

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

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR JUNE 2013**

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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 Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary through June 2013			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$117,559,855	\$45,980,966	39%
Homes Treated	136,836	44,171	32%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	4,552,434	1,180,622	26%

\* Program decision D.12-08-044 was issued August 30, 2012; table reflects updated budgets and goals.

In June, SoCalGas processed and paid contractor invoices for 10,312 treated homes. In addition, SoCalGas paid for the installation of 1,717 appliances, 1,143 furnace repairs/replacements, 87 water heater replacements, and 1,088 high efficiency 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 continued the mobile campaign that began in May to support the ESA Program and enroll customers. According to Pew Research Center, Hispanics had the highest percentage that accessed the internet from their mobile devices. In 2012, Pike Research conducted a study of low-income ethnic groups and the Hispanic group had the highest access rate of the

internet via a mobile device. Research has shown mobile device usage and the consumption of information via mobile devices has increased dramatically, especially among underserved customers who are more likely eligible for assistance programs. Since the launch of the campaign, results show that an additional 35 customers have opted to receive follow up on enrolling for the ESA Program. There are a total of 58 customer leads generated from this campaign.

### **E- Newsletter**

An E-Newsletter was deployed in the month of June to over 2.3 million residential customers who have opted to receive information about saving energy. The ESA Program was featured as the main story and directed interested customers to the online ESA Program form to enroll. The campaign had an open email rate of 27% from the total residential customers and 4% of these customers visited the ESA Program webpage. The article was featured in the following link:

<http://links.mkt2172.com/servlet/MailView?ms=NTUwODQ2NgS2&r=MTY0OTM4MTgxODcS1&j=MzlxNjk1NjkyS0&mt=1&rt=3>

### **Energy Savings Assistance Program - Bill inserts/onserts**

A bill insert was deployed in the month of June to over 4 million residential customers. The bill insert focused on how eligible customers can receive no-cost home improvements to help reduce energy and save money on monthly gas bills. Customers were directed to apply or to learn more about the ESA Program at the SoCalGas.com website (with keyword search "*Energy Savings Assistance Program*").

### **Energy Savings Assistance Program - Direct Mailings**

During the month of June there was one direct mail campaign deployed to 91,240 CARE enrolled and eligible ESA Program customers. The personalized letter was available in English, with the flip side of the letter

presented in Spanish. The ESA Program direct mail campaign letter included the customer's account number and ESA Program contractor telephone number to facilitate enrollment. All ESA Program contractors were informed of the targeted zip codes in their respective areas.

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

Throughout the month of June, there were five automated voice messaging (AVM) campaigns deployed to approximately 50,000 CARE enrolled English and Spanish speaking ESA Program eligible customers. Two of the five campaigns deployed had the option to put customers in direct contact with an ESA Program contractor to make an appointment. The other three campaigns arranged for an ESA Program contractor to contact interested customers. As a result of these campaigns, 3,351 customer leads were generated.

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

SoCalGas includes website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. For the month of June, 776 customers completed the on-line English language ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through SoCalGas' ESA Program.

#### **1.2.2. Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program**

### **June 7 – Low Income Programs Post-Annual Report Public Meeting, San Diego**

SoCalGas, along with San Diego Gas & Electric, Southern California Edison, and Pacific Gas & Electric Companies jointly held a public meeting to review results from their 2012 CARE and ESA Programs. This meeting

was prescribed pursuant to D.12-08-044, to be held within 60 days of filing the May 1 low-income program annual report. The meeting also shared information regarding the implementation of various directives as ordered by the CPUC, including leveraging activities and studies being conducted for program enhancements, among others.

**June 8 – University of Southern California (USC) Kid Watch Safety and Health Fair**

SoCalGas participated in the USC Family of Schools event, attended by approximately 300 people. The majority of attendees were Spanish speaking. Information about the ESA Program, CARE , and the Advanced Meter Initiative and Safety Program were presented in English and Spanish. SoCalGas plans to continue this partnership with the USC Family of Schools as the organization helps to bring valuable resources to the community. Additionally, most of the community members are involved in the National School Lunch Program, which is one of the programs with categorical eligibility for the CARE and ESA Programs.

**June 15 – Boyle Heights Primavera Festival, Boyle Heights**

This SoCalGas sponsored event was attended by several hundred local residents of Boyle Heights, and emphasized health and local services for residents of this community. The SoCalGas's booth was staffed with a representative who provided bilingual information regarding low income programs to all attendees.

**June 20 – Cuadrilla de Semana, Bakersfield**

To reinforce SoCalGas' outreach to migrant farmworkers, the CARE program continues to sponsor "weekly lunches." Radio Campesina and local sponsors, including SoCalGas, travel to a different work site each week. An informational session takes place during the farmworkers lunch break, where a bilingual SoCalGas representative provides low-income



program information to the farmworkers. In addition, a radio advertisement aired information about the SoCalGas low-income programs to its listeners. These lunches will continue throughout the summer.

