

**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 MAY 2019**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1 Energy Savings Assistance (ESA) Program Overview

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

Program Summary through May 2019			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$223,151,718	\$34,011,072	15.24%
Homes Treated	182,265	30,828	16.91%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,530,000	533,037	8.16%

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

In May 2019, SoCalGas processed and paid contractor invoices for 6,835 treated homes. Additionally, SoCalGas paid for the weatherization of 6,827 homes, 626 furnace repairs and replacements, 1,349 water heater repairs and replacements, and 331 High Efficiency (HE) clothes washers.

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.

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

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

Ethnic and Mass Media Campaign

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

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of May, SoCalGas deployed 25,907 emails to customers as part of the Clear Plan (AL 5256). 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 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. Emails were sent to a total of 19 zip codes as part of the Clear Plan.

Energy Saving Assistance Program - Direct Mailings

During the month of May, SoCalGas did not send any direct mailings. Instead, SoCalGas focused on designing a new Clear Plan specific direct mail piece that supports the Clear Plan email mentioned above, including program and contractor contact information. Aligning messaging and imagery across all communication pieces will strengthen customer recall of the ESA program. The new Clear Plan direct mailers will be sent in June to the same zip codes as targeted with the Clear Plan emails.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 274 internet-generated leads for the ESA Program during the month of May. SoCalGas also utilized social media platforms to post ESA Program messaging. On Facebook, the English language post generated 3,774 impressions and resulted in 84 ESA Program web page link clicks. The Spanish language Facebook post generated 3,228 impressions and resulted in 51 ESA Program web page link clicks.

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 May.¹

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
May 1 (LA 211)	Bassett Adult School Resource Fair	La Puente	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 25 of the 50 attendees.
May 1& 2	Pasadena City College Health Resource Fair	Pasadena	SoCalGas Customer Assistance Programs Outreach staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
May 2 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana – Migrant Farm Worker Outreach Event	Bakersfield	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
May 2 (Foodbank of Santa Barbara County)	Brown Bag Distribution	Santa Maria	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 100 recipients of Brown Bag service.
May 2	East Los Angeles	East Los	CBO staff provided information regarding SoCalGas’

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(LA 211)	Occupational Center Cinco de Mayo Celebration	Angeles	Customer Assistance Programs. CAP materials were distributed to approximately 50 of the 100 in attendance.
May 2 (LA 211)	Lanterman Regional Center Disaster Olympix	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 30 in attendance.
May 3 (Foodbank of Santa Barbara County)	Brown Bag Distribution	Guadalupe	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 recipients of Brown Bag service.
May 4 (LA 211)	Griffith Middle School Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 of the 65 in attendance.
May 4	Focused N' Fit STEM at Los Angeles Trade Tech	Los Angeles	SoCalGas Customer Assistance Programs Outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 37 in attendance.
May 4 (MICOP)	Oxnard College Swap Meet	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 of the 65 in attendance.
May 5 (SCDC)	Cinco de Mayo Event at Los Angeles State Historic Park	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 of the 4,000 in attendance.
May 5 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 65 in attendance.
May 6 (Fiesta Educativa)	Feria de Salud at the Mexican Consulate	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
May 6 (Fiesta Educativa)	Austism Parent Education Program Spanish Norwood Library	El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.
May 6 (Fiesta Educativa)	Fiestas Familiares Parent Resource Center at Independence Elementary School	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 9 in attendance.
May 7 (LA 211)	Cal Fresh Awareness Month Kick Off	Carson	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of the 50 in attendance.
May 8 (MICOP)	Radio Indigena 94.1 Interview	Oxnard	SoCalGas Public Affairs Manager Maria Ventura was interviewed by the Radio Station and presented information on Customer Assistance Programs to

