

**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 MARCH 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:

Program Summary through March 2019			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$223,151,718	\$23,294,994	10.43%
Homes Treated	182,265	12,870	7.06%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,530,000	244,639	3.75%

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

In March 2019, SoCalGas processed and paid contractor invoices for 8,224 treated homes. Additionally, SoCalGas paid for the weatherization of 8,218 homes, 864 furnace repairs and replacements, 1,566 water heater repairs and replacements, and 1,091 High Efficiency (HE) clothes washers.

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

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

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

Ethnic and Mass Media Campaign

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

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of March, no emails were deployed to customers with a high probability of being eligible for the ESA Program. SoCalGas is developing a new email template to capture customer interest in the program. The updated email will be tested in April and results will be reported in the April report.

Energy Saving Assistance Program - Direct Mailings

During the month of March, SoCalGas did not deploy any direct mailings to new and existing CARE customers. SoCalGas is currently developing a geo-targeted list of eligible customers to target in April. Results of the targeted mailing list will be reported in the April report.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 162 internet-generated leads for the ESA Program during the month of March. SoCalGas utilized social media platforms to post ESA Program messaging. On Facebook, a customer video reached 4,068 people, resulting in 108 engagements. On Twitter, an ESA Program video reached 2,747 people and resulted in 35 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 March.¹

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 2 (MICOP)	Outreach event - Boys & Girls Club	Oxnard	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 30 of the 65 in attendance.
March 2	Golden Future 50+ Expo	Oxnard	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 250 in attendance.
March 3 (MICOP)	Outreach event – Airport Coin Laundry	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 58 in attendance. Questions were addressed regarding specific discounts for persons with special needs.
March 5 (LA 211)	Pacific Clinics Community Advisory Council	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 45 in attendance.
March 6 (LA 211)	Whittier Unified School District	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 of the 100 in attendance.
March 7 (LA 211)	National Consumer Week Resource Fair	Torrance	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 130 of the 250 in attendance.
March 7	Community Resource Open House at VA	Long Beach	SoCalGas CAP Outreach Team provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 225 in attendance.
March 8	Early	Sylmar	CBO staff provided information regarding

¹ Although Long Beach is not part of SoCalGas' territory, participation in certain Long Beach events is important as they attract participants from many other nearby SoCalGas communities.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(LA 211)	Childhood Education Annual Parent Resource Fair		SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 of the 50 in attendance.
March 9 (Fiesta Educativa)	Univision Information Faire at East LA College	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 4,000 in attendance.
March 9	Rock Roll & Run for Education at Loyola Marymount University	Westchester	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 1,500 in attendance.
March 9	Yucca Valley Safety Fair	Yucca Valley	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
March 9 (LA 211)	Hilda Solis 2 nd Annual Health Fair	San Gabriel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 175 of the 300 in attendance.
March 9 & 10 (SCDC)	49 th Annual Cal State University Long Beach Puvungna Pow Wow & Outreach	Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 325 of the 2,250 in attendance over two days.
March 11 (MICOP)	Outreach event – Oxnard Transportation Center	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
March 13 (LA 211)	United Way Worldwide Disaster Relief Volunteer Education	Agoura Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
March 13 (LA 211)	East San Gabriel Valley Regional Center Transition Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 of the 90 in attendance.
March 14 (LA 211)	Kaiser West LA Wellness Fair	Van Nuys	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 45 of the 60 in attendance.
March 15	Career Day at Teresa Hughes Elementary School	Cudahy	SoCalGas CAP Outreach Team provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 175 in attendance.
March 16 (LA 211)	East LA Regional Center Transition Fair	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 of the 65 in attendance.
March 17 (LA 211)	Telemundo 52 LA – Feria de la Salud	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 10,000 in attendance.
March 17 (MICOP)	Outreach event – Ventura College Swapmeet	Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
March 19 (MICOP)	Outreach event – Zumba Class on K Street	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 3 participants in attendance.
March 19 (Food Bank Santa Barbara)	Brown Bag Outreach	Orcutt	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
March 22	NOLI Indian School Career Fair	San Jacinto	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
March 23 (SCDC)	WINGS Community Fair at Esther Community Center	Baldwin Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
March 23	STEAM Fair @ LA Convention Center	Los Angeles	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 5,000 in attendance.
March 23	South Gate City Hall Open House	South Gate	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			approximately 200 in attendance.
March 25	Second Harvest Foodbank CalFresh Case Manager Training	Irvine	SoCalGas CAP Outreach Team provided training to CalFresh Case Managers on enrolling customers in SoCalGas' Customer Assistance Programs. Training materials and CAP materials were distributed to the 7 Case Managers in attendance.
March 27	Cerritos College Community Resource Fair	Cerritos	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 300 in attendance.
March 30	2019 Walk MS	Palm Desert	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 450 in attendance.
March 30	2019 Walk MS	Fresno	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 1,000 in attendance.
March 30	Golden Future 50+ Expo Long Beach Edition	Long Beach	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 1,000 in attendance.
March 30 (LA 211)	Harbor Regional Center – Your Family, Our Focus	Bellflower	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 37 of the 40 in attendance.
March 30 (SCDC)	Native American Festival at Shoreline Village	Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 of the 1,500 in attendance.
March 31 (MICOP)	Outreach event at Christ the King Church	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.

