

**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 2020**

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Date: June 22, 2020

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This is the fifth monthly report of program year (PY) 2020. The purpose of this report is to consolidate activity for Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Programs and provide the Energy Division with all the necessary information to assist in analyzing the Low-Income Programs.

This report presents year-to-date ESA and CARE Program results and expenditures through May 2020 for Southern California Gas Company (SoCalGas).

Respectfully Submitted
on behalf of Southern California Gas Company,

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1. Energy Savings Assistance (ESA) Program Overview

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

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

Program Summary through May 2020			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$231,913,662	\$47,718,744	20.58%
Homes Treated	191,186	39,223	20.52%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	215,713	3.30%

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

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

In May 2020, SoCalGas processed and paid contractor invoices from prior months' activity for 2,696 treated homes. Additionally, SoCalGas paid for the weatherization of 2,696 homes, 390 furnace repairs and replacements, 396 water heater repairs and replacements, and 0 High Efficiency (HE) clothes washers.

The suspension of in-person program activities in response to COVID-19 and related state and local orders, in place since March 18, continued through May 31. On May 28,

SoCalGas informed ESA Program contractors that the suspension would be lifted effective June 1, 2020, subject to compliance with all applicable laws and regulations relative to COVID-19.

In the month of May, SoCalGas processed and paid additional advance payments to SoCalGas contractors in compliance with the Executive Director Stebbins letters and Resolution E-5074, bringing total advances paid or in process to \$13.2 million. In compliance with the Resolution, SoCalGas will continue to keep advance offers open until June 27.

In addition, on May 12, in order to support the current contractor workforce and to help maintain program continuity, SoCalGas launched a virtual enrollment process. Under this new procedure contractors may enroll customers, perform income verification, and provide energy education without visiting the home. In the month of May, approximately 20 enrollments were completed through this method, with another 50-100 having started, but not yet completed the process as of month end.

Finally, SoCalGas will begin tracking customers unwilling to participate in the ESA Program due to COVID-19 starting in June.

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

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

Ethnic and Mass Media Campaign

SoCalGas did not launch a media campaign during the month of May. SoCalGas was in the planning stage of a campaign before the program was temporarily suspended due to the COVID-19 emergency. SoCalGas will consider launching a campaign once the program resumes in June.

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of May, SoCalGas did not send emails to any customer lists as the program was suspended due to the COVID-19 emergency. SoCalGas will resume sending emails once the program resumes in June. Contractors will pick up their efforts with these customers when program marketing activities resume.

Energy Saving Assistance Program - Direct Mailings

In May, SoCalGas did not send any direct mailers to customers due to the COVID-19 emergency. Although the program was temporarily suspended, SoCalGas will coordinate with contractors to schedule distribution of marketing

materials in order for them to be prepared when customers call once program activities resume.

Energy Savings Assistance Program – Text Messaging

In May, SoCalGas did not send any text messages to customers due to the COVID-19 emergency. SoCalGas will resume sending text messages once the program resumes in June.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 105 internet-generated leads for the ESA Program during the month of May from all channel activities conducted in previous months. The leads will be pursued once the program resumes in June.

Energy Savings Assistance Program – Social Media Activity

SoCalGas did not post about ESA to Facebook in the month of May due to the temporary program suspension.

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

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an

ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed in the tables below represent specific outreach events that SoCalGas participated in during the month of May, as well as those that were postponed or canceled due to the COVID-19 emergency. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
May 1-8 (MICOP)	Phone Outreach	Oxnard and Santa Paula	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP) via phone to 40 clients.
May 1-31 (Radio Campesina)	92.5 FM On-Air PSA	KMYX Kern County	CBO aired mini interview provided by CAP representative on CARE program in Spanish: 95 60-second mini interviews aired covering vital COVID-19 information. 55,800 people reached 3.4 times.
May 1-31 (Radio Campesina)	103.9 FM On-Air PSA	KBDS Kern County	CBO aired mini interview provided by CAP representative on CARE program in English: 88 60-second mini interviews aired covering vital COVID-19 information. 29,600 people reached 1.9 times.
May 2-31 (MICOP)	Radio On-Air PSA	Ventura County	CBO staff provided information via radio regarding SoCalGas' Customer Assistance Programs. PSA aired 7 days a week, every 2 hours.
May 5 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic on their social media platforms in Spanish: 692 reached on Facebook 143 reached on Instagram 50 Twitter impressions