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			listeners during a weekly radio show.
May 8 (Fiesta Educativa)	Fiestas Familiares East Los Angeles Regional Center at Los Nietos Public Library	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 11 in attendance.
May 9 (LA 211)	Seven Generations Child & Family & United American Indian Involvement Mental Health Awareness Day	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 of 75 in attendance.
May 10 (SCDC)	South Gate Senior Center Health Fair	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 of the 1,000 in attendance.
May 10 (LA 211)	Harbor Regional Center Presentation	Torrance	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 30 in attendance.
May 10 (LA 211)	Volunteers of America Resource Fair	North Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 of 60 in attendance.
May 11 (LA 211)	Los Angeles County Department of Public Social Services Annual Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 of the 1,000 in attendance.
May 11	Golden Future 50+ Expo – LA North Edition	Pasadena	SoCalGas Customer Assistance Programs Outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
May 11	Belvedere Community Resource Fair	Los Angeles	SoCalGas Customer Assistance Programs Outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 of the 200 in attendance.
May 13 (Fiesta Educativa)	Mother's Day for Special Needs at Mexican American Opportunity Fund (MAOF)	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
May 15	Los Angeles	Montebello	CBO staff provided information regarding SoCalGas'

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(LA 211)	Regional Food Bank All Agency Outreach Event and Presentation		Customer Assistance Programs. CAP materials were distributed to approximately 110 of the 345 in attendance.
May 15	Veteran Wellness and Resource Fair at VA	Long Beach	SoCalGas Customer Assistance Programs Outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 80 in attendance.
May 15 (LA 211)	County of Los Angeles Consumer & Business Affairs Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 of the 150 in attendance.
May 16 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana – Migrant Farm Worker Outreach Event	Marisol & Hwy 58 Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 in attendance.
May 16 (LA 211)	Annabelle Godwin – Play Day	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 of the 700 in attendance.
May 16 (Foodbank of Santa Barbara County)	Healthy School Pantry	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 in attendance.
May 18 (MICOP)	MICOP Monthly Community Meeting at Haydock Intermediary School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 68 in attendance.
May 18 (SCDC)	Global Studies and Technology Academy Open House	Bell	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 of the 400 in attendance.
May 18	2019 HomeWalk	Los Angeles	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 750 of the 14,000 in attendance.
May 18 (Fiesta Educativa)	Mental Health Day at the YMCA	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance. In addition, a SoCalGas ESA contractor was also on hand as a subject matter expert on the program and to take leads for enrollment.
May 18	Mental Health	Pasadena	CBO staff provided information regarding SoCalGas'

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(SCRS-IL)	Day San Gabriel		Customer Assistance Programs. CAP materials were distributed to the approximately 67 in attendance.
May 18 (SCRS-IL)	Voting Education Community Meeting	Hawaiian Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
May 19	City of Alhambra Eco Fair	Alhambra	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 of the 5,000 in attendance.
May 21 (MICOP)	Radio Indigena 94.1 Interview	Oxnard	SoCalGas Public Affairs Manager Maria Ventura was interviewed by the Radio Station and presented information on Customer Assistance Programs to listeners during a weekly radio show. Information was also provided on how MICOP can assist in filling out program applications to enroll.
May 22 (LA 211)	8 th Annual Mental Health Awareness Month Resource Fair	San Pedro	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 of 100 in attendance.
May 22 (SCDC)	Winter Gardens Elementary School Spring Fest	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 250 of the 1,250 in attendance.
May 22 (Fiesta Educativa)	Fiestas Familiares Austism	East LA	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
May 22	Santa Paula Senior Resource Fair	Santa Paula	SoCalGas Customer Assistance Programs Outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 of the 100 in attendance.
May 23	Reseda Mobile Home Park Forum	Reseda	SoCalGas Customer Assistance Programs Outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
May 23 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana – Migrant Farm Worker Outreach Event	Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
May 23 (Fiesta Educativa)	Fiestas Familiares East Los Angeles Regional Center at Garfield High School	East LA	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 13 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
May 24 (LA 211)	Foster & Kinship Care Education Institute: Children are The Future Resource Fair	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 of the 50 in attendance.
May 24 & 25	38 th Annual University of California Riverside Pow Wow	Riverside	SoCalGas Customer Assistance Programs Outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 1,200 in attendance.
May 25 (MICOP)	Outreach Event	Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 37 in attendance.
May 25 (LA 211)	2019 Tribute to Veterans & Military Families	Arcadia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 95 of 500 in attendance.
May 26 (MICOP)	Oxnard College Swap Meet	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 53 in attendance.
May 26 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
May 29 (SCDC)	Washington Elementary School Spring Fest	Lynwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 250 in attendance.
May 29 (SCRS-IL)	Huntington Memorial Hospital Community Workshop	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.
May 29 (SCDC)	Suva Elementary Spring Fest	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 250 in attendance.
May 29 (SCDC)	Cesar Chavez Elementary	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 250 in attendance.
May 30 (SCRS-IL)	Health Fair	Monterey Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 in attendance.
May 31 (SCRS-IL)	San Gabriel Valley Resource and Information at Jackie Robinson Center	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 in attendance.

