

**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 2020**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1. Energy Savings Assistance (ESA) Program Overview

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

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

Program Summary through March 2020			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$231,913,662	\$24,200,890	10.44%
Homes Treated	191,186	23,021	12.04%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	143,370	2.20%

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

** As of September 2019, ex-ante values from the 2015-2017 Impact Evaluation Report are being used to calculate therm savings. These updated values have resulted in a significant reduction in SoCalGas' reported therm savings.

In March 2020, SoCalGas processed and paid contractor invoices for 9,405 treated homes. Additionally, SoCalGas paid for the weatherization of 9,405 homes, 529 furnace repairs and replacements, 2,028 water heater repairs and replacements, and 513 High Efficiency (HE) clothes washers.

In response to COVID-19 and related state and local orders, SoCalGas directed contractors to suspend face-to-face program activity effective March 18, resulting in a suspension of all outreach and weatherization activity, as well as appliance work other than cases of critical health and safety needs related to furnace and water heater repair or replacement. As a result of the suspension, in March, fewer homes were treated, and, correspondingly, there were fewer program expenditures. Prior to the suspension, SoCalGas had significantly ramped up the team of contractors who were engaged to achieve ESA Program goals. By early March, ESA Program contractors were already experiencing customer unwillingness to participate due to COVID-19 concerns, which further affected March results. Contractors communicated examples of apartment owners prohibiting access to their multifamily properties due to health concerns. In addition, the contractor workforce was also beginning to be impacted with a canvassing contractor losing staff that refused to go door-to-door over fears of exposure. SoCalGas continues to process and pay invoices for completed work during this time.

Additionally, in response to Executive Director Stebbins' March 23 letter directing the Investor Owned Utilities to offer ESA contractors a 30-day advance payment against future in-home ESA services, SoCalGas issued offers to the company's 38 ESA contractors. The advance is designed to help contractors sustain their workforce and be in position to resume program activity when the program suspension ends.

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 launch a media campaign during the month of March.

SoCalGas was in the planning stage of a campaign before the COVID-19 emergency temporarily suspended the program. An alternate campaign specifically addressing the pandemic will be launched in April.

E- Newsletter

SoCalGas did not participate in any E-newsletter campaigns related to the ESA Program during the month of March.

Energy Savings Assistance Program - Emails

During the month of March, SoCalGas sent 5,014 emails for customer lists covering two specific targeted geographic areas as part of AL 5256 (Clear Plan).

These emails were sent prior to the program's temporary suspension due to the COVID-19 emergency. The Clear Plan targets customers that have not previously participated in the ESA Program and have been identified as highly eligible. The email featured ESA Program information and included the contact information of the customer's assigned contractor. Providing the contractor's contact information creates context and instills confidence for the customer as they are more likely to be familiar with the name and have assurance of legitimacy when the contractor

calls. Emails were sent based on zip codes to accurately reflect contractor assignments. Although the program is temporarily suspended, contractors will pick up their efforts with these customers when program marketing activities resume.

Energy Saving Assistance Program - Direct Mailings

In March, in conjunction with the email efforts above, SoCalGas sent 21,694 direct mailers for six different customer lists covering targeted geographic areas as part of the Clear Plan. The direct mail letters were sent prior to the program's temporary suspension due to the COVID-19 emergency. Much like the email campaign, the direct mailers targeted customers who have not previously participated in the ESA Program. The direct mailers featured ESA Program messaging and the contact information of their assigned contractors. Customers are directed to contact their contractor for more information and to enroll in the program. Although the program is temporarily suspended, SoCalGas will coordinate with contractors to schedule distribution of marketing materials in order for them to be prepared when customers call once program activities resume.

Energy Savings Assistance Program – Text Messaging

In March, SoCalGas sent 5,335 text messages to customers for two different customer lists covering targeted geographic areas as part of the Clear Plan. The text messages prompt customers to reply if they want to receive more

information; 388 customers replied. Once a customer responds, an automated text is sent with the customer's assigned contractor information so the customer can contact the contractor directly. Text messages were sent prior to the program's temporary suspension due to the COVID-19 emergency. No further text messages are being sent at this time.

Energy Savings Assistance Program - Outbound Dialing

SoCalGas did not deploy an outbound dialing campaign during the month of March.

Energy Savings Assistance Program - Web Activities

There were 126 internet-generated leads for the ESA Program during the month of March from all channel activities. The progress of the leads will resume once the suspension is lifted. SoCalGas did not post about ESA to Facebook in the month of March due to the temporary program suspension.