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
May 11-15 (MICOP)	Phone Outreach	Oxnard and Santa Paula	CBO provided information via phone regarding SoCalGas' Customer Assistance Programs to 26 clients.
May 11 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic to their social media platforms in Spanish: 887 reached on Facebook 169 reached on Instagram 51 Twitter impressions
May 11 (Families Forward)	Social Media	Orange County	CBO shared CAP information to their social media platforms in English: 2,958 reached on Facebook 1,507 reached on Instagram 1,246 reached on Twitter
May 11 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared CAP infographic to their social media platforms in English: 237 reached on Facebook 403 reached on Instagram 95 Twitter impressions
May 11 (Catholic Charities of Orange County)	Cantlay Food Distribution	Santa Ana	CBO included CARE application in food bags distributed to approximately 950 attendees.
May 13	LA Family Housing	North Hollywood	SoCalGas outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 clients.
May 17 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic to their social media platforms in Spanish: 932 reached on Facebook 159 reached on Instagram 49 Twitter impressions
May 17 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared CAP infographic to their social media platforms in English: 225 reached on Facebook 371 reached on Instagram 108 Twitter impressions
May 18-22 (MICOP)	Phone Outreach	Ventura County	CBO provided information via phone regarding SoCalGas' Customer Assistance Programs to 24 clients.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
May 19 (Catholic Charities of Orange County)	Cantlay Food Distribution	Santa Ana	CBO included CARE application in food bags distributed to approximately 600 attendees.
May 20 (Santa Barbara Food Bank)	DeWess Brown Bag Home Delivery	Lompoc	CBO provided information via phone regarding SoCalGas' Customer Assistance Programs to 250 clients.
May 23 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic to their social media platforms in Spanish: 876 reached on Facebook 172 reached on Instagram 79 Twitter impressions
May 23 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared CAP infographic to their social media platforms in English: 267 reached on Facebook 361 reached on Instagram 105 Twitter impressions
May 25-29 (MICOP)	Phone Outreach	Ventura County	CBO provided information via phone regarding SoCalGas' Customer Assistance Programs to 15 clients.
May 29 (Radio Campesina)	Social Media	KMYX Kern County	CBO shared CAP infographic to their social media platforms in Spanish: 406 reached on Facebook 203 reached on Instagram 53 Twitter impressions
May 29 (Radio Campesina)	Social Media	KBDS Kern County	CBO shared CAP infographic to their social media platforms in English: 185 reached on Facebook 515 reached on Instagram 83 Twitter impressions

In addition to the events above that took place, 3 scheduled events were canceled or postponed due to the COVID-19 emergency. This is not inclusive of events that Community Partners were unable to hold or participate in due to the Stay-at-Home ordinance statewide. Some of those circumstances are noted in sections below highlighting our Community Partners.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
May 6- 7	Health & Wellness Fair	Pasadena City College	As of 3/11: Event has been cancelled due to the Stay-at-Home ordinance.
May 8 - 9	IEDC Conference	Palm Springs Convention Center	As of 3/17: Event has been postponed due to the Stay-at-Home ordinance
May 17	Dia de La Familia	Arvin	As of 3/16: Event has been postponed due to the Stay-at-Home ordinance.

1.3. Leveraging Success Evaluation Including CSD

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

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

In 2020, leveraging opportunities with municipalities and water agencies remains a high priority in providing comprehensive energy savings to joint customers, especially for those customers not in a joint IOU service territory. SoCalGas is able to provide administrative and co-funding opportunities for electric and water providers who might otherwise not offer these energy savings measures.

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding. Year to date, \$161,141 has been co-funded

to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company¹
- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³
- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District

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

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

Providers have reported the activity noted below for 2020 through the month of May. Some of the electric measures installed include LEDs, Smart Power Strips,

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

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

³ San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa

Footnote continued on next page

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. ESA program activities are currently suspended. Increases for May are due to carryover activity prior to the suspension.

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	282
Colton Public Utilities	0
LADWP	3,229
Pasadena Water and Power	19
Riverside Public Utilities	281
Total	3,811

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 provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. All in-person training was suspended during the month of May, however, SoCalGas completed development of an online curriculum during the month. Implementation of the curriculum as well as online testing will occur in June.

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.

The year-to-date training results are shown in the following tables.

SoCalGas Enrollment and Assessment Training				
	Q1	April	May	Total
Attended Class	71	0	0	71
Tested	62	0	0	62
Passed Class	47	0	0	47
Retention Rate*	76%	0	0	76%
*Retention Rate is Passed/Tested Note: Due to the COVID-19 emergency, there were no classes scheduled in the month of April or May.				