1.3 Leveraging Success Evaluation Including CSD

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

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

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 High Efficiency (HE) Clothes Washers. Some water agencies also co-fund low-flow shower heads, faucet aerators,

thermostatic shower valves and tub spouts. Year-to-date activity for this program will be reported in the April report. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company²
- Irvine Ranch Water District
- Liberty Utilities, formerly Park Water Company³
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company⁴

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

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

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	240
Colton Public Utilities	0
LADWP	1,328
Pasadena Water and Power	16
Riverside Public Utilities	187
Total	1,771

² Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

³ Liberty Utilities, formerly Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

⁴ 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 March. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

1.4 Workforce Education & Training

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

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

Skill Level Test				
	January	February	March	Total
Attended Testing	35	31	18	84
Passed Test	27	25	13	65
Pass Rate	77%	81%	72%	77%

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

SoCalGas Enrollment and Assessment Training				
	January	February	March	Total
Attended Class	43	39	16	98
Tested	43	36	15	94
Passed Class	36	30	11	77
Retention Rate*	84%	83%	73%	82%
*Retention Rate is Passed/Tested				

Following E&A training, a 5-day class covers utility-specific items related to policies, security processes and overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Classes are held at SoCalGas’ Energy Resource Center located in Downey, California.

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

Class Type	January		February		March		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	0	0	3	11	2	12	5	23
HVAC Initial	1	11	1	2	0	0	2	13
Wx / NGAT Refresher	0	0	0	0	1	1	1	1
HVAC Refresher	1	8	1	10	0	0	2	18
Grand Total	2	19	5	23	3	13	10	55

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 – March

2.1.1 Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget*	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,004,885	\$529,185	13.21%
Proc., Certification and Verification	\$3,121,351	\$348,571	11.17%
Information Tech./Programming	\$1,037,796	\$213,373	20.56%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$79,323	18.13%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$72,721	15.28%
General Administration	\$953,729	\$177,160	18.58%
CPUC Energy Division Staff	\$60,000	\$7,313	12.19%
Total Expenses	\$10,091,122	\$1,427,643	14.15%
Subsidies and Benefits	\$132,351,979	\$55,711,920	42.09%
Total Program Costs and Discounts	\$142,443,101	\$57,139,563	40.11%

* 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 102,649 successful enrollments, 34,214 recertifications, 3,217 post-enrollment verifications, and 3,030 opt-outs. Activity for March is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	7,370	6,166
Re-certification	2,771	2,679
PEV	268	238
Customer opt-out	210	210

CARE CSR Enrollment Initiative

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

and used specifically by the CCC. Thorough testing, and training of the CSRs took place during the fourth quarter of 2017.

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

During the month of March 2019, CSRs successfully enrolled 13,195 customers in CARE. An additional 5,556 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 177,997 and 80,165 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 posed by the CSRs will be reviewed, and where needed, process changes will be implemented to ensure an even greater customer experience.

2.1.2 Please provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,614,139	1,680,463	96.05%

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 Recertification

To encourage recertification onto the CARE Program, SoCalGas sends hard-copy letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas sends a second hard-copy letter. During the month of March, SoCalGas processed a total of 1,009 on-line renewals.

CARE Web Activity & Enrollments

SoCalGas references its website in nearly all communications. Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of March, SoCalGas sent 8,990 emails to new customers with a probability of being eligible for the CARE program and processed 2,031 on-line enrollments. A total of 16,686 emails were sent to existing SoCalGas customers who may qualify for the CARE program.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers are bilingual (English and Spanish) and generated 1,436 approved enrollments in March. 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 March, 492 callers were informed about the CARE Program, with 8 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. 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 high-quality community and early childcare organizations who refer parents and caregivers to SoCalGas' services (or parents can 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 182 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 7 of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant and 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.

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

region'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 spread out 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 March, SCDC had 194 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

CARE Direct Mail Activity and Enrollments

During the month of March, SoCalGas sent 13,081 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 321 new customers via these direct mail applications. 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 9,312 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 23 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 70 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contributed to the 2,031 online enrollments processed in March. 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 March, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 36 bill insert applications from prior months in March.

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

CARE Mass Media Campaign

SoCalGas launched a social media campaign during the month of March. The campaign is focused on reaching customers on Facebook to strengthen awareness of the CARE program and increase the number of online applications (instead of paper) during the cold weather season. Results will be reported at the end of the campaign.

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, and 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 excellent 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 (located in Pasadena and Downey) and provided SoCalGas CAP information to over 600 clients.