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, as well as those that were postponed or canceled due to the COVID-19 emergency. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 2 (Fiesta Educativa)	Ventanilla de Salud – Monthly Health Fair	Mexican Consulate – Los Angeles	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 20 attendees.
March 2 (Human Services Association)	South Gate Farmer’s Market Resource Table	South Gate	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
March 2 (Human Services Association)	Census Presentation	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
March 3 (Human Services Association)	Census Presentation	Artesia	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 3 (Human Services Association)	Census Presentation	Lakewood	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
March 3 (MICOP)	Radio Outreach	MICOP Radio Indigna, 94.1 FM	Recorded radio show about SoCalGas discount programs and how to receive applications and obtain assistance with application completion.
March 3 (Radio Campesina – Cesar Chavez Foundation)	Social Media Event	KBDS Kern County	CBO shared Customer Assistance Program infographic via their social media platforms: 111 reached on Facebook 362 reached on Instagram 61 Twitter impressions
March 4 (Human Services)	Census Presentation	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Association)			attendees.
March 4 (Human Services Association)	Census Presentation	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
March 4 (Human Services Association)	Census Presentation	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
March 4 (Human Services Association)	Salt Lake Farmer's Marker Resource Table	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
March 4 (LA 211)	Community School Advisory Council Meeting	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 in attendance.
March 4	Carpinteria Residential Energy Workshop	Carpinteria County	SoCalGas Customer Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 in attendance.
March 4 (Radio Campesina)	Social Media Post	KMYX Kern County	CBO shared 'Programa de Asistencia al Cliente' (CAP Infographic in Spanish) to their social media platforms: 516 reached on Facebook 250 reached on Instagram 139 Twitter impressions
March 4 (MICOP)	Santa Paula Outreach Event	Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
March 4 (MICOP)	Ventura Swap Meet	Ventura College	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
March 4 (ViaCare)	Garfield High School Kaiser Foundation – Student Health Center Tours	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs to the 250 in attendance. CAP materials were distributed to approximately 100 of the 250 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 5 (Human Services Association)	Census Presentation	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.
March 5 (Human Services Association)	Census Presentation	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 5 (LA 211)	Citrus College Student Resource Fair	Glendora	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 out of 110 in attendance.
March 5 (MICOP)	Fillmore Outreach Event	Rancho Sespe in Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 17 attendees.
March 6 (Human Services Association)	MACES High School Open House	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
March 6 (MICOP)	Women's Celebration	978 E Main St., Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 attendees.
March 6 (Radio Campesina)	Social Media Event	KMYX Kern County	CBO shared 'Energy Savings Program' video to their social media platforms: 377 reached on Facebook 383 reached on Instagram 38 Twitter Impressions
March 6 (Radio Campesina)	Social Media Event	KBDS Kern County	CBO shared the 'Energy Savings Program' video to their social media platforms: 145 reached on Facebook 366 reached on Instagram 126 Twitter Impressions
March 7 (Human Services Association)	Women's History Day	Lynwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
March 7 (LA 211)	God's Food Pantry Event	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 out of 100 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 7 (MICOP)	MICOP Census Outreach Event	Cesar Chavez School, Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 attendees.
March 9 (ViaCare)	East LA College Outreach	Monterey Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs to the 90 in attendance. CAP materials were distributed to approximately 80 of the 90 attendees.
March 10 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1FM	Recorded radio show about SoCalGas discount programs and how to receive applications and obtain assistance with application completion.
March 10 (Human Services Association)	Census Presentation	Compton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 17 attendees.
March 10 (LA 211)	Norwalk Farmer's Market	Norwalk	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 out of 65 in attendance.
March 10 (MICOP)	"A Mother Never Forgets" Presentation	Oxnard College	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 90 attendees.
March 11 (Human Services Association)	Census Presentation	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 11 (Radio Campesina)	Social Media Event	KBDS Kern County	CBO shared 'Customer Assistance Program' graphic to their social media platforms: 115 reached on Facebook 361 reached on Instagram 59 Twitter impressions
March 11 (Radio Campesina)	Social Media Event	KMYX Kern County	CBO shared 'Energy Savings Program' video to their social media platforms: 228 reached on Facebook 342 reached on Instagram
March 11 (Food Bank of Santa Barbara)	Alma, Cena, Sana	El Community Center Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 11 (LA 211)	Community School Advisory Council Meeting	Azusa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 in attendance.
March 12 (Radio Campesina)	Social Media Event	KBDS Kern County	CBO shared the 'Energy Savings Program' video to their social media platforms: 170 reached on Facebook 53 Twitter Impressions
March 12 (Radio Campesina)	Social Media Event	KMYX Kern County	CBO shared 'Programa de Asistencia al Cliente' (CAP Infographic in Spanish) to their social media platforms: 714 reached on Facebook 295 reached on Instagram 34 Twitter Impressions
March 17 (Radio Campesina)	Social Media Event	KMYX Kern County	CBO shared 'Energy Savings Program' video to their social media platforms: 285 reached on Facebook 283 reached on Instagram 110 Twitter Impressions
March 18 (Radio Campesina)	Social Media Event	KBDS Kern County	CBO shared 'Energy Savings Program' video to their social media platforms: 359 reached on Instagram 44 Twitter Impressions
March 19 (Radio Campesina)	Social Media Event	KBDS Kern County	CBO shared 'Customer Assistance Program' graphic to their social media platforms: 111 reached on Facebook 396 reached on Instagram 54 Twitter impressions
March 19	Presentation at El Nido	Pacoima – Virtual	SoCalGas Customer Programs outreach staff presented virtually to management of El Nido. Information was provided to 5 in attendance regarding SoCalGas' Customer Assistance Programs. Electronic versions of collateral was provided to each attendee.
March 20 (Radio Campesina)	Social Media Event	KMYX Kern County	CBO shared 'Programa de Asistencia al Cliente' (CAP Infographic in Spanish) to their social media platforms: 921 reached on Facebook 367 reached on Instagram 102 Twitter impressions

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 23 (Radio Campesina)	Social Media Event	KBDS Kern County	CBO shared 'Energy Savings Program' video to their social media platforms: 312 reached on Instagram 45 Twitter Impressions
March 23 (Radio Campesina)	Social Media Event	KMYX Kern County	CBO shared 'Energy Savings Program' video to their social media platforms: 433 reached on Facebook 330 reached on Instagram 42 Twitter Impressions
March 23 (Radio Campesina)	Social Media Event	KMYX Kern County	CBO shared 'Programa de Asistencia al Cliente' (CAP Infographic in Spanish) to their social media platforms: 980 reached on Facebook 319 reached on Instagram 50 Twitter impressions
March 25	Virtual Staff Training – Program Overview with Fiesta Educativa	Virtual	SoCalGas Customer Programs outreach staff presented virtually to staff at Fiesta Educativa. Information regarding SoCalGas' Customer Assistance Programs was provided to 17 in attendance. Electronic versions of collateral was provided to each attendee.
March 26 (LA 211)	When the Paycheck Stops (LA County Dept of Labor)	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs through a virtual webinar. CAP information was provided to approximately 620 attendees.
March 27 (Radio Campesina)	Social Media Event	KBDS Kern County	CBO shared 'Customer Assistance Program' graphic to their social media platforms: 111 reached on Facebook 419 reached on Instagram 141 Twitter Impressions
March 31 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1FM	Recorded radio show about SoCalGas discount programs and how to receive applications and obtain assistance with application completion.
March 31 (Radio Campesina)	Social Media Event	KMYX Kern County	CBO shared 'Programa de Asistencia al Cliente' (CAP Infographic in Spanish) to their social media platforms: 980 reached on Facebook 319 reached on Instagram 50 Twitter impressions

In addition to the events above that took place, 23 scheduled events were canceled or postponed due to the COVID-19 emergency. This is not inclusive of events that Community Partners were unable to hold or participate due to the Stay at Home ordinance statewide. Some of those circumstances are noted in sections below highlighting our Community Partners.

<u>Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Notes</u>
March 13	El Concilio Training (New Community Partner)	Oxnard	As of 3/11: In person training cancelled. Training via phone was scheduled for 3/13. As of 3/12: Training via phone postponed until further notice due to the Stay at Home ordinance.
March 14 - 15	CSULB 50th Annual Pow Wow	CSULB	As of 3/11: Event postponed due to the Stay at Home ordinance to November 7 - 8, 2020.
March 16	SoCalGas Bill Payment Office - San Pedro- Reliable Energy promotes ESA in lobby during high traffic	San Pedro	As of 3/16: Event on hold until further notice due to the Stay at Home ordinance.
March 16	SoCalGas Bill Payment Office - Van Nuys- Reliable Energy promotes ESA in lobby during high traffic	Van Nuys	As of 3/16: Event on hold until further notice due to the Stay at Home ordinance.
March 19	Meeting with Orange County Regional Center and Vietnamese individuals with disabilities	Orange County	As of 3/16: Meetings postponed until further notice due to the Stay at Home ordinance.
March 20	Regional 1 st Quarter SoCalGas District	Valencia	As of 3/13: Pending information from field supervisor to determine if the meeting will still