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	3	29	0	0	0	0	3	29
HVAC Initial	2	28	0	0	0	0	2	28
Wx / NGAT Refresher	1	11	0	0	0	0	1	11
HVAC Refresher	3	26	0	0	0	0	3	26
Grand Total	9	94	0	0	0	0	9	94
Note: Due to the COVID-19 emergency, there were no classes scheduled in the month of April or May.								

In addition, as part of the COVID-19 program suspension, ESA Program contractors were encouraged to have their employees utilize the CBT Learning System, a licensed third-party application sponsored by SoCalGas in partnership with Southern California Edison, in which individuals take self-paced online learning courses on a variety of computer-related topics and software programs. As of May 31, there were 287 active users in the system, of which 85 were new users having signed up during the month. In May, CBT Learning System Users successfully completed 4,844 skillsets accounting for 198.47 hours of learning instruction.

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

On May 1, 2020, SoCalGas filed Advice Letter (AL) 5604-A supplementing emergency disaster relief protections in SoCalGas’ service territory in response to the COVID-19 emergency. The AL enacted the following customer protections identified in Res. M-4842:

- Waive deposit requirements for core customers seeking to reestablish service and expedite move in and move out requests.
- Implement payment plan options for core customers.
- Suspend disconnection for nonpayment and associated fees, waive deposit requirements for core customers and late fee requirements for non-residential core customers.
- Support low-income residential customers by:
 - freezing all standard and high-usage reviews for CARE Program eligibility;
 - contacting all community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of these eligibility changes;

- partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount; and
- indicating how the ESA Program can be deployed to assist customers.
- Suspend all CARE and FERA Program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected.
- Discontinue generating all recertification and verification requests that require customers to provide their current income information.
- Include the customer protections above as part of the larger community outreach and public awareness plans.

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	\$1,384,483	34.57%
Proc., Certification and Verification	\$3,121,351	\$619,305	19.84%
Information Tech./Programming	\$1,037,796	\$252,636	24.34%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$181,771	41.55%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$166,077	34.90%
General Administration	\$953,729	\$306,042	32.09%
CPUC Energy Division Staff	\$60,000	\$26,107	43.51%
Total Expenses	\$10,091,122	\$2,936,420	29.10%
Subsidies and Benefits	\$135,012,254	\$73,800,918	54.66%
Total Program Costs and Discounts	\$145,103,376	\$76,737,338	52.88%

* 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 CAR 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 178,331 successful enrollments, 70,111 recertifications, 5,967 post-enrollment verifications and 9,312 opt-outs. Activity for May is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	8,571	6,851	80%
Re-certification	710	684	96%
PEV	121	86	71%
Customer opt-out	169	169	100%

CARE CSR Enrollment Initiative

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

a CARE template adjacent to both the turn-on and payment extension templates and used specifically by the CCC. Thorough testing, and training of the CSRs took place during the fourth quarter of 2017.

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

During the month of May 2020, CSRs successfully enrolled 9,740 customers in CARE. An additional 2,752 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 341,078 and 140,738 mailed applications.

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of May, SoCalGas processed a total of 188 on-line renewals. As mentioned above, due to

the COVID-19 emergency, SoCalGas has suspended recertification requirements for the CARE Program.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,670,374	1,674,331	99.76%

2.2. Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. SoCalGas also added source codes to each of the three types of emails it sends to customers, for tracking purposes. During the month of May, SoCalGas sent 7,248 emails to new customers with a probability of being eligible for the CARE program. A total of 251 customers enrolled using the link within this email. A total of 16,561 emails were sent to existing SoCalGas customers who may qualify for the CARE program and 574 enrolled using the link within this email. Typically, SoCalGas sends emails to recapture those customers that have fallen off CARE encouraging them to reapply. SoCalGas did not send any emails to customers who needed to reapply this month as customers are not being removed from the program for the remainder of the COVID-19 emergency.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid phone numbers encouraging them to apply online. In May, SoCalGas sent 13,947 text messages to new customers and existing customers not on CARE. A total of 157 enrollments were generated from text messages sent. SoCalGas did not send text messages to customers who need to reapply this month as customers are not being dropped from the program for the remainder of the COVID-19 emergency.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. All door-to-door canvassing activities has been temporarily suspended due to the COVID-19 emergency. 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. Many CBOs have modified their outreach procedures to comply with Stay-at-Home mandates. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about

the ESA Program and CARE when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and through their relationship with SoCalGas, they discuss low-income programs as part of their outreach. During the month of May, 211 LA did not participate in outreach events due to the current Stay-at-Home ordinance; however, 1,413 callers were informed about the CARE Program, with 9 interested in the ESA Program.