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 2 (SCRS-IL)	Rancho Brain Injury Day - Outreach at Rancho Los Amigos	Rancho Los Amigos Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
March 6 (SCRS-IL)	Outreach Event - Whittier Union High School District	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
March 6 (SCRS-IL)	Rancho Los Amigos ABI Presentation	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
March 8 (SCRS-IL)	SAC 7 Mental Health Partners	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
March 8	UCLA Autism Session – Holman United Methodist Church	Los Angeles	SoCalGas CAP Outreach Team provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 100 in attendance.
March 8 & 9	Asian Pacific Island with Disabilities of California (APIDC) Annual Conference	Anaheim	SoCalGas CAP Outreach Team provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 300 in attendance.
March 9 (Fiesta Educativa)	Riverside Fiesta Educativa Conference	Menifee	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 350 in attendance.
March 9 (Fiesta Educativa)	Autism Parent Education Program Training at Sunkist Library	La Puente	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 13 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 13 (Fiesta Educativa)	Autism Parent Education Program Preparation – Lincoln Heights Library	Lincoln Heights	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the 6 in attendance.
March 13 (Fiesta Educativa)	Fiestas Familiares Individual Education Plan Integrated Process Program – Independence Elementary School	South Gate	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 11 in attendance.
March 14 (SCRS-IL)	SAC 3 Mental Health Event	Downey	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
March 14 (LA 211)	Braille Institute – Low Vision Resource Fair	San Gabriel	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 60 of the 75 in attendance.
March 18 (Fiesta Educativa)	Parent Advocacy Group Outreach – Edison Middle School	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
March 19 (SCRS-IL)	Downey Unified School District Transition Night	Downey	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
March 19 (SCRS-IL)	LACMET	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 20 (Fiesta Educativa)	Fiestas Familiares /Self Determination	Pico Rivera	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 16 East Los Angeles Regional Center clients in attendance.
March 25 (Fiesta Educativa)	East Los Angeles Regional Center Parent Orientation and Support Meeting at Mexican American Opportunity Foundation	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.
March 28 (Fiesta Educativa)	East Los Angeles Regional Center New Parent Orientation at Centro Maravilla	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 6 in attendance.
March 29 (Fiesta Educativa)	Family Mentoring Program Outreach at Lanterman Regional Center	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.
March 30 (Fiesta Educativa)	Parent University Outreach at Marshall Elementary School	Lynwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 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 March, 1,597 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 March generated 1,954 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 214 customers enrolled through leveraging during the month of March.

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of March.

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

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

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

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

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

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

ESA Program - Table 4A – Homes / Buildings Treated

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

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	March 2019												
4													
5		Authorized Budget ¹			Current Month Expenses ²			Year to Date Expenses ²			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ 762,978	\$ 762,978	N/A	\$ 787,703	\$ 787,703	N/A	4.51%	4.51%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ 3,147,571	\$ 3,147,571	N/A	\$ 3,821,475	\$ 3,821,475	N/A	18.51%	18.51%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ 5,869,094	\$ 5,869,094	N/A	\$ 7,257,113	\$ 7,257,113	N/A	21.98%	21.98%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ 3,428,151	\$ 3,428,151	N/A	\$ 4,433,017	\$ 4,433,017	N/A	18.50%	18.50%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 316,295	\$ 316,295	N/A	\$ 390,583	\$ 390,583	N/A	19.76%	19.76%
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	\$ 2,851,993	\$ 2,851,993	N/A	\$ 4,055,220	\$ 4,055,220	N/A	21.47%	21.47%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 185,647	\$ 185,647	N/A	\$ 396,189	\$ 396,189	N/A	10.23%	10.23%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 119,817,199	\$ 119,817,199	N/A	\$ 16,561,728	\$ 16,561,728	N/A	\$ 21,141,301	\$ 21,141,301	N/A	17.64%	17.64%
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 58,538	\$ 58,538	N/A	\$ 203,549	\$ 203,549	N/A	21.97%	21.97%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ 279,299	\$ 279,299	N/A	\$ 395,735	\$ 395,735	N/A	16.29%	16.29%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 18,923	\$ 18,923	N/A	\$ 100,791	\$ 100,791	N/A	6.95%	6.95%
23	Statewide Marketing Education and Outreach	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ 54,996	\$ 54,996	N/A	\$ 26,449	\$ 26,449	N/A	22.87%	22.87%
25	Regulatory Compliance	N/A	\$ 351,194	\$ 351,194	N/A	\$ 20,820	\$ 20,820	N/A	\$ 83,049	\$ 83,049	N/A	23.65%	23.65%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 548,009	\$ 548,009	N/A	\$ 1,309,664	\$ 1,309,664	N/A	19.66%	19.66%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 3,134	\$ 3,134	N/A	\$ 3,134	\$ 3,134	N/A	3.64%	3.64%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 131,836,750	\$ 131,836,750	N/A	\$ 17,545,447	\$ 17,545,447	N/A	\$ 23,263,671	\$ 23,263,671	N/A	17.65%	17.65%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 352,717	\$ 352,717	N/A	\$ 810,854	\$ 810,854			
32	NGAT Costs					\$ 392,414	\$ 392,414		\$ 576,924	\$ 576,924			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 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	² Current month and YTD expenditures include a quarterly accrual of \$8,326,844.18 in the following reporting categories: Appliances \$237,819, Domestic Hot Water \$1,894,138, Enclosure \$3,014,197, HVAC \$1,734,544, Maintenance \$155,216, Customer Enrollment \$1,045,346, In Home Energy Education \$84,260, Inspections \$161,325.												
37	Note: 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 will be incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 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	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
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%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 21,146	\$ 21,146	N/A	\$ 31,323	\$ 31,323	N/A	0.70%	0.70%
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%
TOTAL UNSPENT PROGRAM COSTS ¹	N/A	\$ 76,263,219	\$ 76,263,219	N/A	\$ 21,146	\$ 21,146	N/A	\$ 31,323	\$ 31,323	N/A	0.04%	0.04%