**June 20 – CalFresh Workshops, Catholic Charities, Orange County**

CalFresh workshops, sponsored by the Catholic Charities of Orange County and SoCalGas, inform local residents about CARE and CalFresh program requirements. Imprenta Communications provides SoCalGas with guidance on performing Orange County outreach activities and ensures that customers who attend the workshop receive multilingual information regarding low income programs. The CalFresh workshops remain the foundation of SoCalGas’s work with Catholic Charities.

**June 21 – Congresswoman Janice Hahn Senior Event, Wilmington**

SoCalGas attended Congresswoman Janice Hahn’s event that focused on senior issues. Approximately 900 persons attended the event; 500 persons visited the SoCalGas table where they received information on low-income programs.

**June 27 – Senior Resource Fair, Los Angeles**

SoCalGas participated in the annual Senior Resource Fair at the White Memorial Medical Center. The fair was held in a geographic area that is deemed low-income. SoCalGas was invited to inform customers about its Customer Assistance Programs and to educate customers about the Advanced Meter Initiative. Both healthcare providers and caregivers were exhibitors at the fair. Free services to low-income seniors such as health screenings, information about Medical/Medicare, Fall Prevention and Safety, and the Affordable Care Act were offered during the fair. Approximately 300 seniors were in attendance.

**June 29 – Understanding Your Utility Bills Town Hall and Resource Fair, Santa Ana**

California State Assembly member Tom Daly, in partnership with the Delhi Center in Santa Ana invited the public to attend a Understanding Your Utility Bills Town Hall and Resource fair event. SoCalGas participated and educated approximately 15 people about its Energy Efficiency and ESA Programs. A flyer in English and Spanish was distributed before the event, which can be accessed at the following link:

<http://asmdc.org/members/a69/district/upcoming-events/understanding-your-utility-bills-town-hall-resource-fair>.

**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?

In 2010, SoCalGas and Eastern Municipal Water District (EMWD) signed a leveraging agreement where EMWD would provide a rebate to SoCalGas for High Efficiency Clothes Washers installed within the two utilities' joint service territory. To date, the leveraging funds designated in the agreement have been fully utilized. As a result of this agreement, SoCalGas' ESA Program will collect rebates totaling over \$220,000 for High Efficiency Clothes Washers installed in SoCalGas and EMWD joint service territory in 2013.

Meetings to review leveraging activities with CSD continued in June, 2013. These meetings are in compliance with CPUC decision (D.) 12-08-044, and involve coordination among the Commission's Energy Division, CSD, and the four large California energy IOUs concerning pilot programs. The continued focus of the joint meetings in June was to engage in partnership efforts to combine the resources of the Low Income Home Energy Assistance Program (LIHEAP) / Weather Assistance Program and ESA

Programs, and to exchange information on progress towards the implementation of the pilot programs.

**1.4. Workforce Education & Training**

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

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

SoCalGas Skill-Level Test Results			
	First Quarter	Second Quarter	YTD Total
Attended Testing	65	55	120
Passed Test	62	44	106
Pass Rate	95%	80%	88%

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

SoCalGas 5- Day Enrollment and Assessment Training			
	First Quarter	Second Quarter	YTD Total
Attended Class	75	74	149
Tested	72	72	144
Passed Class	68	71	139
Badged	34	13	47
Census Attendees	0	0	0
Retention Rate*	94%	99%	97%
*Retention Rate is Passed/Tested			

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 47. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2013.

<b>Class Type</b>	<b>First Quarter</b>		<b>Second Quarter</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>Initial</b>	3	22	4	10	7	32
<b>Refreshers</b>	2	9	4	9	6	18
<b>NGAT 5-Day</b>	2	21	2	13	4	34
<b>Grand Total</b>	7	52	10	32	17	84

## 2. CARE Executive Summary

### 2.1. CARE Program Summary - June

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach <sup>(1)</sup>	\$3,845,745	\$1,504,564	39%
Proc., Certification and Verification	\$8,200,213	\$662,511	8%
Information Tech./Programming	\$2,669,534	\$210,554	8%
Pilots <sup>(1)</sup>	\$180,000	\$75,000	42%
Measurement and Evaluation	\$51,484	\$0	0%
Regulatory Compliance	\$234,962	\$129,659	55%
General Administration	\$915,488	\$449,205	49%
CPUC Energy Division Staff	\$60,000	\$7,026	12%
Cooling Centers	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$16,157,426</b>	<b>\$3,038,519</b>	<b>19%</b>
<b>Subsidies and Benefits</b>	<b>\$129,892,840</b>	<b>\$67,085,935</b>	<b>52%</b>
<b>Total Program Costs and Discounts</b>	<b>\$146,050,266</b>	<b>\$70,124,454</b>	<b>48%</b>

\* D. 12-08-044 was issued on Aug. 30, 2012 and is reflected in this table. Values may not sum to totals due to rounding.

