	5,166	0.32%	2,077	293	2,370	45.88%	0.15%
10	May	1,621,562	4,530	0.28%	5	222	227	5.01%	0.01%
11	June	1,617,851	4,425	0.27%	4	177	181	4.09%	0.01%
12	July	1,610,242	4,470	0.28%	1	66	67	1.50%	0.00%
13	August								
14	September								
15	October								
16	November								
17	December								
18	<b>YTD Total</b>	<b>1,610,242</b>	<b>33,571</b>	<b>2.08%</b>	<b>10,180</b>	<b>1,620</b>	<b>11,800</b>	<b>35.15%</b>	<b>0.73%</b>

19

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

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

22 <sup>3</sup> Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Results may be pending due to the time permitted for a participant to respond.

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

24

25	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
26	<b>Southern California Gas Company</b>								
27	<b>Not Applicable to SoCalGas</b>								

28	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled <sup>2</sup>	% De-enrolled through HUV Post Enrollment Verification <sup>3</sup>	% of Total CARE Households De-enrolled
29	January								
30	February								
31	March								
32	April								
33	May								
34	June								
35	July								
36	August								
37	September								
38	October								
39	November								
40	December								
41	<b>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>

42

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

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

45 <sup>3</sup> Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Results may be pending due to the time permitted for a participant to respond.

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

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>July 2019</b>						
4							
5		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
6	<b>Total (Y-T-D)</b>	877,426	325,712	258,394	43,984	12,865	10,469
7	<b>Percentage</b>		100.00%	79.33%	13.50%	3.95%	3.21%
8							
9	<sup>1</sup> Includes sub-metered customers.						
10	<sup>2</sup> An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
11	<sup>3</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	<sup>6</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>July 2019</b>									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,219	15	11,234	11,165	19	11,184	99.52%	127.68%	99.56%
8	Imperial	0	15,699	15,699	0	15,134	15,134	N/A	96.40%	96.40%
9	Kern	14,198	29,021	43,218	12,337	29,212	41,549	86.90%	100.66%	96.14%
10	Kings	9	13,563	13,572	11	14,763	14,774	119.20%	108.85%	108.85%
11	Los Angeles	852,010	2,517	854,527	831,952	1,167	833,119	97.65%	46.37%	97.49%
12	Orange	195,066	10	195,076	156,110	18	156,128	80.03%	178.25%	80.03%
13	Riverside	102,371	125,910	228,281	95,116	120,875	215,991	92.91%	96.00%	94.62%
14	San Bernardino	151,179	1,017	152,196	169,383	852	170,235	112.04%	83.74%	111.85%
15	San Luis Obispo	7,123	13,787	20,910	3,402	10,892	14,294	47.76%	79.00%	68.36%
16	Santa Barbara	33,025	1,137	34,163	27,631	560	28,191	83.67%	49.25%	82.52%
17	Tulare	11,078	46,391	57,469	11,986	48,731	60,717	108.20%	105.04%	105.65%
18	Ventura	55,053	2,139	57,193	47,386	1,540	48,926	86.07%	71.99%	85.55%
19	<b>Total</b>	<b>1,432,331</b>	<b>251,206</b>	<b>1,683,537</b>	<b>1,366,479</b>	<b>243,763</b>	<b>1,610,242</b>	<b>95.40%</b>	<b>97.04%</b>	<b>95.65%</b>
20										
21	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>July 2019</b>							
4								
5	Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,613,195	21,957	1.36%	12,529	9,690	57.06%	0.60%
7	February	1,613,054	23,815	1.48%	14,202	9,970	59.63%	0.62%
8	March	1,614,139	34,469	2.14%	20,616	14,388	59.81%	0.89%
9	April	1,620,797	31,160	1.92%	18,223	10,051	58.48%	0.62%
10	May	1,621,562	27,063	1.67%	14,606	706	53.97%	0.04%
11	June	1,617,851	28,579	1.77%	12,206	538	42.71%	0.03%
12	July	1,610,242	30,375	1.89%	5,127	189	16.88%	0.01%
13	August							
14	September							
15	October							
16	November							
17	December							
18	<b>YTD Total</b>	<b>1,610,242</b>	<b>197,418</b>	<b>12.26%</b>	<b>97,509</b>	<b>45,532</b>	<b>49.39%</b>	<b>2.83%</b>
19								
20	<sup>1</sup> Excludes count of customers recertified through the probability model.							
21	<sup>2</sup> Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
22	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
23	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7 - Capitation Contractors <sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>July 2019</b>						
4							
5	<b>Contractor</b>	<b>Contractor Type</b> (Check one or more if applicable)				<b>Total Enrollments</b>	
6		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Current Month</b>	<b>Year-to-Date</b>
7							
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	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	Hermandad 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	4
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	5
45	Visalia Emergency Aid Council		X			0	0
46	<b>Total Enrollments</b>					<b>0</b>	<b>9</b>
47							
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>July 2019</b>								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change <sup>1</sup>	Total Residential Accounts <sup>2</sup>
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
8	March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
9	April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
10	May	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.05%	5,617,442
11	June	N/A	1,617,851	N/A	1,617,851	1,683,842	96.08%	-0.23%	5,617,627
12	July	N/A	1,610,242	N/A	1,610,242	1,683,537	95.65%	-0.47%	5,615,699
13	August								
14	September								
15	October								
16	November								
17	December								
18	<b>YTD Total</b>	<b>N/A</b>	<b>1,610,242</b>	<b>N/A</b>	<b>1,610,242</b>	<b>1,683,537</b>	<b>95.65%</b>	<b>-0.33%</b>	<b>5,615,699</b>
19									
20	<sup>1</sup> The YTD amount represents a sum of all the total CARE participant changes each month.								
21	<sup>2</sup> Data represents total residential gas households. This includes submetered households.								
22	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	<b>CARE Program Table 9 - Expenditures for Pilots</b>				
2	<b>Southern California Gas Company</b>				
3	<b>July 2019</b>				
4					
5	<b>2019</b>	<b>Authorized Budget <sup>1</sup></b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2019</b>	<b>% of 2019 Budget Expended</b>
6		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
7	<b>Pilots</b>				
8	CHANGES	\$ 437,502	\$ 90,699	\$ 290,261	66.35%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	<b>Total Pilots</b>	<b>\$ 437,502</b>	<b>\$ 90,699</b>	<b>\$ 290,261</b>	<b>66.35%</b>
11					
12	<sup>1</sup> Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