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

² Year to date expenses include cost from current year 2019.

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF						
1	Energy Savings Assistance Program Table 2																																					
2	Southern California Gas Company																																					
3	March 2019																																					
4																																						
5																																						
6	ESA Program (Summary) Total ¹								ESA Program (First Touch Homes Treated)								ESA Program (Re-Treated Homes/Go Backs)								ESA Program (Aliso Canyon - SCG & SCE) ⁷													
7	Year-To-Date Completed & Expensed Installation								Year-To-Date Completed & Expensed Installation ⁸								Year-To-Date Completed & Expensed Installation ⁸								Year-To-Date Completed & Expensed Installation ⁸													
8	Measures	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure		
9	Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																															
10	High Efficiency Clothes Washer	Each	1,133	-	-	35,574	\$ 459,455	3.7%	Each	542	-	-	17,324	\$ 223,387	3.7%	Each	591	-	-	18,250	\$ 236,068	3.7%	Each	377	-	-	11,642	\$ 157,460	3.0%									
11	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
12	Microwaves ³	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
13	Domestic Hot Water																																					
14	Water Heater Blanket	Home	681	-	-	850	\$ 20,687	0.2%	Home	172	-	-	519	\$ 12,693	0.2%	Home	139	-	-	331	\$ 7,994	0.1%	Home	78	-	-	195	\$ 4,469	0.1%									
15	Low Flow Shower Head	Home	9,533	-	-	17,255	\$ 543,392	4.4%	Home	3,682	-	-	8,073	\$ 263,651	4.4%	Home	5,851	-	-	9,182	\$ 279,741	4.4%	Home	4,919	-	-	7,250	\$ 219,009	4.2%									
16	Water Heater Pipe Insulation	Home	240	-	-	510	\$ 6,258	0.1%	Home	123	-	-	296	\$ 3,661	0.1%	Home	117	-	-	214	\$ 2,596	0.0%	Home	97	-	-	184	\$ 2,152	0.0%									
17	Faucet Aerator	Home	8,097	-	-	33,390	\$ 134,364	1.1%	Home	3,143	-	-	15,527	\$ 66,970	1.1%	Home	4,954	-	-	17,863	\$ 67,395	1.1%	Home	4,119	-	-	13,592	\$ 53,647	1.0%									
18	Water Heater Repair/Replacement	Each	2,467	-	-	12,067	\$ 556,681	4.5%	Each	1,003	-	-	4,671	\$ 207,108	3.4%	Each	1,464	-	-	7,396	\$ 349,574	5.5%	Each	636	-	-	2,791	\$ 101,011	1.9%									
19	Thermostatic Shower Valve	Each	10,580	-	-	9,338	\$ 554,411	4.5%	Each	4,025	-	-	3,796	\$ 262,783	4.4%	Each	6,555	-	-	5,541	\$ 291,628	4.6%	Each	4,979	-	-	2,407	\$ 221,387	4.2%									
20	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	0	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
21	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	0	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
22	New - Tub Diverter/ Tub Spout	Each	360	-	-	3,501	\$ 47,558	0.4%	Each	215	-	-	2,338	\$ 31,910	0.5%	Each	145	-	-	1,163	\$ 15,649	0.2%	Each	97	-	-	810	\$ 10,652	0.2%									
23	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
24	Enclosure																																					
25	Air Sealing / Envelope ⁴	Home	8,666	-	-	51,765	\$ 2,488,523	20.1%	Home	3,236	-	-	22,913	\$ 1,122,813	18.7%	Home	5,430	-	-	28,853	\$ 1,365,710	21.5%	Home	4,012	-	-	3,776	\$ 1,039,899	19.8%									
26	Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
27	Attic Insulation	Home	708	-	-	23,138	\$ 1,264,839	10.2%	Home	327	-	-	13,056	\$ 726,986	12.1%	Home	381	-	-	10,082	\$ 537,854	8.5%	Home	518	-	-	14,443	\$ 688,918	13.1%									
28	HVAC																																					
29	FAU Standing Pilot Conversion	Each	2	-	-	84	\$ 50	0.0%	Each	2	-	-	84	\$ 50	0.0%	Each	0	-	-	-	\$ -	0.0%	Each	2	-	-	84	\$ 50	0.0%									
30	Furnace Repair/Replacement	Each	1,684	-	-	-	\$ 2,209,032	17.9%	Each	220	-	-	-	\$ 855,239	14.2%	Each	1,464	-	-	-	\$ 1,353,793	21.3%	Each	603	-	-	0	\$ 977,147	18.6%									
31	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	0	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
32	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	0	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
33	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	0	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
34	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	0	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
35	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	0	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
36	Duct Testing and Sealing	Home	1,739	-	-	30,698	\$ 233,739	1.9%	Home	655	-	-	14,351	\$ 109,482	1.8%	Home	1,084	-	-	16,348	\$ 124,257	2.0%	Home	384	-	-	5,771	\$ 44,095	0.8%									
37	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	0	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
38	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	0	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
39	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	0	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
40	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	0	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
41	Maintenance																																					
42	Furnace Clean and Tune	Home	3,496	-	-	26,468	\$ 234,646	1.9%	Home	1,415	-	-	13,682	\$ 117,068	1.9%	Home	2,081	-	-	12,786	\$ 117,578	1.8%	Home	1,199	-	-	11,175	\$ 64,578	1.2%									
43	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
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%									
49	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
50	New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
51	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
52	New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
53	Miscellaneous																																					
54	Pool Pumps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
55	Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
56	New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
57	Pilots																																					
58	Customer Enrollment																																					
59	Outreach & Assessment	Home	17,192	-	-	-	\$ 3,441,135	27.8%	Home	9,474	-	-	-	\$ 1,918,428.4	31.9%	Home	7,718	-	-	-	\$ 1,522,706	24.0%	Home	7,721	-	-	-	\$ 1,577,025	30.0%									
60	In-Home Education	Home	11,122	-	-	-	\$ 167,970	1.4%	Home	5,931	-	-	-	\$ 84,405.0	1.4%	Home	5,191	-	-	-	\$ 83,565	1.3%	Home	4,991	-	-	-	\$ 87,270	1.7%									
61	Total Savings/Expenditures					244,639	\$ 12,362,740						116,629	\$ 6,006,633																								
62	Total Households Weatherized ⁵		12,861							6,487							6,374										5,890											
63	Households Treated	Total (K+S)							First Touches							Re-treated										Aliso Canyon												
64	- Single Family Households Treated	Home	9,603						Home	4,505						Home	5,098								Home	3,921												
65	- Multi-family Households Treated	Home	1,989						Home	1,322						Home	667								Home	1,348												
66	- Mobile Homes Treated	Home	1,278																																			