(1) Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is a "not to exceed" 2013 allocation (SoCalGas 25% share of up to \$60,000/month).

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,643,311	1,797,772	91.4%

## **2.2 Outreach**

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

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

During June, SoCalGas deployed an AVM campaign to approximately 34,000 customers whose eligibility in the CARE program was about to expire. Approximately 7,500 customers recertified their eligibility via the interactive phone channel.

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

SoCalGas references its website in virtually all communications. CARE was featured in the Gas Company E-News, which is an email sent to over 2 million SoCalGas customers who have subscribed to the newsletter. Moreover, SoCalGas sent an email reminder to 11,000 customers whose CARE eligibility was close to expiring. In summary, 5,000 customers used the online form during June, which resulted in 2,005 new enrollments and 1,409 recertifications.

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

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods and facilitate the enrollment customers in CARE. The canvassers are bilingual (English and Spanish), and generated 4,109 applications in June; 3,303 customers were subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and

through inbound calls, 211 LA County directs needy customers to the CARE Program.

In addition, SoCalGas contracts Imprenta Communications to assist with grassroots communications within Orange County. These activities involved three events with the Catholic Charities of Orange County; details of these specific events are reported in Section 1.2.2.

SoCalGas began a pilot campaign with FOOD Share, a food bank in Oxnard, in Ventura County. FOOD Share has begun to distribute CARE applications as part of its CalFresh outreach.

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

The first wave of direct mail campaigns for 2013 has concluded. SoCalGas began the direct mail campaigns in late February. The first campaign targeted 600,000 customers who reside in the overlapping service territories of SoCalGas and Southern California Edison. As part of a follow-up, SoCalGas added an additional 100,000 customers who reside in Los Angeles (overlapping service territory with Los Angeles Department of Water & Power) to the spring campaign.

Thus far, SoCalGas has mailed out approximately 700,000 bilingual (English/Spanish) letters with CARE applications. During June there were 12,161 English applications returned and 6,896 were approved; there were 3,149 Spanish applications returned and 1,544 were approved. Thus far in 2013, 33,858 customers have returned applications; 17,941 applications have been approved (15,018, English; 2,923 Spanish). History has shown that customers will continue to mail in applications from these campaigns – although in decreasing numbers – over the next

couple of months. A new wave of direct mail campaigns will commence in July.

### **CARE Bill Inserts**

The next planned bill insert is in July, which will describe the updated program eligibility guidelines.

### **CARE Mass Media Campaign**

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of customer assistance programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. During the summer months these radio spots complement weekly lunches that SoCalGas sponsors for farmworkers in the fields. SoCalGas representatives meet farmworkers during their lunch break, and Radio Campesina broadcasts spots from the field.

During June, SoCalGas began a summer mass media campaign to highlight the new program eligibility guidelines. The campaign deploys three complementary tactics: ethnic newspapers throughout southern California (primarily newspapers that are also ethnic-owned); online advertising, especially Spanish-language online advertising; and “out-of-home” advertising, which represents posters on public transportation.

### **Disability Outreach**

SoCalGas has begun to work with the Westside Center for Independent Living, which helps persons with disabilities living in their homes. The next planned event with this organization is in July.



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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as the Los Angeles Department of Water and Power (LADWP), SCE, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of June, 5,115 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. Intra-utility efforts in June generated 2,421 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as LIHEAP. Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during June, 364 LIHEAP customers were enrolled in SoCalGas' CARE program.

**2.3 CARE Recertification Complaints**

There were no recertification complaints in the month of June.