<u>Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Notes</u>
	Supervisor meeting presentation update on ESA Program		occur. As of 3/13: Meeting cancelled due to the Stay at Home ordinance.
March 20	Career Day at Hughes Elementary School	Cudahy	As of 3/12: Per Commander incident update, SoCalGas will not participate in event. As of 3/13: Event postponed due to the Stay at Home ordinance. Date to be announced.
March 21	Compton Neighborhood Watch	Compton	As of 3/12: Per Commander incident update, Customer Programs Outreach will not participate in event. As of 3/13: Event occurring but Customer Assistance Programs will not be participating per Commander incident update. Regional Public Affairs (RPA) will still participate in event. As of 3/17: RPA will no longer attend per Commander incident update regarding no public gatherings. Event cancelled due to the Stay at Home ordinance.
March 21	Univision 5K Health Fair	East LA College	As of 3/11: Event on hold pending information from organizer. As of 3/12: Event postponed due to the Stay at Home ordinance. Date to be announced.
March 21	7th Annual San Gabriel Valley Mexican New Year	San Gabriel	As of 3/12: Pending information from organizer. Per Commander incident update, SoCalGas will not participate in event. As of 3/15: Event cancelled due to the Stay at Home ordinance.
March 23	Mexican Consulate Tabling Day	Los Angeles	As of 3/17: Event cancelled due to the Stay at Home ordinance.

<u>Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Notes</u>
March 23	SoCalGas Bill Payment Office - Santa Ana-Maravilla Foundation promotes ESA in lobby during high traffic	Santa Ana	As of 3/16: Event on hold until further notice due to the Stay at Home ordinance.
March 25	Mexican Consulate Tabling Day	Los Angeles	As of 3/17: Event cancelled due to the Stay at Home ordinance.
March 25	Bridge2Access Advisory Committee Meeting	LA County	As of 3/16: Meeting postponed until further notice due to the Stay at Home ordinance.
March 25	Disabilities and Older Adults Collaborative	East LA	As of 3/16: Meeting cancelled due to the Stay at Home ordinance.
March 25	12th Annual Cerritos College Community Resource Fair	Norwalk	As of 3/11: Event on hold pending information from organizer. As of 3/12: Event still occurring however, per Commander incident update, SoCalGas Customer Programs outreach will not participate in event. As of 3/13: Event cancelled due to the Stay at Home ordinance.
March 25	El Nido - Volunteer Acknowledgement	Pacoima	As of 3/17: Event cancelled due to the Stay at Home ordinance.
March 27 - 29	Spotlight 29 Spring Pow Wow	Coachella	As of 3/11: Event on hold pending information from organizer. As of 3/12: Event cancelled due to the Stay at Home ordinance.
March 28 th	University of Redlands Pow Wow	Redlands	As of 3/12: University has stated the event might be cancelled, decision will be made 3/13, however, per Commander incident update, SoCalGas Customer Programs outreach will not participate in event.

<u>Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Notes</u>
			Event officially cancelled due to the Stay at Home ordinance.
March 28th	133rd Street Block Party	Compton	As of 3/17: Event on hold pending information from organizer. Event cancelled due to the Stay at Home ordinance.
March 29 th	Telemundo -- La Feria de La Salud	LA Convention Center	As of 3/11: Event postponed due to the Stay at Home ordinance.. Date to be announced.
March 30th	SoCalGas Bill Payment Office - Santa Fe Springs - Associated Construction Services Group-ACSG promotes ESA in lobby during high traffic	Santa Fe Springs	As of 3/16: Event on hold until further notice due to the Stay at Home ordinance.
March 30th	SoCalGas Bill Payment Office - Santa Ana-Maravilla Foundation promotes ESA in lobby during high traffic	Santa Ana	As of 3/16: Event on hold until further notice due to the Stay at Home ordinance.

1.3. Leveraging Success Evaluation Including CSD

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

SoCalGas continues to explore opportunities to collaborate with various organizations and key stakeholders, including the California Department of Community Services & Development (CSD), to leverage program enrollment. On April 2, 2019, SoCalGas and CSD executed a Low Income Weatherization

Program (LIWP) cost reimbursement agreement for installation of qualifying ESA measures to eligible customers.

In 2020, 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. Year to date, \$117,767 has been co-funded to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company¹
- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)

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

- San Gabriel Valley Water Company³
- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District

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	282
Colton Public Utilities	0
LADWP	3,190
Pasadena Water and Power	19
Riverside Public Utilities	281
Total	3,772

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

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

Providers have reported the activity noted above for 2020 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 contribute to the goals of workforce development. SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. The year-to-date results are shown in the following tables.

Potential outreach specialists attend a mandatory 3-day E&A training class that reviews the requirements for enrollment, assessment and in-home education. This class also covers utility-specific items related to policies, security processes and overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Classes are held at SoCalGas' Energy Resource Center located in Downey, California. SoCalGas was able to conduct its March training sessions prior to ESA program suspension on March 18.

SoCalGas Enrollment and Assessment Training				
	January	February	March	Total
Attended Class	26	24	21	71
Tested	24	24	14	62
Passed Class	19	15	13	47
Retention Rate*	79%	63%	93%	76%
*Retention Rate is Passed/Tested				

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended training classes in 2020.

SoCalGas Field Operations Training								
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	1	4	2	25	0	0	3	29
HVAC Initial	0	0	1	2	1	26	2	28
Wx / NGAT Refresher	1	11	0	0	0	0	1	11
HVAC Refresher	1	10	1	14	1	2	3	26
Grand Total	3	25	4	41	2	28	9	94

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

On March 19, 2020, SoCalGas filed Advice Letter (AL) 5604 implementing an emergency disaster relief program in SoCalGas’ service territory in response to the COVID-19 emergency. The AL enacted the following:

- Suspending disconnection of service for residential and core non-residential customers.
- Suspending collection of Late Payment Charge for core non-residential customers.
- Offering extended payment arrangements.
- Suspending reassessment of credit worthiness that would trigger the imposition of a new or additional deposit request for residential customers.
- Suspending recertification and verification requirements for customers enrolled in the CARE Program and suspending recertification requirements for customers enrolled in Medical Baseline Allowance.

In addition, during the week of March 22, SoCalGas retroactively re-approved 5,605 customers who fell off the CARE rate after March 4.