1.3 Leveraging Success Evaluation Including CSD

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

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

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

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding of HE Clothes Washers. Through May 2019, \$70,921 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 Company²
- Liberty Utilities, formerly Park Water Company³
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company⁴

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

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

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	616
Colton Public Utilities	0
LADWP	1,964
Pasadena Water and Power	35
Riverside Public Utilities	557
Total	3,172

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

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

⁴ San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

Providers have reported the activity noted above for 2019 through the month of May. 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 Enrollment and Assessment Training				
	Q1	April	May	Total
Attended Class	98	16	36	150
Tested	94	16	36	146
Passed Class	77	14	30	121
Retention Rate*	82%	88%	83%	83%
*Retention Rate is Passed/Tested				

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

SoCalGas Field Operations Training								
Class Type	Q1		April		May		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	5	23	0	0	4	23	9	46
HVAC Initial	2	13	0	0	0	0	2	13
Wx / NGAT Refresher	1	1	2	29	4	139	7	169
HVAC Refresher	2	18	0	0	3	41	5	59
Grand Total	10	55	2	29	11	203	23	287

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 – May

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	\$1,013,317	25.30%
Proc., Certification and Verification	\$3,121,351	\$631,115	20.22%
Information Tech./Programming	\$1,037,796	\$340,342	32.79%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$127,117	29.06%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$135,169	28.41%
General Administration	\$953,729	\$314,999	33.03%
CPUC Energy Division Staff	\$60,000	\$71,028	118.38%
Total Expenses	\$10,091,122	\$2,633,088	26.09%
Subsidies and Benefits	\$132,351,979	\$70,336,846	53.14%
Total Program Costs and Discounts	\$142,443,101	\$72,969,934	51.23%

* 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 111,527 successful enrollments, 40,283 recertifications, 3,745 post-enrollment verifications, and 3,371 opt-outs. Activity for May is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	4,621	3,796
Re-certification	3,124	3,040
PEV	267	244
Customer opt-out	125	125

CARE CSR Enrollment Initiative

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

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

During the month of May 2019, CSRs successfully enrolled 12,418 customers in CARE. An additional 4,989 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 203,263 and 90,509 mailed applications.

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

Additionally, in its PY2015-2017 Application, SoCalGas proposed a one time CARE CSR enrollment study, six months post implementation. The market research⁵ was geared to determine whether any issues could be identified in order to make changes or enhancements to the process. CSR enrollment has been met with positive feedback.

Following are some points from the study:

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of May, SoCalGas processed a total of 1,104 on-line renewals.

⁵ 2018 CARE Outreach Effectiveness and Customer Satisfaction Study, Travis Research

2.1.2 Please provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,621,562	1,683,842	96.30%

2.2 Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of May, SoCalGas sent 10,142 emails to new customers with a probability of being eligible for the CARE program and processed 1,285 on-line enrollments. A total of 15,834 emails were sent to existing SoCalGas customers who may qualify for the CARE program.