**3. Appendix: Energy Savings Assistance Program Tables and CARE Tables**

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

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

**ESA Program** - Table 3- Average Bill Savings per Treated Home

**ESA Program** - Table 4a- Homes Treated

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

**ESA Program** - Table 5- Program Customer Summary

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

**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 Useage)

**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 the CHANGES Pilot

	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>June 2013</b>												
4		<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>		
5	<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>
6	<b>Energy Efficiency</b>												
7	Appliances	N/A	\$ 6,449,788	\$ 6,449,788	N/A	\$ 1,290,687	\$ 1,290,687	N/A	\$ 5,312,275	\$ 5,312,275	N/A	82%	82%
8	Domestic Hot Water	N/A	\$ 15,460,812	\$ 15,460,812	N/A	\$ 2,287,732	\$ 2,287,732	N/A	\$ 5,710,184	\$ 5,710,184	N/A	37%	37%
9	Enclosure	N/A	\$ 40,418,299	\$ 40,418,299	N/A	\$ 5,272,488	\$ 5,272,488	N/A	\$ 14,287,952	\$ 14,287,952	N/A	35%	35%
10	HVAC	N/A	\$ 18,006,083	\$ 18,006,083	N/A	\$ 2,502,318	\$ 2,502,318	N/A	\$ 7,126,955	\$ 7,126,955	N/A	40%	40%
11	Maintenance	N/A	\$ 2,496,293	\$ 2,496,293	N/A	\$ 441,066	\$ 441,066	N/A	\$ 938,487	\$ 938,487	N/A	38%	38%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
14	Customer Enrollment	N/A	\$ 20,746,914	\$ 20,746,914	N/A	\$ 2,514,371	\$ 2,514,371	N/A	\$ 7,599,269	\$ 7,599,269	N/A	37%	37%
15	In Home Education	N/A	\$ 2,517,638	\$ 2,517,638	N/A	\$ 377,179	\$ 377,179	N/A	\$ 914,091	\$ 914,091	N/A	36%	36%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
17	<b>Energy Efficiency TOTAL</b>	N/A	\$ 106,095,827	\$ 106,095,827	N/A	\$ 14,685,840	\$ 14,685,840	N/A	\$ 41,889,214	\$ 41,889,214	N/A	39%	39%
18													
19	Training Center	N/A	\$ 663,921	\$ 663,921	N/A	\$ 22,167	\$ 22,167	N/A	\$ 136,105	\$ 136,105	N/A	21%	21%
20	Inspections	N/A	\$ 3,063,896	\$ 3,063,896	N/A	\$ 333,563	\$ 333,563	N/A	\$ 964,353	\$ 964,353	N/A	31%	31%
21	Marketing and Outreach	N/A	\$ 1,272,007	\$ 1,272,007	N/A	\$ 159,770	\$ 159,770	N/A	\$ 420,089	\$ 420,089	N/A	33%	33%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 16,121	\$ 16,121	N/A	\$ 155,031	\$ 155,031	N/A	52%	52%
25	General Administration	N/A	\$ 5,891,204	\$ 5,891,204	N/A	\$ 349,217	\$ 349,217	N/A	\$ 2,413,161	\$ 2,413,161	N/A	41%	41%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 653	\$ 653	N/A	\$ 3,011	\$ 3,011	N/A	4%	4%
27													
28	<b>TOTAL PROGRAM COSTS</b>	N/A	\$ 117,559,855	\$ 117,559,855	N/A	\$ 15,567,332	\$ 15,567,332	N/A	\$ 45,980,966	\$ 45,980,966	N/A	39%	39%
29													
30	<b>Funded Outside of ESA Program Budget</b>												
30	Indirect Costs				N/A	\$ 362,751	\$ 362,751	N/A	\$ 1,485,875	\$ 1,485,875			
31	NGAT Costs					\$ 443,619	\$ 443,619		\$ 1,134,693	\$ 1,134,693			
32													
33	<sup>1</sup> The authorized budget does not include funds shifted from previous years and/or prior program cycles.												
34	<sup>2</sup> Current month and YTD expenditures include a quarterly accrual of \$6,799,165.33 in the following reporting categories: Appliances \$490,306, Domestic Hot Water \$1,170,925.46, Enclosure \$2,499,320.28, HVAC \$1,065,058.00, Maintenance \$267,392.39, Customer Enrollment \$1,021,265.36, In Home Energy Education \$112,078.00, and Inspections \$172,819.84.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2</b>							
2	<b>Program Expenses &amp; Energy Savings by Measures Installed</b>							
3	<b>Southern California Gas Company</b>							
4	<b>June 2013</b>							
5			<b>Year-To-Date Completed &amp; Expensed Installation</b>					
6	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>4</sup> (Annual)</b>	<b>kW<sup>5</sup> (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses<sup>7</sup> (\$)</b>	<b>% of Expenditure</b>
7	<b>Appliances</b>							
8	High Efficiency Clothes Washer	Each	6,675			182,228	\$5,044,205	14%
9	Refrigerators	Each						
10	Microwaves <sup>6</sup>	Each						
11	<b>Domestic Hot Water</b>							
12	Water Heater Blanket	Home	2,051			9,631	\$105,320	0%
13	Low Flow Shower Head	Home	39,845			170,646	\$1,565,818	4%
14	Water Heater Pipe Insulation	Home	1,765			5,028	\$33,671	0%
15	Faucet Aerator	Home	39,217			54,848	\$541,922	2%
16	Water Heater Repair/Replacement	Each	892			-	\$562,106	2%
17	Thermostatic Shower Valve	Each	43,179			587,234	\$1,730,423	5%
18	<b>Enclosure</b>							
19	Air Sealing / Envelope <sup>1</sup>	Home	35,241			125,294	\$9,146,634	26%
20	Attic Insulation	Home	2,593			19,226	\$2,641,999	8%
21	<b>HVAC</b>							
22	FAU Standing Pilot Conversion	Each	20			840	\$6,142	0%
23	Furnace Repair/Replacement	Each	4,904			-	\$5,036,687	14%
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each						
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each						
29	Duct Testing and Sealing	Home	1,034			-	\$1,019,068	3%
30	<b>Maintenance</b>							
31	Furnace Clean and Tune	Home	10,680			25,648	\$671,095	2%
32	Central A/C Tune up	Home						
33	<b>Lighting</b>							
34	Compact Fluorescent Lights (CFL)	Each						
35	Interior Hard wired CFL fixtures	Each						
36	Exterior Hard wired CFL fixtures	Each						
37	Torchiere	Each						