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	\$711,005	17.75%
Proc., Certification and Verification	\$3,121,351	\$335,678	10.75%
Information Tech./Programming	\$1,037,796	\$159,603	15.38%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$114,846	26.25%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$94,954	19.95%
General Administration	\$953,729	\$166,863	17.50%
CPUC Energy Division Staff	\$60,000	\$26,107	43.51%
Total Expenses	\$10,091,122	\$1,609,056	15.95%
Subsidies and Benefits	\$135,012,254	\$51,804,413	38.37%
Total Program Costs and Discounts	\$145,103,376	\$53,413,469	36.81%

* 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 159,756 successful enrollments, 66,796 recertifications, 5,610 post-enrollment verifications and 8,947 opt-outs. Activity for March is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	8,453	6,928
Re-certification	4,359	4,234
PEV	344	248
Customer opt-out	907	907

CARE CSR Enrollment Initiative

In its PY2015-2017 Application, SoCalGas requested CARE enrollment through Customer Service Representatives (CSRs) when customers call the Customer Contact Center (CCC) to turn-on or back-on service, or to make payment arrangements. D.16-11-022 was issued on November 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 2020, CSRs successfully enrolled 12,370 customers in CARE. An additional 4,354 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 321,032 and 134,903 mailed applications.

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of March, SoCalGas processed a total of 1,258 on-line renewals. As mentioned above, due to the COVID-19 emergency, SoCalGas has suspended recertification requirements for the CARE Program.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,620,610	1,671,785	96.94%

2.2. Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. SoCalGas also added source codes to each of the three types of emails it sends to customers, for tracking purposes. During the month of March, SoCalGas sent 9,455 emails to new customers with a probability of being eligible for the CARE program. A total of 1,598 customers enrolled using the link within this email. A total of 20,463 emails were sent to existing SoCalGas customers who may qualify for the CARE program and 3,991 enrolled using the link within this email. Typically, SoCalGas sends emails to recapture those customers that have fallen off CARE encouraging them to reapply. SoCalGas did not send any emails to customers who needed to reapply this month as customers are not being removed from the program for the remainder of the COVID-19 emergency.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid phone numbers encouraging them to apply online. In March, SoCalGas sent 13,103 text messages to new customers and existing customers not on CARE. A total of 1,260 enrollments were generated from text messages sent. SoCalGas did not send text

messages to customers who need to reapply this month as customers are not being dropped from the program for the remainder of the COVID-19 emergency.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 1,493 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 through 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, 120 callers were informed about the CARE Program, with 11 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. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In March, Worksite Wellness staff facilitated presentations, and provided health education materials and SoCalGas Customer Assistance information including CARE, ESA and Medical Baseline to a total of 335 individuals through classes and health fairs. Staff also provided enrollment assistance to 45 families that qualified for Customer Assistance Programs based on Medi-Cal, MyHealthLA, or Covered California participation. CBO staff facilitated a presentation and hosted a monthly resource table with information. Staff made visits to Queenscare Clinics in East LA and Central LA, South Central Family Health Center and the Latino Kids Health Center in Montebello, South-Central Family Health Centers in Huntington Park, as well as Venice Family Clinic, Maternal and Child Health Center, the Saint Louise Family Resource Center, LA Care Family Resource Center in Lynwood and Downtown LA and Best Start Metro LA Neighborhood Leadership groups. Staff participated in health education classes. All classes and enrollments

were cancelled after March 15 due to the COVID-19 emergency and Stay at Home ordinance.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer Assistance Programs. This month, LIFT worked to provide over 178 members with SoCalGas' CAP information. Due to the COVID-19 emergency, as of March 16, 2020, LIFT switched its programming to virtual coaching so their services to parents could continue uninterrupted. LIFT's ability to be nimble and pivot to virtual has meant that they are able to see more members virtually than in-person meetings held the weeks prior. In the first month of transitioning to virtual coaching, LIFT-LA has already seen an increase in one-on-one virtual coaching sessions along with urgent wraparound supports.

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 basic developmental tools. SoCalGas plans on additional events 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 in downtown Santa Barbara 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 due to COVID-19, Unity Shoppe did not perform usually monthly activities of introducing Customer Assistance Programs to their partner agencies that work in referrals of low-income clients or agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. For the month of March, Unity Shoppe provided information on Customer Assistance Programs to over 725 participants. Due to the COVID-19 pandemic, Unity Shoppe has seen an increase in participants, and on March 2 started efforts in response - either through office visits (until the Stay at Home order was in effect) or home deliveries which included grocery deliveries to homebound seniors and the disabled.

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 provide direct outreach.

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation’s largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of February, Food Share Ventura County distributed approximately 1,334 “Senior Kits” with SoCalGas’ Customer Assistance Programs materials at various locations throughout Ventura County.

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert’s regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. In FY18/19 the amount of food distributed for free to the community was valued at over \$19 million, allowing their clients to redirect their limited dollars towards rent payments to

prevent homelessness, medical care to stay healthy and lower stress to help them perform better at school and work. All of which help end cycles of poverty and hunger. FIND operates 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, faith-based organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of March, FIND Food Bank's partnership with SoCalGas led to 8,030 one-on-one outreach opportunities to present SoCalGas' CAP information in 12 of the 15 coverage areas they serve: Bermuda Dunes, Cathedral City, Coachella, Desert Hot Springs, Indio, North Palm Springs, Oasis, Palm Desert, Palm Springs, Rancho Mirage, Thermal, and Thousand Palms.

Second Harvest Food Bank of Orange County began its food distribution operation in 1983. They are the largest nonprofit hunger relief organization.

Second Harvest Food Bank of Orange County is a member of Feeding America, a nationwide hunger-relief network of 200 food banks. Through them, more than 446 million pounds, or the equivalent of 379 million meals have been delivered to a network of more than 300 community and program partners. They reach out to the community for donations, grants, funds, food drives, grocery rescue, and volunteers to help provide food for the hungry. Second Harvest Food Bank of

Orange County's CalFresh Outreach Program team assists families and individuals apply for CalFresh benefits. During this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs. For the month of March, approximately 154 CalFresh applications were submitted. There has also been a 500% increase in their call volume since February due to the COVID-19 pandemic. Information on SoCalGas' Customer Assistance Programs is being offered during each call. The partnership with SoCalGas has led to 123 one-on-one outreach opportunities to present SoCalGas' Customer Assistance Program information at the following areas: Anaheim, Costa Mesa, Fountain Valley, Santa Ana, Stanton, Tustin and Yorba Linda.

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast's eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources, SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has administered bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the city of Huntington Park, administered a 2000 Census Questionnaire Assistance Center,

distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. Along with promoting programs at several community events listed in sections above, during the month of March, SCDC provided over 110 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In March, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 33 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties received information during outreach contract visits with the city of Los Angeles. Approximately 50 percent of the tenants visited in March said they already knew

about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

CARE Direct Mail Activity & Enrollments

During the month of March, SoCalGas sent 13,800 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 13 new customers via direct mail and online onto the CARE Program. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to reapply online. SoCalGas did not send direct mail letters to customers who failed to renew or needed to reapply since customers are not being removed from the program for the remainder of the COVID-19 emergency.