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 1,724 approved enrollments in May. In addition to canvassers, CBOs and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind

customers to recertify when notified. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach. Additional activities are detailed in section 1.2.2. During the month of May, 439 callers were informed about the CARE Program, with 7 interested in the ESA Program.

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

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to

SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer Assistance Programs. This month, LIFT worked with 87 members, providing them with SoCalGas' Customer Assistance program information.

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

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

month Unity Shoppe introduced Customer Assistance Programs to 9 of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed and the agencies were also provided with information via email that also contained links to program applications as well as printed pamphlets. This month the agencies were as follows: Multipurpose Senior Services, Ellwood Elementary, American Indian Health & Services, Community Action Commission, Coalition for Housing Accessibility, Needs Choices and Equality (CHANCE Housing, Santa Barbara County Clinic), Tri-City Regional Center, Santa Barbara Social Service, and Mental Wellness Center of Santa Barbara

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

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast's eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has administered bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the City of Huntington Park, administered a 2000 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. Along with promoting programs at several community events listed in sections above, during the month of May, SCDC had 86 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 May, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 226 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new rent escrow account program properties received information during outreach contract visits with the City of Los Angeles. Approximately 30 percent of the tenants 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 May, SoCalGas sent 25,000 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 318 new customers via these direct mail applications. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online.

SoCalGas mailed 7,132 letters to customers who have failed to renew their CARE

eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but still re-enrolled 28 customers who submitted previously mailed applications. Additionally, SoCalGas mailed 14,892 letters directing customers, who are not on CARE, but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE, but still enrolled 45 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contributed to the 1,285 online enrollments processed in May. SoCalGas is exploring enhancing the online application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.

CARE Bill Inserts

No bill inserts were deployed during the month of May, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 24 bill insert applications from prior months in May.

Outreach by Field Employees

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

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

CARE Social & Mass Media Campaign

SoCalGas utilized social media platforms to post CARE Program messaging. On Facebook, the English language post generated 5,616 impressions and resulted in 44 CARE web page link clicks. The Spanish language Facebook post generated 4,630 impressions and resulted in 41 CARE web page link clicks. SoCalGas did not conduct any mass media campaigns during the month of May.

Disability

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

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

trained on the CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas’ programs.

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through excellent Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 386 clients and worked with 15 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 May.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
May 24 (SCRS-IL)	San Gabriel Valley Independent Living Center Mission and Goals Event	Pasadena	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.

May 28 (SCRS-IL)	Voting for ALL People	Norwalk	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
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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 May, 1,409 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 May generated 1,799 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 156 customers enrolled through leveraging during the month of May.

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of May.