38	Occupancy Sensor	Each						
39	LED Night Lights	Each						
40	<b>Miscellaneous</b>							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	<b>New Measures</b>							
44								
45	<b>Pilots</b>							
46								
47	<b>Customer Enrollment</b>							
48	Outreach & Assessment	Home	44,171				\$6,536,891	19%
49	In-Home Education	Home	44,450				\$547,778	2%
50								
51	<b>Total Savings/Expenditures</b>					1,180,622	\$35,189,757	
52								
53	Households Weatherized <sup>2</sup>		42,979					
54								
55	<b>Households Treated</b>							
56	- Single Family Households Treated	Home	32,039					
57	- Multi-family Households Treated	Home	9,951					
58	- Mobile Homes Treated	Home	2,181					
59	<b>Total Number of Households Treated</b>	Home	<b>44,171</b>					
60	<b># Eligible Households to be Treated for PY<sup>3</sup></b>	Home	<b>136,836</b>					
61	<b>% of Households Treated</b>	%	<b>32%</b>					
62	- Master-Meter Households Treated	Home	3,992					
63								
64	<sup>1</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking							
65	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
66	<sup>2</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
67	<sup>3</sup> Based on Attachment H of D.12-08-044							
68	<sup>4</sup> All savings are calculated based on the following sources:							
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
70	<sup>5</sup> Costs exclude support costs that are included in Table 1.							
71	<sup>6</sup> Microwave savings are from ECONorthWest Studies received in December of 2011							
72	<sup>7</sup> The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's							
73	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill</b>	
2	<b>Savings per Treated Home</b>	
3	<b>Southern California Gas Company</b>	
4	<b>June 2013</b>	
5	<b>Year-to-Date Installations - Expensed</b>	
6	Annual kWh Savings	n/a
7	Annual Therm Savings	1,180,622
8	Lifecycle kWh Savings	n/a
9	Lifecycle Therm Savings	11,983,462
10	Current kWh Rate	n/a
11	Current Therm Rate	0.55
12	Number of Treated Households	44,171
13	Average 1st Year Bill Savings / Treated households	\$ 14.76
14	Average Lifecycle Bill Savings / Treated Household	\$125.94
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program</b>						
2	<b>Homes Treated</b>						
3	<b>Southern California Gas Company</b>						
4	<b>June 2013</b>						
5	<b>County</b>	<b>Eligible Households</b>			<b>Households Treated YTD</b>		
6		<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	12	10,967	<b>10,979</b>	15	503	<b>518</b>
8	Imperial	18,445	10	<b>18,455</b>	253	3	<b>256</b>
9	Kern	28,576	13,930	<b>42,507</b>	1,404	376	<b>1,780</b>
10	Kings	13,263	16	<b>13,278</b>	914	1	<b>915</b>
11	Los Angeles	2,435	1,105,335	<b>1,107,770</b>	246	21,668	<b>21,914</b>
12	Orange	4	240,830	<b>240,834</b>	0	3,252	<b>3,252</b>
13	Riverside	131,941	107,027	<b>238,968</b>	701	5,996	<b>6,697</b>
14	San Bernardino	1,009	174,362	<b>175,371</b>	114	4,395	<b>4,509</b>
15	San Luis Obispo	18,517	12,083	<b>30,600</b>	481	0	<b>481</b>
16	Santa Barbara	1,116	38,447	<b>39,564</b>	277	241	<b>518</b>
17	Tulare	46,685	10,914	<b>57,600</b>	2,406	562	<b>2,968</b>
18	Ventura	2,270	57,561	<b>59,831</b>	57	306	<b>363</b>
19	<b>Total</b>	<b>264,273</b>	<b>1,771,483</b>	<b>2,035,756</b>	<b>6,868</b>	<b>37,303</b>	<b>44,171</b>
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate</b>								
2	<b>Southern California Gas Company</b>								
3	<b>June 2013</b>								
4		<b>Reason Provided</b>							
5	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
6	Fresno	12	2	0	0	0	0	0	2
7	Imperial	1	0	0	30	0	3	10	1
8	Kern	98	3	0	2	0	42	1	2
9	Kings	6	2	0	0	2	4	1	0
10	Los Angeles	975	52	0	415	12	545	290	90
11	Orange	177	1	0	21	10	84	27	22
12	Riverside	244	14	0	35	2	205	106	25
13	San Bernardino	617	31	0	37	1	182	122	43
14	San Luis Obispo	4	2	0	0	0	5	0	2
15	Santa Barbara	2	1	0	3	1	1	0	1
16	Tulare	63	4	0	28	29	243	1	17
17	Ventura	17	1	0	5	1	15	3	1
18									
19	<b>Total</b>	<b>2,216</b>	<b>113</b>	<b>0</b>	<b>576</b>	<b>58</b>	<b>1,329</b>	<b>561</b>	<b>206</b>
20									
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	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>June 2013</b>																
4		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
5		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>		
6	<b>2013</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
7	January	0	N/A	N/A	N/A	0	146,991	N/A	N/A	N/A	N/A	N/A	N/A	0	0	N/A	N/A
8	February	0	N/A	N/A	N/A	6,512	224,106	N/A	N/A	N/A	N/A	N/A	N/A	6,512	224,106	N/A	N/A
9	March	0	N/A	N/A	N/A	8,441	269,981	N/A	N/A	N/A	N/A	N/A	N/A	8,441	269,981	N/A	N/A
10	April	0	N/A	N/A	N/A	9,767	278,286	N/A	N/A	N/A	N/A	N/A	N/A	9,767	278,286	N/A	N/A
11	May	0	N/A	N/A	N/A	10,312	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10,312	N/A	N/A	N/A
12	June	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
13	July																
14	August																
15	September																
16	October																
17	November																
18	December																
19	<b>YTD</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>44,171</b>	<b>1,180,622</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>44,171</b>	<b>1,180,622</b>	<b>N/A</b>	<b>N/A</b>
20																	
21	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																