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

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ¹ (Annual)	kW ¹ (Annual)	Therms ¹ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each						0.0%
Refrigerators	Each						0.0%
Microwaves ²	Each						0.0%
Domestic Hot Water							
Water Heater Blanket	Home						0.0%
Low Flow Shower Head	Home						0.0%
Water Heater Pipe Insulation	Home						0.0%
Faucet Aerator	Home						0.0%
Water Heater Repair/Replacement	Each						0.0%
Thermostatic Shower Valve	Each						0.0%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
New - Tub Diverter/ Tub Spout	Each						0.0%
New - Thermostat-controlled Shower Valve	Each						0.0%
Enclosure							
Air Sealing / Envelope ³	Home						0.0%
Caulking	Home						0.0%
Attic Insulation	Home						0.0%
HVAC							
FAU Standing Pilot Conversion	Each						0.0%
Furnace Repair/Replacement	Each						0.0%
Room A/C Replacement	Each						0.0%
Central A/C replacement	Each						0.0%
Heat Pump Replacement	Each						0.0%
Evaporative Cooler (Replacement)	Each						0.0%
Evaporative Cooler (Installation)	Each						0.0%
Duct Testing and Sealing	Home						0.0%
New - Energy Efficient Fan Control	Home						0.0%
New - Prescriptive Duct Sealing	Home						0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - A/C Time Delay	Home						0.0%
Maintenance							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
Lighting							
Interior Hard wired LED fixtures	Each						0.0%
Exterior Hard wired LED fixtures	Each						0.0%
Torchiere LED	Each						0.0%
Occupancy Sensor	Each						0.0%
LED Night Lights	Each						0.0%
New - LED Diffuse Bulb (60W Replacement)	Each						0.0%
New - LED Reflector Bulb	Each						0.0%
New - LED Reflector Downlight Retrofit Kits	Each						0.0%
New - LED A-Lamps	Each						0.0%
Miscellaneous							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						0.0%
New - Smart Power Strips - Tier 2	Each						0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home					\$ -	0.0%
In-Home Education	Home					\$ -	0.0%
Total Savings/Expenditures							
			-	-	-	\$ -	0.0%
Total Households Weatherized⁴							
CSD MF Buildings Treated							
			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

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

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

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

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

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

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

Measures	Units	ESA Program - Multifamily Common Area ¹					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$) ¹⁰	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves ³	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁴	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁵	Home	-	-	-	-	\$ -	0.0%
Audit	Home	-	-	-	-	\$ -	0.0%
Administration ⁶⁻⁷	Home	-	-	-	-	\$ (3,417)	42.3%
Pilots							
Customer Enrollment							
Outreach & Assessment ⁸	Home	-	-	-	-	\$ (4,667)	57.7%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures							
						\$ (8,084)	100.0%
Total Multifamily Buildings Weatherized ⁹							
Multifamily Buildings Treated							
Total							
- Multifamily		-					

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

² All savings are calculated based on the following sources:
Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

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

⁴ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

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

⁶ Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

⁷ Credit amount related to prior period corrections.