The mission of Catholic Charities of Orange County is to provide service to people in need, to promote their voice in society, and to call the Church and all people to do the same. Catholic Charities of Orange County works with charitable services such as; CalFresh (Food Stamps) Outreach/Applications Program, Camp Re-Creation For Adults And Children With Special Needs, Cantlay Food Distribution Center, Catholic Campaign For Human Development, Catholic Charities Auxiliary, Catholic Charities Of Orange County, Inc., Immigration And Citizenship Center, L'arche Wavecrest, Natural Family Planning, New Hope Crisis Counseling Hotline, Snap-Ed (Nutrition Education And Obesity-Prevention Program), Society Of St. Vincent De Paul and The Orange Catholic Foundation. Catholic Charities of Orange County promotes SoCalGas' Customer Assistance Programs through all the different avenues as

listed in section 1.2.2. CalFresh Outreach Program team assists families and individuals apply for CalFresh benefits and during this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs.

A new partnership in Orange County has been developed with Families Forward. Families Forward is an organization that has been helping families in need achieve and maintain self-sufficiency through housing, food, counseling, education, and other support services. Families Forward holds strong to its commitment to the values of dignity, empowerment, accountability, community spirit, and hope since 1984. A key factor for success is Families Forward's commitment to collaborate with many organizations to end family homelessness in Orange County, including Orange County United Way, the Commission to End Homelessness, First 5 Orange County and many other partner agencies and foundations. In the month of May, 2,121 families received CARE information during their food distribution. In addition, CAP information was posted on the Families Forward community resource page under rental and assistance section with 452 total views and 354 unique views, as well as under their COVID-19 support page with 854 total views and 703 unique views.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-

cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In May, Worksite Wellness staff provided enrollment assistance to 62 families that qualified for Customer Assistance Programs based on Medi-Cal, MyHealthLA, or Covered California participation. All enrollments were conducted over the phone and all classes were cancelled after March 15 due to the COVID-19 emergency and Stay-at-Home ordinance.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer Assistance Programs. This month, LIFT worked to provide over 144 members with SoCalGas' CAP information. Due to the COVID-19 emergency, as of March 16, 2020, LIFT switched its programming to virtual coaching so their

services to parents could continue uninterrupted. LIFT's ability to be nimble and pivot to virtual has meant that they are able to see more members virtually than the in-person meetings held the weeks prior. Since transitioning to virtual coaching, LIFT-LA has seen an increase in one-on-one virtual coaching sessions along with urgent wraparound supports.

In Southeast region of Los Angeles County, SoCalGas collaborates with Human Services Association (HSA), which is a private nonprofit agency whose principal mission is to provide families with compassionate and comprehensive care to promote wellness and build strong communities. HSA was founded in Bell Gardens as an outreach effort of the Presbyterian Church USA. Today, HSA serves over 20,000 clients annually on a non-sectarian basis with a range of services that addresses the unique and shared needs of clients of all ages. During the month of May, 85 people were introduced to Customer Assistance Programs.

A partnership with St. Barnabas Foundation in Los Angeles County was formed in 2018 to assist with the growing number of older adults in SoCalGas' service territory who lack basic developmental tools. SoCalGas plans to resume events and program participation activities once Stay-at-Home orders are lifted.

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000

families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month due to the COVID-19 emergency, Unity Shoppe did not perform usual in-person activities of introducing Customer Assistance Programs to their partner agencies that work in referrals of low-income clients or agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services. For the month of May, Unity Shoppe provided information on Customer Assistance Programs to over 1,356 participants. Due to the COVID-19 pandemic, Unity Shoppe has seen an increase in participants, and in March started efforts in response through home deliveries which included grocery deliveries to homebound seniors and the disabled.

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

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation's largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of May, Food Share Ventura County was unable to distribute "Senior Kits" with SoCalGas' Customer Assistance Programs materials at various locations throughout Ventura County, but will resume in June.

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert's regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. FIND operates 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, faith-based organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of May, FIND Foodbank's partnership with SoCalGas led to 7,600 one-on-one outreach opportunities to present SoCalGas' CAP information in 10 of the 15 coverage areas they serve: Desert Hot Springs, Indian Wells, Indio, La

Quinta, Mecca, North Palm Springs, Palm Desert, Palm Springs, Rancho Mirage and Thousand Palms.

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

Second Harvest Food Bank of Orange County is a member of Feeding America, a nationwide hunger-relief network of 200 food banks. Through them, more than 446 million pounds, or the equivalent of 379 million meals have been delivered to a network of more than 300 community and program partners. They reach out to the community for donations, grants, funds, food drives, grocery rescue, and volunteers to help provide food for the hungry. Second Harvest Food Bank of Orange County's CalFresh Outreach Program team assists families and individuals apply for CalFresh benefits. During this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs.