	A	B	C	D	E	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>June 2013</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2013</b>			<b>% of 3-Year Budget Expended</b>		
5		<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>
6	<b>Pilots</b>												
7	none												
8	<b>Studies</b>												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	0	0	N/A	0	0	N/A	0	0
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	0	0	N/A	0	0	N/A	0	0
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	0	0	N/A	0	0	N/A	0	0
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	0	0	N/A	0	0	N/A	0	0
13	<b>Total Studies</b>	N/A	<b>\$ 500,000</b>	<b>\$ 500,000</b>	N/A	0	0	N/A	0	0	N/A	0	0
14													
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>June 2013</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<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>
6	Outreach	\$ -	\$ 3,845,745	\$ 3,845,745	\$ -	\$ 357,283	\$ 357,283	\$ -	\$ 1,504,564	\$ 1,504,564	NA	39%	39%
7	Processing / Certification Re-certification	\$ -	\$ 4,456,213	\$ 4,456,213	\$ -	\$ 68,433	\$ 68,433	\$ -	\$ 482,754	\$ 482,754	NA	11%	11%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 29,690	\$ 29,690	\$ -	\$ 179,757	\$ 179,757	NA	5%	5%
9	IT Programming	\$ -	\$ 2,669,534	\$ 2,669,534	\$ -	\$ 20,917	\$ 20,917	\$ -	\$ 210,554	\$ 210,554	NA	8%	8%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0	NA	NA	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 30,000	\$ 30,000	\$ -	\$ 75,000	\$ 75,000	NA	42%	42%
13													
14	Measurement and Evaluation	\$ -	\$ 51,484	\$ 51,484	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0%	0%
15	Regulatory Compliance	\$ -	\$ 234,962	\$ 234,962	\$ -	\$ 25,922	\$ 25,922	\$ -	\$ 129,659	\$ 129,659	NA	55%	55%
16	General Administration	\$ -	\$ 915,488	\$ 915,488	\$ -	\$ 74,638	\$ 74,638	\$ -	\$ 449,205	\$ 449,205	NA	49%	49%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,523	\$ 1,523	\$ -	\$ 7,026	\$ 7,026	NA	12%	12%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,157,426	\$ 16,157,426	\$ -	\$ 608,407	\$ 608,407	\$ -	\$ 3,038,519	\$ 3,038,519	NA	19%	19%
20													
21	CARE Rate Discount	\$ -	\$ 129,892,840	\$ 129,892,840	\$ -	\$ 7,854,340	\$ 7,854,340	\$ -	\$ 67,085,935	\$ 67,085,935	NA	52%	52%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 146,050,266	\$ 146,050,266	\$ -	\$ 8,462,747	\$ 8,462,747	\$ -	\$ 70,124,454	\$ 70,124,454	NA	48%	48%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 932,131	\$ 932,131	\$ -	\$ 10,406,216	\$ 10,406,216			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 932,131	\$ 932,131	\$ -	\$ 10,406,216	\$ 10,406,216			
31													
32	Indirect Costs				\$ -	\$ 97,044	\$ 97,044	\$ -	\$ 628,447	\$ 628,447			
33													
34	<sup>1</sup> Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																									
2	<b>Southern California Gas Company</b>																									
3	<b>June 2013</b>																									
4		New Enrollment								Recertification					Attrition (Drop Offs)					Enrollment						
5		Automatic Enrollment			Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
6	2013	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone																	Combined (F+G+H)	
7	January	5,843	2,411	332	8,586	2,574	17,081	118	19,773	1	28,360	27,764	21,066	11,330	60,160	17,137	3,030	1,070	2,877	24,114	88,520	4,246	1,653,606	1,794,060	92.2%	
8	February	5,876	2,541	310	8,727	4,344	25,750	13	30,107	15	38,849	9,085	12,913	9,979	31,977	13,900	4,053	1,047	23,785	42,785	70,826	-3,936	1,649,670	1,794,060	92.0%	
9	March	5,445	3,600	388	9,433	3,532	12,144	18	15,694	15	25,142	16,061	18,047	12,869	46,977	10,876	2,961	527	11,144	25,508	72,119	-366	1,649,304	1,794,060	91.9%	
10	April	4,969	3,196	402	8,567	2,404	12,333	7	14,744	14	23,325	8,509	15,933	10,764	35,206	8,192	2,386	481	9,988	21,047	58,531	2,278	1,651,582	1,797,772	91.9%	
11	May	4,948	3,164	396	8,508	2,363	12,304	6	14,673	10	23,191	12,112	13,388	9,666	35,166	8,587	2,972	453	11,642	23,654	58,357	-463	1,651,119	1,797,772	91.8%	
12	June	5,115	2,421	362	7,898	2,420	13,885	2	16,307	22	24,227	23,555	21,985	7,600	53,140	410	96	122	31,407	32,035	77,367	-7,808	1,643,311	1,797,772	91.4%	
13	July																									
14	August																									
15	September																									
16	October																									
17	November																									
18	December																									
19	<b>YTD Total</b>	<b>32,196</b>	<b>17,333</b>	<b>2,190</b>	<b>51,719</b>	<b>17,637</b>	<b>93,497</b>	<b>164</b>	<b>111,298</b>	<b>77</b>	<b>163,094</b>	<b>97,086</b>	<b>103,332</b>	<b>62,208</b>	<b>262,626</b>	<b>59,102</b>	<b>15,498</b>	<b>3,700</b>	<b>90,843</b>	<b>169,143</b>	<b>425,720</b>	<b>-6,049</b>	<b>1,643,311</b>	<b>1,797,772</b>	<b>91.4%</b>	
20																										
21	<sup>1</sup> Enrollments via data sharing between the IOUs.																									
22	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																									
23	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																									