⁸ Credit amount related to prior period corrections.

⁹ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

¹⁰ Costs related to direct implementation (DI) in the amount of \$39,407 are currently excluded from this table due to the fact that no DI category exist in this current table format. Total MF CAM amount including DI costs amount to \$31,323.

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

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area	
2	Southern California Gas Company	
3	March 2019	
4		
5	ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	244,639
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	2,266,112
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 11.76
13	Average Lifecycle Bill Savings / Treated Households	\$ 104.46
14		
15		
16	ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area¹	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	244,639
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	2,266,112
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 11.76
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 104.46
47		
48	¹ Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Homes / Buildings Treated						
2	Southern California Gas Company						
3	March 2019						
4	ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,641	11,656	7	164	171
8	Imperial	17,084	0	17,084	25	0	25
9	Kern	29,886	15,030	44,916	292	34	326
10	Kings	13,725	11	13,736	134	0	134
11	Los Angeles	2,526	997,368	999,894	98	5128	5,226
12	Orange	10	235,276	235,286	0	943	943
13	Riverside	131,956	107,940	239,896	516	2155	2,671
14	San Bernardino	1,046	163,216	164,262	35	2283	2,318
15	San Luis Obispo	14,372	8,245	22,617	79	0	79
16	Santa Barbara	1,188	37,199	38,387	100	62	162
17	Tulare	47,331	11,227	58,558	471	119	590
18	Ventura	2,420	59,163	61,583	14	211	225
19	Total	261,559	1,646,316	1,907,875	1,771	11,099	12,870
20							
21	ESA Program - CSD Leveraging						
22	Eligible Households			Households Treated YTD			
23	County	Rural	Urban	Total	Rural	Urban	Total
24	Fresno			0			0
25	Imperial			0			0
26	Kern			0			0
27	Kings			0			0
28	Los Angeles			0			0
29	Orange			0			0
30	Riverside			0			0
31	San Bernardino			0			0
32	San Luis Obispo			0			0
33	Santa Barbara			0			0
34	Tulare			0			0
35	Ventura			0			0
36	Total	0	0	0	0	0	0
37							
38	ESA Program - Multi-Family Common Area						
39	Eligible Households			Buildings Treated YTD			
40	County	Rural	Urban	Total	Rural	Urban	Total
41	Fresno			0			0
42	Imperial			0			0
43	Kern			0			0
44	Kings			0			0
45	Los Angeles			0			0
46	Orange			0			0
47	Riverside			0			0
48	San Bernardino			0			0
49	San Luis Obispo			0			0
50	Santa Barbara			0			0
51	Tulare			0			0
52	Ventura			0			0
53	Total	0	0	0	0	0	0
54							
55	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate
Southern California Gas Company
March 2019**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	46	76	0	0	0	0	0
Imperial	3	11	0	0	0	0	2
Kern	24	62	0	0	4	0	0
Kings	69	52	0	0	2	0	0
Los Angeles	309	482	0	0	77	9	10
Orange	64	97	0	0	13	3	10
Riverside	578	310	0	0	24	6	0
San Bernardino	1,015	333	0	0	23	8	3
San Luis Obispo	0	2	0	0	1	0	1
Santa Barbara	0	7	0	0	1	0	0
Tulare	104	145	0	0	11	1	1
Ventura	10	36	0	0	0	0	0
Total	2,222	1,613	0	0	156	27	27

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	March 2019																
4	ESA Program																
5		Gas & Electric				Gas Only				Electric Only				Total			
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	4,646	73,560	-	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	8,224	171,078	-	-	-	-	-	-	-	8,224	171,078	-	-
11	April																
12	May																
13	June																
14	July																
15	August																
16	September																
17	October																
18	November																
19	December																
20	YTD Total	-	-	-	12,870	244,639	-	-	-	-	-	-	-	12,870	244,639	-	-
21																	
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
24																	
25	ESA Program - CSD Leveraging																
26		Gas & Electric				Gas Only				Electric Only				Total			
29		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
30	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
32	January																
33	February																
34	March																
35	April																
36	May																
37	June																
38	July																
39	August																
40	September																
41	October																
42	November																
43	December																
44	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
45																	
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
48																	
49	ESA Program - Multi-Family Common Area																
50		Gas & Electric				Gas Only				Electric Only				Total			
51		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
52	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
53	January																
54	February																
55	March																
56	April																
57	May																
58	June																
59	July																
60	August																
61	September																
62	October																
63	November																
64	December																
65	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
66																	
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
68	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	March 2019												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Studies												
11	Low Income Impact Evaluation ^{2,3}	N/A	\$ 137,500	\$ 137,500	N/A	\$ 54,996	\$ 54,996	N/A	\$ 172,592	\$ 172,592	N/A	125.52%	125.52%
12	Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 124,711	\$ 124,711	N/A	99.77%	99.77%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 22,552	\$ 22,552	N/A	60.14%	60.14%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ 54,996	\$ 54,996	N/A	\$ 319,856	\$ 319,856	N/A	63.97%	63.97%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7
Southern California Gas Company
March 2019**