The organization has experienced significant changes to their CalFresh Outreach Program due to the current COVID-19 pandemic. For the month of May, their team has been providing callers with referrals for various types of assistance and encouraging them to apply for SoCalGas' CARE program receiving approximately 25-100 calls and texts per day.

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. For the month of May, due to the Stay-at-Home ordinance, SCDC has changed its programming to provide one-on-one assistance over the phone and online discussing the CARE Program.

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 35 tenants, via mail, along with tenant's rights information.

CARE Direct Mail Activity & Enrollments

During the month of May, SoCalGas sent 10,352 direct mail letters to new customers deemed likely to be eligible for the CARE Program. The letters encouraged customers to enroll online. SoCalGas mailed 25,000 letters directing customers who are not on CARE but who have a high probability of being qualified for CARE, to also enroll online.

To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail letters informing them to reapply online. SoCalGas did not send direct mail letters to customers who failed to renew or needed to reapply since customers are not being removed from the program for the remainder of the COVID-19 emergency.

As of April 2019, SoCalGas no longer mails any paper applications with direct mail letters. Rather, the letters direct customers to apply online and resulted in

3,622 online enrollments processed in May. These online enrollments are generated when a customer organically searches for and visits the CARE homepage.

CARE Bill Inserts

No bill inserts were deployed during the month of May, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 84 bill insert applications from prior months in May.

Outreach by Field Employees

Although field visits other than those related to health or safety concerns have been temporarily suspended, field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, the CARE Outreach Team has distributed supplemental deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued through the month of 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 launched a mixed media campaign in the month of April. SoCalGas planned and budgeted \$900,000 for a large campaign to reach more newly eligible customers impacted by COVID-19 throughout the service territory. The

campaign's objective is to inform customers experiencing financial hardship due to COVID-19 that they may now be eligible for CARE. The campaign will run from 8-10 weeks and include digital, social, television and radio ads in multiple languages. Campaign results will be available in July.

Disability

SoCalGas continues to work with organizations in the disability community such as Fiesta Educativa, an organization that focuses on helping Latino families that have family members with special needs. This organization performs disability outreach and community events in Los Angeles, Riverside, San Bernardino, and Orange Counties. In the month of May, Fiesta Educativa has held virtual workshops through Zoom due to the Stay-at-Home ordinance. 203 clients were introduced to Customer Assistance Programs through the Zoom workshops. In addition, 21 Spanish speakers received information on Customer Assistance Programs via telephone. The areas covered are Los Angeles, Arcadia, Whittier, Monterey Park, and Santa Clarita.

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

CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas' programs. In the month of May, due to the Stay-at-Home ordinance, Blind Support Services has changed its programming to provide one-on-one assistance through mail and phone calls. Blind Support Services provided one-on-one touchpoints to 51 seniors and individuals with disabilities, providing them with information on SoCalGas' Customer Assistance Programs.

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through comprehensive Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. Along with the activities listed below, SCRS-IL has held one-on-one meetings via phone and provided SoCalGas CAP information to 896 clients. Due to the Stay-at-Home ordinance, in person meetings have been cancelled.

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 1 (SCRS-IL)	CARE Package Delivery/Meal Distribution	Los Angeles County Wide	CBO delivered 450 essential care packages to individuals with disabilities throughout LA County. Each care package included CAP and CARE brochures.
May 19 (SCRS-IL)	Virtual Benefits Presentation and Community Resources for Low Income Families	Online for East Los Angeles Residents	CBO staff provided information during online event regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed via e-mail to approximately 213 participants.
May 21 (SCRS-IL)	Virtual Benefits Presentation and Community Resources at Rancho Los Amigos Spinal Cord Support Group	Online Meeting via Zoom	CBO staff provided information during online event regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed via e-mail to approximately 20 participants.
May 29 (SCRS-IL)	Compton College Student Resource Center Annual Event	Compton	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 47 attendees.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of May, 5,895 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 1,722 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 92 customers enrolled through leveraging during the month of May.

California Lifeline

On April 14, 2020, SoCalGas received a request from the Energy Division (ED) to incorporate co-marketing of the California Lifeline program as part of increased CARE outreach marketing initiatives responding to COVID-19. Per directive from the ED, where feasible and appropriate, new CARE marketing and outreach materials promoted discounted phone services and referred SoCalGas customers to California Lifeline <https://www.californialifeline.com/en> and the pilot program <https://www.boostmobile.com/plans/cpuc-boost-mobile> that connected CARE participants with an active Lifeline promotion.