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>June 2013</b>								
4	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
5	January	1,653,606	5,282	0.32%	3,101	222	3,323	62.91%	0.201%
6	February	1,649,670	5,359	0.32%	2,794	235	3,029	56.52%	0.184%
7	March	1,649,304	6,207	0.38%	2,128	226	2,354	37.92%	0.143%
8	April	1,651,582	6,973	0.42%	14	195	209	3.00%	0.013%
9	May	1,651,119	8,847	0.54%	11	101	112	1.27%	0.007%
10	June	1,643,311	885	0.05%	2	6	8	0.90%	0.00%
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD Total</b>	<b>1,643,311</b>	<b>33,553</b>	<b>2.04%</b>	<b>8,050</b>	<b>985</b>	<b>9,035</b>	<b>26.93%</b>	<b>0.550%</b>
18									
19	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
25	<b>not applicable to SoCalGas</b>								
26	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	<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>
40									
41	<sup>1</sup> Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	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</b>						
2	<b>Southern California Gas Company</b>						
3	<b>June 2013</b>						
4		<b>Provided<sup>1</sup></b>	<b>Received</b>	<b>Approved<sup>2</sup></b>	<b>Denied<sup>3</sup></b>	<b>Pending/Never Completed<sup>4</sup></b>	<b>Duplicates<sup>5</sup></b>
5	Total (Y-T-D)	1,099,858	286,808	191,543	16,622	23,560	55,083
6	Percentage		100%	67%	6%	8%	19%
7	<sup>1</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. <sup>2</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. <sup>3</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. <sup>4</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. <sup>5</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							