SoCalGas did mail 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 nor to customers who need to reapply. The updated letters that direct customers to apply online contributed to the 2,181 online enrollments processed in March. These online enrollments are generated when a customer organically searches for and visits the CARE homepage.

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 352 bill insert applications from prior months in March.

Outreach by Field Employees

Although field visits other than those related to health or safety concerns have been temporarily suspended, 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 Social & Mass Media Campaign

SoCalGas began plans for a mass media campaign in the month of March. The campaign's objective is to inform customers experiencing financial hardship due to COVID-19 that they may now be eligible for the program. The campaign will run between 8-10 weeks and include digital, television and radio ads. The launch date of the campaign is scheduled for April 2020.

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. In the month of March, Fiesta Educativa performed 16 one-on-one intakes/consultations throughout the areas they cover including the cities of Los Angeles, Arcadia, Whittier, Monterey Park, and Santa Clarita.

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 the month of March, staff provided one-on-one assistance to 12 seniors and individuals with disabilities, providing them with information on SoCalGas' Customer Assistance Programs.

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and

independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through comprehensive Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 185 clients and worked with new clients one-on-one in regards to SoCalGas' Customer Assistance Programs.

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 4 (SCRS-IL)	Downey Coordinated Council Meeting	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
March 5 (Fiesta Educativa)	APEP Training – Session 4	Frank D. Lanterman Regional Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
March 7 (Fiesta Educativa)	Fiesta Familiares Training	AYC – San Gabriel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
March 10 (SCRS-IL)	Whittier Union High School District Resource Fair	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 155 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 31 (SCRS-IL)	East LA Satellite Office Consumer Intake and Document Review	East LA	CBO Staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.
March 31 (SCRS-IL)	Downey Office Consumer Intake and Document Review	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
March 31 (SCRS-IL)	Consumer Enrollment Event	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.

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, 1,946 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 2,017 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 157 customers enrolled through leveraging during the month of March.

2.3. CARE Recertification Complaints

There was one recertification complaint in the month of March.

A customer called the CCC to say that the online recertification process is not user-friendly. Although the comment was taken as info only and did not require follow-up with the customer, management wanted to obtain additional feedback. During a phone call with the customer, it was discovered that he could not recall what the issue was. Since filing his complaint, he had suffered a stroke. He stated, “Whatever my complaint was, The Gas Company has made up for it by your call. You guys are doing a great job.”

The customer’s complaint was forwarded to the web team for potential system enhancements.

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

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

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

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

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

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

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	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 2020												
4													
5		Authorized Budget ¹			Current Month Expenses ⁴			Year to Date Expenses ⁴			% 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	\$ 18,099,837	\$ 18,099,837	N/A	\$ 507,668	\$ 507,668	N/A	\$ 1,321,217	\$ 1,321,217	N/A	7.30%	7.30%
9	Domestic Hot Water	N/A	\$ 20,189,371	\$ 20,189,371	N/A	\$ 1,844,220	\$ 1,844,220	N/A	\$ 3,215,718	\$ 3,215,718	N/A	15.93%	15.93%
10	Enclosure	N/A	\$ 33,990,377	\$ 33,990,377	N/A	\$ 3,272,167	\$ 3,272,167	N/A	\$ 5,674,050	\$ 5,674,050	N/A	16.69%	16.69%
11	HVAC	N/A	\$ 24,437,294	\$ 24,437,294	N/A	\$ 2,144,643	\$ 2,144,643	N/A	\$ 3,820,910	\$ 3,820,910	N/A	15.64%	15.64%
12	Maintenance	N/A	\$ 2,016,018	\$ 2,016,018	N/A	\$ 155,343	\$ 155,343	N/A	\$ 257,101	\$ 257,101	N/A	12.75%	12.75%
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	\$ 19,379,347	\$ 19,379,347	N/A	\$ 3,571,230	\$ 3,571,230	N/A	\$ 6,948,060	\$ 6,948,060	N/A	35.85%	35.85%
16	In Home Education	N/A	\$ 3,951,472	\$ 3,951,472	N/A	\$ 177,450	\$ 177,450	N/A	\$ 341,342	\$ 341,342	N/A	8.64%	8.64%
17	Pilot ²	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 30,950	\$ 30,950	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 122,063,716	\$ 122,063,716	N/A	\$ 11,672,721	\$ 11,672,721	N/A	\$ 21,609,347	\$ 21,609,347	N/A	17.70%	17.70%
19													
20	Training Center	N/A	\$ 945,010	\$ 945,010	N/A	\$ 61,339	\$ 61,339	N/A	\$ 157,206	\$ 157,206	N/A	16.64%	16.64%
21	Inspections	N/A	\$ 2,636,480	\$ 2,636,480	N/A	\$ 186,590	\$ 186,590	N/A	\$ 353,775	\$ 353,775	N/A	13.42%	13.42%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 307,048	\$ 307,048	N/A	\$ 562,065	\$ 562,065	N/A	38.76%	38.76%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies ³	N/A	\$ 115,625	\$ 115,625	N/A	\$ -	\$ -	N/A	\$ (592)	\$ (592)	N/A	-0.51%	-0.51%
25	Regulatory Compliance	N/A	\$ 358,217	\$ 358,217	N/A	\$ 37,407	\$ 37,407	N/A	\$ 83,696	\$ 83,696	N/A	23.36%	23.36%
26	General Administration	N/A	\$ 6,818,403	\$ 6,818,403	N/A	\$ 616,246	\$ 616,246	N/A	\$ 1,264,135	\$ 1,264,135	N/A	18.54%	18.54%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 15,157	\$ 15,157	N/A	\$ 39,160	\$ 39,160	N/A	45.54%	45.54%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 134,473,450	\$ 134,473,450	N/A	\$ 12,896,508	\$ 12,896,508	N/A	\$ 24,068,792	\$ 24,068,792	N/A	17.90%	17.90%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 316,608	\$ 316,608	N/A	\$ 777,469	\$ 777,469			
32	NGAT Costs					\$ 296,505	\$ 296,505		\$ 296,505	\$ 296,505			
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,												
36	2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
37	² Pilot current year expenditures related to 2019 activity paid and posted in Jan 2020, however total 2017-2020 cycle spend still within overall cycle budget.												
38	³ Studies YTD credit amount due to December 2019 accrual estimate higher than January 2020 actual amount posted.												
39	⁴ Current month and YTD expenditures include a quarterly accrual of \$3,999,534 in the following reporting categories: Appliances \$72,640, Domestic Hot Water \$811,039												
40	Enclosure \$1,211,115, HVAC \$785,736, Maintenance \$59,205, Customer Enrollment \$924,156, In Home Energy Education \$58,080, Inspections \$77,563.												
41	Note: In January 2020, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,987,394 for contractor costs related to all ESA Program measure categories associated to December												
42	2019 activities. This amount will be incorporated in 2019 costs as reported in the SoCalGas' Annual Report filed May 2020.												
43	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1A - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
March 2020**