In May, SoCalGas continued to display the California Lifeline and pilot program web links provided by the ED to the top of its CARE webpage. SoCalGas CARE outreach and marketing initiatives directs traffic from all media, including social media and print campaigns to the CARE webpage, and is therefore an optimal placement of the California Lifeline information, allowing for broader awareness.

On May 14, 2020, SoCalGas also sent an e-mail to new and existing customers not on CARE, promoting the 20% discount, with Energy Savings Assistance Program and the California LifeLine messages included.

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 2B-1 – Eligible Multifamily Common Area Measures

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	May 2020												
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	\$ 18,099,837	\$ 18,099,837	N/A	\$ (22,600)	\$ (22,600)	N/A	\$ 1,672,218	\$ 1,672,218	N/A	9.24%	9.24%
9	Domestic Hot Water	N/A	\$ 20,189,371	\$ 20,189,371	N/A	\$ 636,772	\$ 636,772	N/A	\$ 4,451,478	\$ 4,451,478	N/A	22.05%	22.05%
10	Enclosure	N/A	\$ 33,990,377	\$ 33,990,377	N/A	\$ 688,781	\$ 688,781	N/A	\$ 7,384,961	\$ 7,384,961	N/A	21.73%	21.73%
11	HVAC	N/A	\$ 24,437,294	\$ 24,437,294	N/A	\$ 1,001,077	\$ 1,001,077	N/A	\$ 6,315,083	\$ 6,315,083	N/A	25.84%	25.84%
12	Maintenance	N/A	\$ 2,016,018	\$ 2,016,018	N/A	\$ 42,041	\$ 42,041	N/A	\$ 354,492	\$ 354,492	N/A	17.58%	17.58%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous ⁴	N/A	\$ -	\$ -	N/A	\$ 4,352,391	\$ 4,352,391	N/A	\$ 13,359,688	\$ 13,359,688	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 19,379,347	\$ 19,379,347	N/A	\$ 671,225	\$ 671,225	N/A	\$ 9,723,596	\$ 9,723,596	N/A	50.18%	50.18%
16	In Home Education	N/A	\$ 3,951,472	\$ 3,951,472	N/A	\$ 22,080	\$ 22,080	N/A	\$ 440,889	\$ 440,889	N/A	11.16%	11.16%
17	Pilot ²	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 30,950	\$ 30,950	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 122,063,716	\$ 122,063,716	N/A	\$ 7,391,766	\$ 7,391,766	N/A	\$ 43,733,355	\$ 43,733,355	N/A	35.83%	35.83%
19													
20	Training Center	N/A	\$ 945,010	\$ 945,010	N/A	\$ 59,471	\$ 59,471	N/A	\$ 280,859	\$ 280,859	N/A	29.72%	29.72%
21	Inspections	N/A	\$ 2,636,480	\$ 2,636,480	N/A	\$ 64,400	\$ 64,400	N/A	\$ 473,871	\$ 473,871	N/A	17.97%	17.97%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 21,747	\$ 21,747	N/A	\$ 608,161	\$ 608,161	N/A	41.94%	41.94%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies ³	N/A	\$ 115,625	\$ 115,625	N/A	\$ -	\$ -	N/A	\$ (592)	\$ (592)	N/A	-0.51%	-0.51%
25	Regulatory Compliance	N/A	\$ 358,217	\$ 358,217	N/A	\$ 33,701	\$ 33,701	N/A	\$ 153,204	\$ 153,204	N/A	42.77%	42.77%
26	General Administration	N/A	\$ 6,818,403	\$ 6,818,403	N/A	\$ 484,231	\$ 484,231	N/A	\$ 2,258,662	\$ 2,258,662	N/A	33.13%	33.13%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 39,160	\$ 39,160	N/A	45.54%	45.54%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 134,473,450	\$ 134,473,450	N/A	\$ 8,055,317	\$ 8,055,317	N/A	\$ 47,546,681	\$ 47,546,681	N/A	35.36%	35.36%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 266,587	\$ 266,587	N/A	\$ 1,401,221	\$ 1,401,221			
32	NGAT Costs					\$ 36,965	\$ 36,965		\$ 376,783	\$ 376,783			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18,												
36	2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
37	² Pilot current year expenditures related to 2019 activity paid and posted in Jan 2020, however total 2017-2020 cycle spend still within overall cycle budget.												
38	³ Studies YTD credit amount due to December 2019 accrual estimate higher than January 2020 actual amount posted.												
39	⁴ Total current and y-t-d expenses are related to contractor payment advance associated with COVID - 19.												
40	Note: In January 2020, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,987,394 for contractor costs related to all ESA Program measure categories associated to December												
41	2019 activities. This amount will be incorporated in 2019 costs as reported in the SoCalGas' Annual Report filed May 2020.												
42	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,422,895	\$ 3,422,895	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 13,366,922	\$ 13,366,922	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 20,001,550	\$ 20,001,550	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 14,241,745	\$ 14,241,745	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,392,325	\$ 1,392,325	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 18,495,563	\$ 18,495,563	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,896,366	\$ 4,896,366	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Training Center	N/A	\$ 32,049	\$ 32,049	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,168,900	\$ 1,168,900	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 19,645	\$ 19,645	N/A	\$ 172,063	\$ 172,063	N/A	3.82%	3.82%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 70,147	\$ 70,147	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
TOTAL PROGRAM BUDGET/EXPENSES¹	N/A	\$ 82,388,463	\$ 82,388,463	N/A	\$ 19,645	\$ 19,645	N/A	\$ 172,063	\$ 172,063	N/A	0.21%	0.21%