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

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

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

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

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

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

ESA Program - Table 4A – Homes / Buildings Treated

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

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	May 2019												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ 168,088	\$ 168,088	N/A	\$ 1,187,602	\$ 1,187,602	N/A	6.80%	6.80%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ 1,030,215	\$ 1,030,215	N/A	\$ 4,500,428	\$ 4,500,428	N/A	21.80%	21.80%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ 2,402,609	\$ 2,402,609	N/A	\$ 10,588,770	\$ 10,588,770	N/A	32.07%	32.07%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ 1,386,546	\$ 1,386,546	N/A	\$ 6,056,344	\$ 6,056,344	N/A	25.28%	25.28%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 127,559	\$ 127,559	N/A	\$ 585,393	\$ 585,393	N/A	29.62%	29.62%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 18,886,236	\$ 18,886,236	N/A	\$ 1,661,562	\$ 1,661,562	N/A	\$ 6,898,211	\$ 6,898,211	N/A	36.53%	36.53%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 98,015	\$ 98,015	N/A	\$ 550,205	\$ 550,205	N/A	14.20%	14.20%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 119,817,199	\$ 119,817,199	N/A	\$ 6,874,592	\$ 6,874,592	N/A	\$ 30,366,954	\$ 30,366,954	N/A	25.34%	25.34%
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 71,660	\$ 71,660	N/A	\$ 326,089	\$ 326,089	N/A	35.20%	35.20%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ 143,340	\$ 143,340	N/A	\$ 543,178	\$ 543,178	N/A	22.36%	22.36%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 85,580	\$ 85,580	N/A	\$ 223,969	\$ 223,969	N/A	15.45%	15.45%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ 9,335	\$ 9,335	N/A	\$ 41,596	\$ 41,596	N/A	35.98%	35.98%
25	Regulatory Compliance	N/A	\$ 351,194	\$ 351,194	N/A	\$ 33,764	\$ 33,764	N/A	\$ 158,595	\$ 158,595	N/A	45.16%	45.16%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 419,353	\$ 419,353	N/A	\$ 2,171,421	\$ 2,171,421	N/A	32.60%	32.60%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 27,306	\$ 27,306	N/A	\$ 30,441	\$ 30,441	N/A	35.40%	35.40%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 131,836,750	\$ 131,836,750	N/A	\$ 7,664,930	\$ 7,664,930	N/A	\$ 33,862,243	\$ 33,862,243	N/A	25.68%	25.68%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 266,716	\$ 266,716	N/A	\$ 1,329,304	\$ 1,329,304			
32	NGAT Costs					\$ 151,368	\$ 151,368		\$ 794,786	\$ 794,786			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
36	Note: In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December 2018 activities. This amount was incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ 13,621	\$ 13,621	N/A	\$ 35,303	\$ 35,303	N/A	7.06%	7.06%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Mult-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 65,033	\$ 65,033	N/A	\$ 113,526	\$ 113,526	N/A	2.52%	2.52%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
TOTAL UNSPENT PROGRAM COSTS ¹	N/A	\$ 76,263,219	\$ 76,263,219	N/A	\$ 78,654	\$ 78,654	N/A	\$ 148,829	\$ 148,829	N/A	0.20%	0.20%

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

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

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

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

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

¹ All savings are calculated based on the following sources:

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

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

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

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

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

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

ESA Program - Multifamily Common Area ¹							
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$) ¹⁰	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves ³	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁴	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁵	Home	-	-	-	-	\$ -	0.0%
Audit	Home	-	-	-	-	\$ -	0.0%
Administration ⁶⁻⁷	Home	-	-	-	-	\$ 734	-41.6%
Pilots							
Customer Enrollment							
Outreach & Assessment ⁸	Home	-	-	-	-	\$ (2,501)	141.6%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures							
						\$ (1,766)	100.0%
Total Multifamily Buildings Weatherized ⁹							
Multifamily Buildings Treated							
	Total						
	- Multifamily						

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

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

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

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

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

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

⁷ Includes a credit amount related to prior period corrections.

⁸ Includes a credit amount related to prior period corrections.

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

¹⁰ Costs related to direct implementation (DI) in the amount of \$115,292 are currently excluded from this table due to the fact that no DI category exist in this current table format. Total MF CAM amount including DI costs amount to \$113,526.