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	\$ 3,422,895	\$ 3,422,895	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 13,366,922	\$ 13,366,922	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 20,001,550	\$ 20,001,550	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 14,241,745	\$ 14,241,745	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,392,325	\$ 1,392,325	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 18,495,563	\$ 18,495,563	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,896,366	\$ 4,896,366	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Training Center	N/A	\$ 32,049	\$ 32,049	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,168,900	\$ 1,168,900	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 17,199	\$ 17,199	N/A	\$ 132,098	\$ 132,098	N/A	2.94%	2.94%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 70,147	\$ 70,147	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 PROGRAM BUDGET/EXPENSES ¹	N/A	\$ 82,388,463	\$ 82,388,463	N/A	\$ 17,199	\$ 17,199	N/A	\$ 132,098	\$ 132,098	N/A	0.16%	0.16%

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 2020.

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 2A
Southern California Gas Company
March 2020

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	Home						0.0%
Microwaves ²	Home						0.0%
Refrigerators	Each						0.0%
Freezers	Each						0.0%
Domestic Hot Water							
Other Hot Water ³	Home						0.0%
Tank and Pipe Insulation ⁴	Home						0.0%
Water Heater Repair/Replace	Home						0.0%
Thermostatic Shower Valve	Each						0.0%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
Tub Diverter/Spout	Each						0.0%
Enclosure							
Air Sealing / Envelope ⁵	Home						0.0%
Attic Insulation	Home						0.0%
HVAC							
Furnace Repair/Replacement	Home						0.0%
Room A/C Replacement	Home						0.0%
Central A/C replacement	Home						0.0%
Heat Pump Replacement	Home						0.0%
Evaporative Cooler	Home						0.0%
Duct Testing and Sealing	Home						0.0%
Energy Efficient Fan Control A/C Time Delay	Home						0.0%
Prescriptive Duct Sealing	Home						0.0%
High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - Blower Motor Retrofit	Home						0.0%
Maintenance							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
Lighting							
Lighting	Home						0.0%
New - LED Diffuse A-Lamps	Each						0.0%
New - LED Reflector Bulbs (PAR/BR)	Each						0.0%
New - LED Torchieres	Each						0.0%
New - LED Exterior Hardwired Fixtures	Each						0.0%
New - LED Internal Hardwire	Each						0.0%
Miscellaneous							
Pool Pumps	Home						0.0%
Smart Power Strips - Tier 1	Home						0.0%
New - Smart Power Strips - Tier 2	Each						0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home					\$ -	0.0%
In-Home Education	Home					\$ -	0.0%
Total Savings/Expenditures			-	-	-	\$ -	0.0%
Total Households Weatherized ⁶							
CSD MF Tenant Units Treated			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation.

⁵ 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.

⁶ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

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

Energy Savings Assistance Program Common Area Measures - Table 2B
Southern California Gas Company
March 2020

ESA CAM Measures ^{2,3}	Units	ESA Program - Multifamily Common Area ¹					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Lighting							
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ⁹	Home	-	-	-	-	\$ 3,032	29.1%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ 7,387	70.9%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures			-	-	-	\$ 10,419	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated ¹⁰	-
Subtotal of Master-metered Multifamily Properties Treated	-
Properties Treated ¹¹	-

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 3,032	\$ 3,032
Direct Implementation (Non-Incentive)	\$ -	\$ 7,387	\$ 7,387
Direct Implementation	\$ -	\$ 121,679	\$ 121,679
TOTAL MF CAM COSTS	\$ -	\$ 132,098	\$ 132,098

<<Includes measures costs

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

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

⁴ All savings are calculated based on the following sources:
 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

⁵ Microwave savings are from ECONorthWest Studies received in December of 2011.

⁶ 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.

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

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

⁹ 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.

¹⁰ Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

¹¹ Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

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

**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Gas Company
March 2020**

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

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

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

² Only complete if measure is canceled or discontinued

³ Defined as CEC California Building Climate Zones

	A	B
1	Energy Savings Assistance Program Tables 3A-B	
2	Southern California Gas Company	
3	March 2020	
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	143,370
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	538,722
10	Current kWh Rate	N/A
11	Current Therm Rate	0.61
12	Average 1st Year Bill Savings / Treated Households	3.84
13	Average Lifecycle Bill Savings / Treated Households	21.57
14		
15		
16	Table 3A-2, 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	Table 3A-3, Summary - ESA Program/CSD Leveraging	
27	Annual kWh Savings	N/A
28	Annual Therm Savings	143,370
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	538,722
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 3.84
34	Average Lifecycle Bill Savings / Treated Household	\$ 21.57
35		
36		
37	Table 3B, ESA Program - Multifamily Common Area	
38	Annual kWh Savings	N/A
39	Annual Therm Savings	-
40	Lifecycle kWh Savings	N/A
41	Lifecycle Therm Savings	-
42	Current kWh Rate	N/A
43	Current Therm Rate	\$ -
44	Average 1st Year Bill Savings / Treated Properties	\$ -
45	Average Lifecycle Bill Savings / Treated Properties	\$ -
46		
47	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 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	March 2020						
4	Table 4A-1, ESA Program						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	19	12,517	12,536	7	85	92
8	Imperial	17,400	0	17,400	125	0	125
9	Kern	29,648	15,699	45,347	410	85	495
10	Kings	12,110	8	12,118	112	0	112
11	Los Angeles	2,578	903,234	905,812	121	11,615	11,736
12	Orange	10	204,521	204,531	0	2,583	2,583
13	Riverside	124,753	102,334	227,087	391	2,635	3,026
14	San Bernardino	943	150,973	151,916	31	3,728	3,759
15	San Luis Obispo	14,153	8,424	22,577	115	0	115
16	Santa Barbara	1,079	32,717	33,796	103	86	189
17	Tulare	45,573	11,359	56,932	438	246	684
18	Ventura	2,372	55,244	57,616	1	104	105
19	Total	250,638	1,497,032	1,747,669	1,854	21,167	23,021
20							
21	Table 4B, ESA Program - CSD Leveraging						
22					Households Treated YTD		
23	County				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	Table 4C, ESA Program - Multi-Family Common Area						
39					Properties Treated YTD		
40	County				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	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
56	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 4A-2 - Homes Unwilling / Unable to Participate
Southern California Gas Company
March 2020**