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

² Year to date expenses include cost from current year 2020.

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF
1	Energy Savings Assistance Program Table 2																															
2	Southern California Gas Company																															
3	May 2020																															
4																																
5																																
6	ESA Program (Summary) Total¹							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE)⁹										
7	Measures	Units	Year-To-Date Completed & Expensed Installation				Year-To-Date Completed & Expensed Installation¹⁰					Year-To-Date Completed & Expensed Installation¹⁰					Year-To-Date Completed & Expensed Installation¹⁰															
8			Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure			
9			(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																									
10	Appliances																															
11	High Efficiency Clothes Washer	Home	2,019	-	-	40,210	\$ 1,718,013	6.1%	Home	912	-	-	18,248	\$ 776,393	5.1%	Home	1,107	-	-	21,961	\$ 941,620	7.2%	Home	883	-	-	17,679	\$ 751,843	5.6%			
12	Microwaves ³	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
13	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
14	Freezers	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
15	Domestic Hot Water																															
16	Other Hot Water ⁴	Home	40,293	-	-	127,286	\$ 1,454,664	5.1%	Home	24,797	-	-	78,334	\$ 864,247	5.6%	Home	15,496	-	-	48,952	\$ 590,417	4.5%	Home	24,420	-	-	77,143	\$ 752,217	5.6%			
17	Tank and Pipe Insulation ⁵	Home	681	-	-	4,324	\$ 28,676	0.1%	Home	378	-	-	2,400	\$ 16,766	0.1%	Home	303	-	-	1,924	\$ 11,910	0.1%	Home	287	-	-	1,822	\$ 10,542	0.1%			
18	Water Heater Repair/Replace	Home	3,367	-	-	8,047	\$ 2,105,323	7.4%	Home	1,626	-	-	3,886	\$ 876,918	5.7%	Home	1,741	-	-	4,161	\$ 1,228,405	9.4%	Home	919	-	-	2,196	\$ 515,273	3.9%			
19	Thermostatic Shower Valve	Each	18,007	-	-	29,351	\$ 809,110	2.9%	Each	9,840	-	-	16,039	\$ 442,260	2.9%	Each	8,167	-	-	13,312	\$ 366,850	2.8%	Each	9,893	-	-	16,126	\$ 444,863	3.3%			
20	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
21	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
22	Tub Diverter/Spout	Each	617	-	-	3,468	\$ 67,963	0.2%	Each	306	-	-	1,720	\$ 33,662	0.2%	Each	311	-	-	1,748	\$ 34,301	0.3%	Each	161	-	-	905	\$ 17,633	0.1%			
23	Enclosure																															
24	Air Sealing / Envelope ⁶	Home	14,459	-	-	7,450	\$ 4,197,810	14.8%	Home	7,007	-	-	3,156	\$ 1,901,380	12.4%	Home	7,452	-	-	4,293	\$ 2,296,430	17.6%	Home	6,218	-	-	6,959	\$ 1,803,887	13.5%			
25	Attic Insulation	Home	1,382	-	-	41,444	\$ 2,219,341	7.8%	Home	704	-	-	20,009	\$ 1,153,749	7.5%	Home	678	-	-	21,435	\$ 1,065,593	8.2%	Home	665	-	-	16,441	\$ 1,003,254	7.5%			
26	HVAC																															
27	Furnace Repair/Replacement	Home	2,521	-	-	(83,551)	\$ 5,305,851	18.7%	Home	1,011	-	-	(33,177)	\$ 2,190,382	14.3%	Home	1,510	-	-	(50,374)	\$ 3,115,470	23.8%	Home	1,176	-	-	(49,869)	\$ 2,493,716	18.7%			
28	Room A/C Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
29	Central A/C replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
30	Heat Pump Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
31	Evaporative Cooler	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
32	Duct Testing and Sealing	Home	433	-	-	4,811	\$ 251,410	0.9%	Home	206	-	-	2,289	\$ 119,126	0.8%	Home	227	-	-	2,522	\$ 132,285	1.0%	Home	75	-	-	833	\$ 44,529	0.3%			
33	Energy Efficient Fan Control A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
34	Prescriptive Duct Sealing	Home	3,412	-	-	37,907	\$ 353,848	1.2%	Home	1,842	-	-	20,465	\$ 194,965	1.3%	Home	1,570	-	-	17,443	\$ 158,883	1.2%	Home	684	-	-	7,599	\$ 69,557	0.5%			
35	High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
36	New - Blower Motor Retrofit	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
37	Maintenance																															
38	Furnace Clean and Tune	Home	6,135	-	-	(7,546)	\$ 353,727	1.2%	Home	3,224	-	-	(3,966)	\$ 190,618	1.2%	Home	2,911	-	-	(3,581)	\$ 163,108	1.2%	Home	2,206	-	-	(2,713)	\$ 118,835	0.9%			
39	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
40	Lighting																															
41	Lighting	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
42	New - LED Diffuse A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
43	New - LED Reflector Bulbs (PAR/BR)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
44	New - LED Torchieres	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
45	New - LED Exterior Hardwired Fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
46	New - LED Internal Hardwire	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
47	Miscellaneous																															
48	Pool Pumps	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
49	Smart Power Strips - Tier 1	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%			
50	New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%			
51	Pilots																															
52	Smart Thermostat	Each	1,381	-	-	2,512	\$ 332,000	1.2%	Each	687	-	-	1,312	\$ 165,080	1.1%	Each	694	-	-	1,200	\$ 166,920	1.3%	Each	365	-	-	519	\$ 87,760	0.7%			
53	Customer Enrollment																															
54	Outreach & Assessment	Home	40,079	-	-	-	\$ 8,753,399	30.9%	Home	24,116	-	-	-	\$ 6,127,416	40.1%	Home	15,963	-	-	-	\$ 2,625,983	20.1%	Home	22,937	-	-	-	\$ 4,971,727	37.3%			
55	In-Home Education	Home	27,681	-	-	-	\$ 418,673	1.5%	Home	16,247	-	-	-	\$ 246,008	1.6%	Home	11,434	-	-	-	\$ 172,665	1.3%	Home	17,240	-	-	-	\$ 259,470	1.9%			
56	Total Savings/Expenditures																															
57						215,713	\$ 28,369,808						130,716	\$ 15,298,968																		
58	Total Households Weatherized ⁷		39,223							23,900							15,323															