	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>June 2013</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,589	11	10,600	11,764	14	11,778	111.1%	122.7%	111.1%
7	Imperial	0	16,809	16,809	16	13,702	13,718	NA	81.5%	81.6%
8	Kern	12,992	27,604	40,596	10,515	27,284	37,799	80.9%	98.8%	93.1%
9	Kings	18	13,040	13,058	16	14,310	14,326	88.9%	109.7%	109.7%
10	Los Angeles	951,268	2,401	953,668	878,408	1,167	879,575	92.3%	48.6%	92.2%
11	Orange	199,548	0	199,548	160,212	21	160,233	80.3%	0.00%	80.3%
12	Riverside	101,435	125,239	226,673	91,678	116,249	207,927	90.4%	92.8%	91.7%
13	San Bernardino	160,549	987	161,536	164,679	817	165,496	102.6%	82.8%	102.5%
14	San Luis Obispo	10,637	17,703	28,339	4,647	12,624	17,271	43.7%	71.3%	60.9%
15	Santa Barbara	34,065	1,068	35,133	28,307	675	28,982	83.1%	63.2%	82.5%
16	Tulare	10,731	45,750	56,481	11,308	47,061	58,369	105.4%	102.9%	103.3%
17	Ventura	53,364	1,966	55,330	46,402	1,435	47,837	87.0%	73.0%	86.5%
18	<b>Total</b>	<b>1,545,194</b>	<b>252,578</b>	<b>1,797,772</b>	<b>1,407,952</b>	<b>235,359</b>	<b>1,643,311</b>	<b>91.1%</b>	<b>93.2%</b>	<b>91.4%</b>
19										
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>June 2013</b>							
4	<b>2013</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified</b>	<b>Households De-enrolled</b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	1,653,606	25,278	1.5%	19,026	10,501	75.3%	0.64%
6	February	1,649,670	24,627	1.5%	17,901	9,999	72.7%	0.61%
7	March	1,649,304	36,122	2.2%	23,676	10,603	65.5%	0.64%
8	April	1,651,582	42,081	2.5%	20,484	948	48.7%	0.06%
9	May	1,651,119	31,773	1.9%	4,446	215	14.0%	0.01%
10	June	1,643,311	33,356	2.0%	3,570	86	10.7%	0.01%
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	<b>YTD</b>	<b>1,643,311</b>	<b>193,237</b>	<b>11.8%</b>	<b>89,103</b>	<b>32,352</b>	<b>46.1%</b>	<b>1.97%</b>
18								
19	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 7 - Capitation Contractors</b>						
2	<b>Southern California Gas Company</b>						
3	<b>June 2013</b>						
4	<b>Contractor<sup>1</sup></b>	<b>Contractor Type</b>				<b>Total Enrollments</b>	
5		<b>(Check one or more if applicable)</b>				<b>Current Month</b>	<b>Year-To-Date</b>
6		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
7	Community Action Partnership of Orange County		X	X	X	0	0
8	ELA Communications Energy ED Program		X			0	0
9	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
10	Proteus, Inc.		X			0	0
11	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	2	3
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	The Companion Line		X			0	0
16	Across Amer Foundation		X			0	0
17	All Peoples Christian Center		X			0	0
18	LA County 211		X			0	0
19	YMCA Montebello-Commerce		X			0	0
20	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
21	Coachella Valley Housing Coalition		X			0	0
22	HABBM		X			0	0
23	Second Harvest Food Bank of Orange County		X			0	0
24	Southeast Community Development Corp.		X			0	0
25	Latino Resource Organization		X			0	0
26	Independent Living Center of Southern California		X			0	0
27	Community Action Partnership - Kern County		X			0	0
28	El Concilio del Condado de Ventura		X			0	0
29	Ventura Cty Comm Human		X			0	0
30	Blessed Sacrament Church		X			0	1
31	Starbright Management Services		X			0	0
32	Hermandad Mexicana		X			0	0
33	CSET		X			0	2
34	Crest Forest Family and Community Service		X			0	0
35	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
36	Veterans in Community Service		X	X	X	0	0
37	Chinatown Service Center		X			2	10
38	Koreatown Youth and Community Center		X			0	0
39	MEND		X			0	0
40	Armenian Relief Society		X			0	0
41	Catholic Charities of LA – Brownson House		X			0	0
42	BroadSpectrum		X			0	0
43	OCCC, Inc. (Orange County Community Center)		X			0	1
44	Green Light Shipping	X				0	0
45	APAC Service Center		X			10	60
46	Visalia Emergency Aid Council		X			0	0
47	<b>Total Enrollments</b>					<b>14</b>	<b>77</b>
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	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						



	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>June 2013</b>								
4	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	n/a	1,653,606	n/a	1,653,606	1,794,060	92.2%	6.0%	100%
6	February	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	-0.2%	100%
7	March	n/a	1,649,304	n/a	1,649,304	1,794,060	91.9%	0.0%	100%
8	April	n/a	1,651,582	n/a	1,651,582	1,797,772	91.9%	0.1%	100%
9	May	n/a	1,651,119	n/a	1,651,119	1,797,772	91.8%	0.0%	100%
10	June	n/a	1,643,311	n/a	1,643,311	1,797,772	91.4%	-0.5%	100%
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD</b>	<b>n/a</b>	<b>1,643,311</b>	<b>n/a</b>	<b>1,643,311</b>	<b>1,797,772</b>	<b>91.4%</b>	<b>-0.5%</b>	<b>100%</b>
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Program Table 9 - Expenditures for CHANGES Pilot</b>												
2	<b>Southern California Gas Company</b>												
3	<b>June 2013</b>												
4		<b>Authorized 3-Year Budget</b>	<b>Current Month Expenses</b>		<b>Expenses Since Jan. 1, 2013</b>		<b>% of 2013-14 Budget Expended</b>						
5		<b>Total</b>	<b>Total</b>		<b>Total</b>		<b>Total</b>						
6	<b>Pilots</b>												
7	CHANGES	\$540,000	\$30,000		\$75,000		14%						
8	Total Pilots	\$540,000	\$30,000		\$75,000		14%						
9													
10	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												