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	748	22	0	1	16	0	1
Imperial	5	3	0	11	0	1	2
Kern	38	36	0	2	7	0	0
Kings	120	47	0	4	1	0	0
Los Angeles	19,619	456	16	32	215	48	65
Orange	2,494	48	0	10	428	127	649
Riverside	12,847	152	1	7	149	11	63
San Bernardino	9,652	55	1	55	271	12	27
San Luis Obispo	4	4	0	0	2	0	0
Santa Barbara	1,997	205	0	174	56	2	8
Tulare	15	41	0	0	11	1	1
Ventura	1	2	0	0	4	0	0
Total	47,540	1,071	18	296	1,160	202	816

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 2020																	
4	Table 5A, ESA Program																	
5		Gas & Electric				Gas Only ¹				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	Therm
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
9	February	-	-	-	-	13,616	85,799	-	-	-	-	-	-	-	13,616	85,799	-	-
10	March	-	-	-	-	9,405	57,571	-	-	-	-	-	-	-	9,405	57,571	-	-
11	April	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	23,021	143,370	-	-	-	-	-	-	-	23,021	143,370	-	-
21																		
22	¹ As of September 2019, all savings are calculated based on the following source:																	
23	DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.																	
24	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																	
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
26																		
27	Table 5B, ESA Program - CSD Leveraging																	
28		Gas & Electric				Gas Only				Electric Only				Total				
31		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)			
32	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
33	January																	
34	February																	
35	March																	
36	April																	
37	May																	
38	June																	
39	July																	
40	August																	
41	September																	
42	October																	
43	November																	
44	December																	
45	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46																		
47	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																	
48	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
49																		
50																		
51	Table 5C, ESA Program - Multi-Family Common Area																	
52		Gas & Electric				Gas Only				Electric Only				Total				
53		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			
54	Month		Therm	kWh	kW		Therm ¹	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
55	January																	
56	February																	
57	March																	
58	April																	
59	May																	
60	June																	
61	July																	
62	August																	
63	September																	
64	October																	
65	November																	
66	December																	
67	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68																		
69	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																	
70	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
71	1 - Savings calculated via deemed savings; NMEC methodology continues to be reviewed and evaluated with the Energy Division																	

	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 2020												
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	\$ 186,572	\$ 186,572	N/A	18.66%	18.66%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 186,572	\$ 186,572	N/A	18.66%	18.66%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment ^{2,3}	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 246,582	\$ 246,582	N/A	197.27%	197.27%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ 26,908	\$ 26,908	N/A	13.45%	13.45%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ 450,537	\$ 450,537	N/A	90.11%	90.11%
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 from Lead IOU for cost related to 2016.												
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 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
March 2020**

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

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	533

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
8,200	6,520	480

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 2020												
4													
5		Authorized Budget¹			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	\$ 348,727	\$ 348,727	N/A	\$ 711,005	\$ 711,005	N/A	17.75%	17.75%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 108,079	\$ 108,079	N/A	\$ 319,830	\$ 319,830	N/A	10.78%	10.78%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 5,708	\$ 5,708	N/A	\$ 15,848	\$ 15,848	N/A	10.24%	10.24%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 85,949	\$ 85,949	N/A	\$ 159,603	\$ 159,603	N/A	15.38%	15.38%
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	\$ 57,669	\$ 57,669	N/A	\$ 114,846	\$ 114,846	N/A	26.25%	26.25%
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	\$ 34,522	\$ 34,522	N/A	\$ 94,954	\$ 94,954	N/A	19.95%	19.95%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 62,039	\$ 62,039	N/A	\$ 166,863	\$ 166,863	N/A	17.50%	17.50%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ 10,105	\$ 10,105	N/A	\$ 26,107	\$ 26,107	N/A	43.51%	43.51%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 712,799	\$ 712,799	N/A	\$ 1,609,056	\$ 1,609,056	N/A	15.95%	15.95%
20													
21	CARE Rate Discount	N/A	\$ 135,012,254	\$ 135,012,254	N/A	\$ 12,006,688	\$ 12,006,688	N/A	\$ 51,804,413	\$ 51,804,413	N/A	38.37%	38.37%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 145,103,376	\$ 145,103,376	N/A	\$ 12,719,487	\$ 12,719,487	N/A	\$ 53,413,469	\$ 53,413,469	N/A	36.81%	36.81%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,584,379	\$ 1,584,379	N/A	\$ 5,803,620	\$ 5,803,620			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,584,379	\$ 1,584,379	N/A	\$ 5,803,620	\$ 5,803,620			
31													
32	Indirect Costs				N/A	\$ 135,593	\$ 135,593	N/A	\$ 351,753	\$ 351,753			
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 2020																								
4																									
5		New Enrollment									Recertification				Attrition (Drop Offs)					Enrollment					
6		Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
7	2019	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
8	January	2,214	1,524	80	3,818	5,635	5,465	10,500	0	21,600	25,418	4,786	12,476	18,833	36,095	11,373	2,606	199	12,180	26,358	61,513	-940	1,608,798	1,671,785	96.23%
9	February	2,155	1,933	87	4,175	7,786	6,111	10,201	0	24,098	28,273	4,811	13,645	19,247	37,703	11,021	2,404	237	12,401	26,063	65,976	2,210	1,611,008	1,671,785	96.36%
10	March	1,946	2,017	157	4,120	7,268	9,472	11,790	0	28,530	32,650	8,284	18,001	28,128	54,413	8,209	2,425	298	12,116	23,048	87,063	9,602	1,620,610	1,671,785	96.94%
11	April																								
12	May																								
13	June																								
14	July																								
15	August																								
16	September																								
17	October																								
18	November																								
19	December																								
20	YTD Total	6,315	5,474	324	12,113	20,689	21,048	32,491	0	74,228	86,341	17,881	44,122	66,208	128,211	30,603	7,435	734	36,697	75,469	214,552	10,872	1,620,610	1,671,785	96.94%

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 2020								
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	1,608,798	4,848	0.30%	12	250	262	5.40%	0.02%
7	February	1,611,008	5,081	0.32%	10	140	150	2.95%	0.01%
8	March	1,620,610	4,830	0.30%	10	31	41	0.85%	0.00%
9	April								
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,620,610	14,759	0.91%	32	421	453	3.07%	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