**CARE Table 10**  
**CHANGES: Monthly summary of ratepayers provided education, needs assistance and**  
**Southern California Gas Company**  
**Reporting Period: June 17-30 2019<sup>1</sup>**  
**No. of attendees at Consumer Education sessions** **275**

<b>SCG -- Disputes Resolved</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3 <sup>rd</sup> party Company/Gas Aggregation	1
Changed 3 <sup>rd</sup> Party Electricity Aggregation	0
Assist High Energy User with Document Submission	0
Medical Baseline Application	0
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	0
Payment Plan	1
Solar	0
Stop Disconnection	0
Time of Use	0
Wildfire Related Issue	0
<b>TOTAL</b>	<b>2</b>

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

<b>SCG -- Disputes Resolved by Language</b>	
English	1
Spanish	1
<b>TOTAL</b>	<b>2</b>

<b>SCG - Needs Assistance</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	3
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	1
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)	2
HEAP	21
Medical Baseline	0
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 <sup>rd</sup> Party Notification	0
Set Up New Account	0
Payment Extension	1
Payment Plan	1
Wildfire Related Issue	0
<b>TOTAL</b>	<b>30</b>

<b>SCG - Needs Assistance by Language</b>	
Armenian	19
Korean	1
Spanish	8
Vietnamese	2
<b>TOTAL</b>	<b>30</b>

<sup>1</sup> Due to a delay in contracting procedures, there was no activity to report from May 1 - June 16, 2019. This table represents totals for June 17-30, 2019.