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

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	2,362

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
9,634	11,436	482

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	March 2019												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 188,079	\$ 188,079	N/A	\$ 529,182	\$ 529,182	N/A	13.21%	13.21%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 121,739	\$ 121,739	N/A	\$ 330,126	\$ 330,126	N/A	11.13%	11.13%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 6,864	\$ 6,864	N/A	\$ 18,445	\$ 18,445	N/A	11.91%	11.91%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 123,281	\$ 123,281	N/A	\$ 213,373	\$ 213,373	N/A	20.56%	20.56%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 79,323	\$ 79,323	N/A	18.13%	18.13%
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	\$ 19,116	\$ 19,116	N/A	\$ 72,721	\$ 72,721	N/A	15.28%	15.28%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 63,894	\$ 63,894	N/A	\$ 177,160	\$ 177,160	N/A	18.58%	18.58%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ 7,313	\$ 7,313	N/A	\$ 7,313	\$ 7,313	N/A	12.19%	12.19%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 530,287	\$ 530,287	N/A	\$ 1,427,643	\$ 1,427,643	N/A	14.15%	14.15%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 16,193,187	\$ 16,193,187	N/A	\$ 55,711,920	\$ 55,711,920	N/A	42.09%	42.09%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 16,723,474	\$ 16,723,474	N/A	\$ 57,139,563	\$ 57,139,563	N/A	40.11%	40.11%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,775,075	\$ 1,775,075	N/A	\$ 5,647,050	\$ 5,647,050			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,775,075	\$ 1,775,075	N/A	\$ 5,647,050	\$ 5,647,050			
31													
32	Indirect Costs				N/A	\$ 141,597	\$ 141,597	N/A	\$ 375,704	\$ 375,704			
33													
34	¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y			
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																											
2	Southern California Gas Company																											
3	March 2019																											
4																												
5		New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment							
6		Automatic Enrollment				Self-Certification (Income or Categorical)																						
7	2019	Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)	Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
8	January	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																											
12	May																											
13	June																											
14	July																											
15	August																											
16	September																											
17	October																											
18	November																											
19	December																											
20	YTD Total	4,904	5,602	283	10,789	21,432	21,829	25,903	0	69,164	79,953	35,229	33,896	48,641	117,766	38,170	8,037	1,264	33,870	81,341	197,719	-1,388	1,614,139	1,680,463	96.05%			
21																												
22	¹ Enrollments via data sharing between the IOUs.																											
23	² Enrollments via data sharing between departments and/or programs within the utility.																											
24	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																											
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																											

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

5	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
6	January	1,613,195	4,921	0.31%	11	248	259	5.26%	0.02%
7	February	1,613,054	4,718	0.29%	6	165	171	3.62%	0.01%
8	March	1,614,139	5,341	0.33%	0	44	44	0.82%	0.00%
9	April								
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,614,139	14,980	0.93%	17	457	474	3.16%	0.03%

19

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

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

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

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

24

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

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

42

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

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

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

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	March 2019						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	444,830	144,617	114,512	18,328	5,823	5,954
7	Percentage		100.00%	79.18%	12.67%	4.03%	4.12%
8							
9	¹ Includes sub-metered customers.						
10	² An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
11	³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	March 2019									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,221	16	11,237	11,213	18	11,231	99.93%	115.92%	99.95%
8	Imperial	0	15,625	15,625	0	15,038	15,038	N/A	96.24%	96.24%
9	Kern	14,169	28,947	43,117	12,333	29,393	41,726	87.04%	101.54%	96.77%
10	Kings	10	13,517	13,528	16	14,699	14,715	152.98%	108.74%	108.78%
11	Los Angeles	851,229	2,514	853,744	836,345	1,169	837,514	98.25%	46.49%	98.10%
12	Orange	194,675	10	194,685	155,539	18	155,557	79.90%	178.25%	79.90%
13	Riverside	102,077	125,394	227,470	94,671	121,288	215,959	92.74%	96.73%	94.94%
14	San Bernardino	150,613	1,024	151,637	168,986	859	169,845	112.20%	83.92%	112.01%
15	San Luis Obispo	7,169	13,754	20,923	3,507	11,076	14,583	48.92%	80.53%	69.70%
16	Santa Barbara	33,002	1,133	34,134	27,684	568	28,252	83.89%	50.14%	82.77%
17	Tulare	10,998	46,290	57,288	11,997	48,887	60,884	109.08%	105.61%	106.28%
18	Ventura	54,934	2,141	57,075	47,275	1,560	48,835	86.06%	72.87%	85.56%
19	Total	1,430,099	250,364	1,680,463	1,369,566	244,573	1,614,139	95.77%	97.69%	96.05%
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	March 2019							
4								
5	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,613,195	21,957	1.36%	11,111	519	50.60%	0.03%
7	February	1,613,054	23,815	1.48%	9,544	401	40.08%	0.02%
8	March	1,614,139	34,469	2.14%	4,642	179	13.47%	0.01%
9	April							
10	May							
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,614,139	80,241	4.97%	25,297	1,099	31.53%	0.07%
19								
20	¹ Excludes count of customers recertified through the probability model.							
21	² Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
22	³ Includes customers who did not respond or who requested to be de-enrolled.							
23	⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors ¹						
2	Southern California Gas Company						
3	March 2019						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children’s Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center		X			0	0
31	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	0
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	0
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	0
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	March 2019								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	n/a	1,613,195	n/a	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	n/a	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								
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	-0.15%	5,615,286
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	March 2019				
4					
5	2019	Authorized Budget¹	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 79,323	18.13%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 79,323	18.13%
11					
12	¹ Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