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

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area	
2	Southern California Gas Company	
3	May 2019	
4		
5	ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	533,037
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	5,831,265
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 1,076.00
13	Average Lifecycle Bill Savings / Treated Households	\$ 95.00
14		
15		
16	ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area¹	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	533,037
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	5,831,265
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 1,076.00
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 95.00
47		
48	¹ Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Homes / Buildings Treated						
2	Southern California Gas Company						
3	May 2019						
4	ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,641	11,656	12	550	562
8	Imperial	17,084	0	17,084	73	0	73
9	Kern	29,886	15,030	44,916	984	102	1,086
10	Kings	13,725	11	13,736	406	0	406
11	Los Angeles	2,526	997,368	999,894	172	12,794	12,966
12	Orange	10	235,276	235,286	0	2,195	2,195
13	Riverside	131,956	107,940	239,896	1,060	4,743	5,803
14	San Bernardino	1,046	163,216	164,262	101	4,906	5,007
15	San Luis Obispo	14,372	8,245	22,617	204	0	204
16	Santa Barbara	1,188	37,199	38,387	296	202	498
17	Tulare	47,331	11,227	58,558	1,181	344	1,525
18	Ventura	2,420	59,163	61,583	30	473	503
19	Total	261,559	1,646,316	1,907,875	4,519	26,309	30,828
20							
21							
22	ESA Program - CSD Leveraging						
23	Eligible Households			Households Treated YTD			
24	County	Rural	Urban	Total	Rural	Urban	Total
25	Fresno			0			0
26	Imperial			0			0
27	Kern			0			0
28	Kings			0			0
29	Los Angeles			0			0
30	Orange			0			0
31	Riverside			0			0
32	San Bernardino			0			0
33	San Luis Obispo			0			0
34	Santa Barbara			0			0
35	Tulare			0			0
36	Ventura			0			0
37	Total	0	0	0	0	0	0
38							
39							
40	ESA Program - Multi-Family Common Area						
41	Eligible Households			Buildings Treated YTD			
42	County	Rural	Urban	Total	Rural	Urban	Total
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0			0
48	Orange			0			0
49	Riverside			0			0
50	San Bernardino			0			0
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	Total	0	0	0	0	0	0
56							
57	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

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

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/Ineligible
Fresno	54	102	0	0	0	0	0
Imperial	13	23	0	0	3	0	5
Kern	33	104	0	0	15	2	1
Kings	97	72	0	0	6	1	0
Los Angeles	644	834	0	0	354	29	23
Orange	106	130	0	0	90	4	15
Riverside	992	481	0	0	133	12	10
San Bernardino	1,928	504	0	0	99	11	9
San Luis Obispo	0	5	0	0	8	0	1
Santa Barbara	2	11	0	0	13	0	0
Tulare	261	231	0	0	21	6	5
Ventura	54	56	0	0	34	0	2
Total	4,184	2,553	0	0	776	65	71

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	May 2019																
4	ESA Program																
5		Gas & Electric				Gas Only				Electric Only				Total			
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	4,646	73,560	-	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	8,224	171,078	-	-	-	-	-	-	-	8,224	171,078	-	-
11	April	-	-	-	11,123	168,417	-	-	-	-	-	-	-	11,123	168,417	-	-
12	May	-	-	-	6,835	119,981	-	-	-	-	-	-	-	6,835	119,981	-	-
13	June																
14	July																
15	August																
16	September																
17	October																
18	November																
19	December																
20	YTD Total	-	-	-	30,828	533,037	-	-	-	-	-	-	-	30,828	533,037	-	-
21																	
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
24																	
25	ESA Program - CSD Leveraging																
26		Gas & Electric				Gas Only				Electric Only				Total			
29		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
30	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
32	January																
33	February																
34	March																
35	April																
36	May																
37	June																
38	July																
39	August																
40	September																
41	October																
42	November																
43	December																
44	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
45																	
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
48																	
49	ESA Program - Multi-Family Common Area																
50		Gas & Electric				Gas Only				Electric Only				Total			
51		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
52	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
53	January																
54	February																
55	March																
56	April																
57	May																
58	June																
59	July																
60	August																
61	September																
62	October																
63	November																
64	December																
65	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
66																	
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
68	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	May 2019												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 13,621	\$ 13,621	N/A	\$ 35,303	\$ 35,303	N/A	3.53%	3.53%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 13,621	\$ 13,621	N/A	\$ 35,303	\$ 35,303	N/A	3.53%	3.53%
10	Studies												
11	Low Income Impact Evaluation ^{2,3}	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 129,342	\$ 129,342	N/A	94.07%	94.07%
12	Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 173,774	\$ 173,774	N/A	139.02%	139.02%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ 9,335	\$ 9,335	N/A	\$ 31,887	\$ 31,887	N/A	85.03%	85.03%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ 9,335	\$ 9,335	N/A	\$ 335,003	\$ 335,003	N/A	67.00%	67.00%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