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

**CARE Table 11 - CHANGES Group Customer Assistance Sessions <sup>1</sup>**  
**Southern California Gas Company**

**February 1, 2019 through April 30, 2019**

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length <sup>2</sup> (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Arabic	Avoiding Disconnection	1	N/A	1	CHANGES Ed Handout
N/A	Armenian	Avoiding Disconnection	1	N/A	3	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	3	N/A	64	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	9	N/A	40	CHANGES Ed Handout
N/A	Farsi	Avoiding Disconnection	1	N/A	2	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	3	N/A	19	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	6	N/A	90	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	2	N/A	29	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	5	N/A	114	CHANGES Ed Handout
		<b>Total</b>	<b>31</b>		<b>362</b>	
N/A	Cantonese	CARE/FERA and Other Assistance Programs	2	N/A	45	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	33	N/A	173	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	2	N/A	66	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	6	N/A	20	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	33	N/A	539	CHANGES Ed Handout
N/A	Tagalog	CARE/FERA and Other Assistance Programs	1	N/A	30	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	5	N/A	76	CHANGES Ed Handout
		<b>Total</b>	<b>82</b>		<b>949</b>	
N/A	Armenian	Electric and Natural Gas Safety	1	N/A	2	CHANGES Ed Handout
N/A	Cantonese	Electric and Natural Gas Safety	4	N/A	73	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	8	N/A	34	CHANGES Ed Handout
N/A	Farsi	Electric and Natural Gas Safety	1	N/A	5	CHANGES Ed Handout
N/A	Japenese	Electric and Natural Gas Safety	1	N/A	36	CHANGES Ed Handout
N/A	Korean	Electric and Natural Gas Safety	1	N/A	20	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	5	N/A	26	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	5	N/A	24	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	5	N/A	90	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	3	N/A	54	CHANGES Ed Handout
		<b>Total</b>	<b>34</b>		<b>364</b>	
N/A	Armenian	Energy Conservation	14	N/A	131	CHANGES Ed Handout
N/A	Arabic	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	4	N/A	72	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	Farsi	Energy Conservation	2	N/A	7	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	4	N/A	18	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	4	N/A	74	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	5	N/A	96	CHANGES Ed Handout
		<b>Total</b>	<b>35</b>		<b>402</b>	
N/A	English	Gas Aggregation	6	N/A	25	CHANGES Ed Handout
N/A	Japenese	Gas Aggregation	1	N/A	29	CHANGES Ed Handout
N/A	Korean	Gas Aggregation	1	N/A	11	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	12	N/A	125	CHANGES Ed Handout
N/A	Tagalog	Gas Aggregation	1	N/A	20	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	23	CHANGES Ed Handout
		<b>Total</b>	<b>22</b>		<b>233</b>	
N/A	Armenian	High Energy Use	17	N/A	172	CHANGES Ed Handout
N/A	English	High Energy Use	2	N/A	2	CHANGES Ed Handout
N/A	Farsi	High Energy Use	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	High Energy Use	3	N/A	52	CHANGES Ed Handout
		<b>Total</b>	<b>23</b>		<b>228</b>	
N/A	Cantonese	Level Pay Plan	1	N/A	22	CHANGES Ed Handout
N/A	English	Level Pay Plan	5	N/A	14	CHANGES Ed Handout
N/A	Mandarin	Level Pay Plan	1	N/A	3	CHANGES Ed Handout
N/A	Spanish	Level Pay Plan	10	N/A	148	CHANGES Ed Handout
N/A	Tagalog	Level Pay Plan	6	N/A	103	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	3	N/A	58	CHANGES Ed Handout
		<b>Total</b>	<b>26</b>		<b>348</b>	
N/A	Armenian	Understanding Your Bill	13	N/A	137	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	4	N/A	71	CHANGES Ed Handout
N/A	English	Understanding Your Bill	37	N/A	387	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	25	N/A	405	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	4	N/A	12	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	40	N/A	250	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	6	N/A	120	CHANGES Ed Handout
		<b>Total</b>	<b>129</b>		<b>1,382</b>	
		<b>First Quarter Total</b>	<b>382</b>		<b>4,268</b>	
		<b>Year-to-Date Total <sup>3</sup></b>	<b>382</b>		<b>4,268</b>	

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

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

<sup>3</sup> Year-to-date total is the First Quarter total reported from February 1, 2019 through April 30, 2019.

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