CARE Table 10

CHANGES: Monthly summary of ratepayers provided education, needs assistance and dispute resolution services

**Southern California Gas Company
Reporting Period: February 2019**

No. of attendees at Consumer Education sessions

834

SCG -- Disputes Resolved	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3 rd party Company/Gas Aggregation	4
Changed 3 rd Party Electricity Aggregation	0
Medical Baseline Application	0
Enroll in Energy Assistance Programs	2
Request Meter Service or Testing	0
Request Bill Adjustment	0
Request Customer Service Visit	1
Schedule Energy Audit	0
Payment Extension	1
Payment Plan	2
Solar	0
Stop Disconnection	2
Time of Use	0
Wildfire Related Issue	0
TOTAL	12

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

SCG -- Disputes Resolved by Language	
Armenian	1
English	3
Spanish	4
TOTAL	8

SCG - Needs Assistance	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	2
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	6
Gas Assistance Fund (SCG)	45
HEAP	22
Medical Baseline	0
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 rd Party Notification	0
Set Up New Account	1
Payment Extension	3
Payment Plan	0
Wildfire Related Issue	0
TOTAL	79

SCG - Needs Assistance by Language	
Arabic	2
Armenian	13
Cantonese	28
English	22
Mandarin	1
Spanish	5
Vietnamese	8
TOTAL	79

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

CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹
Southern California Gas Company
November 1, 2018 through January 31, 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 ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Arabic	Avoiding Disconnection	1	N/A	3	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	2	N/A	32	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	1	N/A	11	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	1	N/A	13	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	6	N/A	95	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	3	N/A	58	CHANGES Ed Handout
		Total	15		214	
N/A	Arabic	CARE/FERA and Other Assistance Programs	1	N/A	3	CHANGES Ed Handout
N/A	Armenian	CARE/FERA and Other Assistance Programs	10	N/A	75	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	3	N/A	33	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	10	N/A	40	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	N/A	10	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	9	N/A	58	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	55	CHANGES Ed Handout
		Total	39		274	
N/A	Arabic	Electric and Natural Gas Safety	1	N/A	3	CHANGES Ed Handout
N/A	Cantonese	Electric and Natural Gas Safety	3	N/A	51	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	4	N/A	24	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	1	N/A	4	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	3	N/A	22	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	3	N/A	34	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	2	N/A	37	CHANGES Ed Handout
		Total	17		175	
N/A	Arabic	Energy Conservation	1	N/A	20	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	4	N/A	68	CHANGES Ed Handout
N/A	English	Energy Conservation	2	N/A	15	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	3	N/A	13	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	5	N/A	60	CHANGES Ed Handout
		Total	15		176	
N/A	Armenian	Gas Aggregation	15	N/A	112	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	4	CHANGES Ed Handout
N/A	Japenese	Gas Aggregation	1	N/A	31	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	1	N/A	9	CHANGES Ed Handout
N/A	Tagalog	Gas Aggregation	1	N/A	10	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	15	CHANGES Ed Handout
		Total	20		181	
N/A	English	High Energy Use	1	N/A	5	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	17	CHANGES Ed Handout
		Total	2		22	
N/A	Armenian	Level Pay Plan	11	N/A	68	CHANGES Ed Handout
N/A	English	Level Pay Plan	3	N/A	17	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	3	N/A	48	CHANGES Ed Handout
		Total	17		133	
N/A	Cantonese	Understanding Your Bill	2	N/A	30	CHANGES Ed Handout
N/A	English	Understanding Your Bill	12	N/A	109	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	6	N/A	27	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	2	N/A	6	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	6	N/A	36	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	1	N/A	9	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	3	N/A	47	CHANGES Ed Handout
		Total	32		264	
		Fourth Quarter Total	157		1,439	
		Year-to-Date Total ³	985		11,472	

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

² Contractor states all sessions at least 30 minutes.

³ Year-to-date total is the Fourth Quarter total plus the reported totals through October 31, 2018.

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