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

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

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	3,822

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
11,298	18,012	723

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	May 2019												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 316,234	\$ 316,234	N/A	\$ 1,013,317	\$ 1,013,317	N/A	25.30%	25.30%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 137,534	\$ 137,534	N/A	\$ 595,595	\$ 595,595	N/A	20.08%	20.08%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 8,647	\$ 8,647	N/A	\$ 35,521	\$ 35,521	N/A	22.94%	22.94%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 85,301	\$ 85,301	N/A	\$ 340,342	\$ 340,342	N/A	32.79%	32.79%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 127,117	\$ 127,117	N/A	29.06%	29.06%
14	Measurement and Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	N/A	\$ 475,858	\$ 475,858	N/A	\$ 29,321	\$ 29,321	N/A	\$ 135,169	\$ 135,169	N/A	28.41%	28.41%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 66,630	\$ 66,630	N/A	\$ 314,999	\$ 314,999	N/A	33.03%	33.03%
17	CPUC Energy Division ²	N/A	\$ 60,000	\$ 60,000	N/A	\$ 63,715	\$ 63,715	N/A	\$ 71,028	\$ 71,028	N/A	118.38%	118.38%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 707,381	\$ 707,381	N/A	\$ 2,633,088	\$ 2,633,088	N/A	26.09%	26.09%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 7,641,831	\$ 7,641,831	N/A	\$ 70,336,846	\$ 70,336,846	N/A	53.14%	53.14%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 8,349,212	\$ 8,349,212	N/A	\$ 72,969,934	\$ 72,969,934	N/A	51.23%	51.23%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 881,593	\$ 881,593	N/A	\$ 7,599,406	\$ 7,599,406			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 881,593	\$ 881,593	N/A	\$ 7,599,406	\$ 7,599,406			
31													
32	Indirect Costs				N/A	\$ 156,134	\$ 156,134	N/A	\$ 681,557	\$ 681,557			
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	² CPUC category budget overrun due to mis-allocation of posted invoice. Correction to be reflected in June 2019 report.												
36	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	May 2019																									
4																										
5	2019	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
6		Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
7		Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%	
9	February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%	
10	March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	44,168	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%	
11	April	1,429	1,764	221	3,414	6,748	6,979	11,476	4	25,207	28,621	9,990	11,081	20,069	41,140	8,740	1,966	333	10,924	21,963	69,761	6,658	1,620,797	1,683,842	96.26%	
12	May	1,409	1,799	156	3,364	5,032	6,175	10,433	0	21,640	25,004	15,955	11,395	18,471	45,821	8,372	2,297	387	13,183	24,239	70,825	765	1,621,562	1,683,842	96.30%	
13	June																									
14	July																									
15	August																									
16	September																									
17	October																									
18	November																									
19	December																									
20	YTD Total	7,742	9,165	660	17,567	33,212	34,983	47,812	4	116,011	133,578	61,174	56,372	87,181	204,727	55,282	12,300	1,984	57,977	127,543	338,305	6,035	1,621,562	1,683,842	96.30%	
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	May 2019								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
6	January	1,613,195	4,921	0.31%	2,658	278	2,936	59.66%	0.18%
7	February	1,613,054	4,718	0.29%	1,684	285	1,969	41.73%	0.12%
8	March	1,614,139	5,341	0.33%	3	258	261	4.89%	0.02%
9	April	1,620,797	5,166	0.32%	3	180	183	3.54%	0.01%
10	May	1,621,562	4,530	0.28%	2	38	40	0.88%	0.00%
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,621,562	24,676	1.52%	4,350	1,039	5,389	21.84%	0.33%