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

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

	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 2020						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	338,624	181,278	108,579	43,729	8,199	20,771
7	Percentage		100.00%	59.90%	24.12%	4.52%	11.46%
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 2020									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,944	18	11,962	11,051	20	11,071	92.52%	109.72%	92.55%
8	Imperial	0	16,790	16,790	0	15,348	15,348	N/A	91.41%	91.41%
9	Kern	15,008	29,143	44,152	12,676	29,277	41,953	84.46%	100.46%	95.02%
10	Kings	8	12,013	12,021	9	14,955	14,964	112.74%	124.49%	124.48%
11	Los Angeles	851,439	2,834	854,274	829,574	1,220	830,794	97.43%	43.04%	97.25%
12	Orange	192,144	11	192,155	159,643	19	159,662	83.08%	177.06%	83.09%
13	Riverside	101,025	123,386	224,412	95,523	121,409	216,932	94.55%	98.40%	96.67%
14	San Bernardino	147,243	986	148,229	175,390	861	176,251	119.12%	87.29%	118.90%
15	San Luis Obispo	7,740	14,329	22,069	3,458	10,850	14,308	44.67%	75.72%	64.83%
16	Santa Barbara	31,854	1,112	32,966	27,902	595	28,497	87.59%	53.50%	86.44%
17	Tulare	11,268	45,059	56,327	12,082	49,084	61,166	107.22%	108.93%	108.59%
18	Ventura	54,227	2,201	56,428	48,087	1,577	49,664	88.68%	71.65%	88.01%
19	Total	1,423,901	247,883	1,671,785	1,375,395	245,215	1,620,610	96.59%	98.92%	96.94%
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 2020							
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	1,608,798	21,210	1.32%	11,573	455	54.56%	0.03%
7	February	1,611,008	24,571	1.53%	9,058	316	36.86%	0.02%
8	March	1,620,610	34,595	2.13%	4,603	165	13.31%	0.01%
9	April							
10	May							
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,620,610	80,376	4.96%	25,234	936	31.39%	0.06%
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 2020						
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	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	0	0
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	LACDA		X			0	0
16	YMCA Montebello-Commerce		X			0	0
17	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
18	Coachella Valley Housing Coalition		X			0	0
19	Southeast Community Development Corp.		X			0	0
20	Latino Resource Organization		X			0	0
21	Community Action Partnership - Kern County		X			0	0
22	Ventura Cty Comm Human		X			0	0
23	Blessed Sacrament Church		X			0	0
24	Hermanidad Mexicana		X			0	0
25	CSET		X			0	0
26	Crest Forest Family and Community Service		X			0	0
27	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
28	Veterans in Community Service		X	X	X	0	0
29	MEND		X			0	0
30	Catholic Charities of LA – Brownson House		X			0	0
31	OCCC, Inc. (Orange County Community Center)		X			0	0
32	APAC Service Center		X			0	0
33	Visalia Emergency Aid Council		X			0	0
34	Total Enrollments					0	0
35							
36	¹ All capitation contractors with contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
37	Note: agencies marked with and asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.						
38	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 2020								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,608,798	N/A	1,608,798	1,671,785	96.23%	-0.06%	5,636,985
7	February	N/A	1,611,008	N/A	1,611,008	1,671,785	96.36%	0.14%	5,639,639
8	March	N/A	1,620,610	N/A	1,620,610	1,671,785	96.94%	0.60%	5,642,789
9	April								
10	May								
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,620,610	N/A	1,620,610	1,671,785	96.94%	0.67%	5,642,789
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								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	March 2020				
4					
5	2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2020	% of 2020 Budget Expensed
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ 57,669	\$ 114,846	26.25%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ 57,669	\$ 114,846	26.25%
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 adjustm				

CARE Table 10

CHANGES: Monthly summary of ratepayers provided education, needs assistance and dispute resolution services¹
Southern California Gas Company
Reporting Period: February 2020

No. of attendees at Consumer Education sessions

786

SCG -- Disputes Resolved	
Enroll in Energy Assistance programs	2
TOTAL	2

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	2
TOTAL	2

SCG - Needs Assistance	
CARE Recertification/Audit	1
Assisted with Changes to Account	15
Billing Language Changed	14
CARE Enrollment	4
Gas Assistance Fund	61
ESAP	3
HEAP/LiHEAP	19
Set Up New Account	3
Reported Safety Problem	1
Payment Extension	11
Payment Plan	2
TOTAL	134

SCG - Needs Assistance by Language	
Armenian	18
Cantonese	35
English	28
Farsi	3
Korean	2
Mandarin	1
Pashto	2
Spanish	43
Vietnamese	2
TOTAL	134

¹ Information provided by CHANGES contractor.

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

February 1 - 29, 2020

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Korean	Avoiding Disconnection	1	N/A	5	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	29	CHANGES Ed Handout
		Total	2		34	
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	N/A	27	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	3	N/A	21	CHANGES Ed Handout
N/A	Japanese	CARE/FERA and Other Assistance Programs	1	N/A	6	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	3	N/A	24	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	1	N/A	3	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	2	N/A	69	CHANGES Ed Handout
N/A	Tagalog	CARE/FERA and Other Assistance Programs	2	N/A	30	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	1	N/A	27	CHANGES Ed Handout
		Total	14		207	
N/A	Cantonese	Electric and Natural Gas Safety	1	N/A	1	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	3	N/A	10	CHANGES Ed Handout
N/A	Farsi	Electric and Natural Gas Safety	1	N/A	5	CHANGES Ed Handout
N/A	Japanese	Electric and Natural Gas Safety	1	N/A	14	CHANGES Ed Handout
N/A	Korean	Electric and Natural Gas Safety	1	N/A	14	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	1	N/A	16	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	2	N/A	20	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	2	N/A	41	CHANGES Ed Handout
		Total	12		121	
N/A	Cantonese	Energy Conservation	1	N/A	22	CHANGES Ed Handout
N/A	English	Energy Conservation	9	N/A	60	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	1	N/A	8	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	8	N/A	104	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	1	N/A	14	CHANGES Ed Handout
		Total	20		208	
N/A		Gas Aggregation		N/A		CHANGES Ed Handout
		Total	0		0	
N/A	Cantonese	High Energy Use	1	N/A	30	CHANGES Ed Handout
N/A	English	High Energy Use	1	N/A	39	CHANGES Ed Handout
N/A	Mandarin	High Energy Use	3	N/A	125	CHANGES Ed Handout
N/A	Spanish	High Energy Use	2	N/A	27	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	17	CHANGES Ed Handout
		Total	8		238	
N/A	English	Level Pay Plan	1	N/A	2	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	2	N/A	42	CHANGES Ed Handout
		Total	3		44	
N/A	Armenian	Understanding Your Bill	13	N/A	122	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	1	N/A	30	CHANGES Ed Handout
N/A	English	Understanding Your Bill	30	N/A	128	CHANGES Ed Handout
N/A	Japanese	Understanding Your Bill	1	N/A	6	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	35	N/A	258	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	1	N/A	6	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	23	N/A	148	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	1	N/A	22	CHANGES Ed Handout
		Total	105		720	
		Monthly Total ³	164		1,572	

¹ This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID for SoCalGas and Southern California Edison combined.

² Contractor states all sessions at least 30 minutes.

³ As of July 2019, totals are reported on a monthly basis. adjustments.