19

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

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

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

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

24

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

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

42

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

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

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

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	May 2019						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	677,382	239,548	189,544	32,136	9,436	8,432
7	Percentage		100.00%	79.13%	13.42%	3.94%	3.52%
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	May 2019									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,231	16	11,246	11,246	20	11,266	100.13%	128.80%	100.17%
8	Imperial	0	15,682	15,682	0	15,233	15,233	N/A	97.14%	97.14%
9	Kern	14,212	29,005	43,218	12,458	29,479	41,937	87.66%	101.63%	97.04%
10	Kings	10	13,547	13,556	13	14,851	14,864	136.32%	109.63%	109.65%
11	Los Angeles	852,583	2,519	855,102	839,363	1,179	840,542	98.45%	46.81%	98.30%
12	Orange	195,000	10	195,009	156,504	18	156,522	80.26%	182.17%	80.26%
13	Riverside	102,323	125,811	228,134	95,338	121,759	217,097	93.17%	96.78%	95.16%
14	San Bernardino	151,066	1,025	152,091	169,984	857	170,841	112.52%	83.60%	112.33%
15	San Luis Obispo	7,190	13,770	20,961	3,495	11,057	14,552	48.61%	80.30%	69.42%
16	Santa Barbara	33,075	1,137	34,212	27,829	567	28,396	84.14%	49.88%	83.00%
17	Tulare	11,065	46,414	57,479	11,998	49,106	61,104	108.44%	105.80%	106.31%
18	Ventura	55,010	2,141	57,151	47,643	1,565	49,208	86.61%	73.09%	86.10%
19	Total	1,432,765	251,077	1,683,842	1,375,871	245,691	1,621,562	96.03%	97.85%	96.30%
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	May 2019							
4								
5	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,613,195	21,957	1.36%	12,491	9,687	56.89%	0.60%
7	February	1,613,054	23,815	1.48%	14,075	6,989	59.10%	0.43%
8	March	1,614,139	34,469	2.14%	18,834	864	54.64%	0.05%
9	April	1,620,797	31,160	1.92%	13,002	554	41.73%	0.03%
10	May	1,621,562	27,063	1.67%	3,847	170	14.21%	0.01%
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,621,562	138,464	8.54%	62,249	18,264	44.96%	1.13%
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	May 2019						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children’s Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	Delhi Center		X			0	4
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	0
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	4
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	May 2019								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
8	March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
9	April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
10	May	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.05%	5,617,442
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.37%	5,617,442
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	May 2019				
4					
5	2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 127,117	29.06%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 127,117	29.06%
11					
12	¹ Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

CARE Table 10

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

Southern California Gas Company

Reporting Period: April 2019

No. of attendees at Consumer Education sessions

955

SCG -- Disputes Resolved	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3 rd party Company/Gas Aggregation	5
Changed 3 rd Party Electricity Aggregation	0
Assist Hogh Energy User with Document Submission	2
Medical Baseline Application	0
Enroll in Energy Assistance Programs	4
Request Meter Service or Testing	0
Request Bill Adjustment	0
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	7
Payment Plan	13
Solar	0
Stop Disconnection	15
Time of Use	0
Wildfire Related Issue	0
TOTAL	46

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	5
English	15
Spanish	6
TOTAL	26

SCG - Needs Assistance	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	7
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	3
Gas Assistance Fund (SCG)	18
HEAP	24
Medical Baseline	0
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 rd Party Notification	0
Set Up New Account	2
Payment Extension	7
Payment Plan	2
Wildfire Related Issue	0
TOTAL	63

SCG - Needs Assistance by Language	
Armenian	7
Cantonese	9
English	16
Korean	2
Spanish	17
Vietnamese	12
TOTAL	63

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, 2019 through April 30, 2019

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

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

² Contractor states all sessions at least 30 minutes.

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

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