Energy Savings Assistance Program Table 2A
Southern California Gas Company
May 2020

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

¹ All savings are calculated based on the following sources:

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

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

⁵ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

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

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

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

ESA Program - Multifamily Common Area ¹							
ESA CAM Measures ^{2,3}	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Maintenance							
		-	-	-	-	\$ -	
Lighting							
		-	-	-	-	\$ -	
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ⁹	Home	-	-	-	-	\$ 11,591	64.1%
Pilots							
		-	-	-	-	\$ -	
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ 6,489	35.9%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Total Savings/Expenditures			-	-	-	\$ 18,080	100.0%

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

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 11,591	\$ 11,591
Direct Implementation (Non-Incentive)	\$ -	\$ 6,489	\$ 6,489
Direct Implementation	\$ -	\$ 153,983	\$ 153,983
TOTAL MF CAM COSTS	\$ -	\$ 172,063	\$ 172,063

<<Includes measures costs

¹ Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.
² Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.
³ Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.
⁴ All savings are calculated based on the following sources:
 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.
⁵ Microwave savings are from ECONorthWest Studies received in December of 2011.
⁶ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
⁷ Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.
⁸ Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.
⁹ Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.
¹⁰ Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.
¹¹ Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

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

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

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

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

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

² Only complete if measure is canceled or discontinued

³ Defined as CEC California Building Climate Zones

https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

	A	B
1	Energy Savings Assistance Program Tables 3A-B	
2	Southern California Gas Company	
3	May 2020	
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	215,713
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	668,352
10	Current kWh Rate	N/A
11	Current Therm Rate	0.61
12	Average 1st Year Bill Savings / Treated Households	3.35
13	Average Lifecycle Bill Savings / Treated Households	13.93
14		
15		
16	Table 3A-2, ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26	Table 3A-3, Summary - ESA Program/CSD Leveraging	
27	Annual kWh Savings	N/A
28	Annual Therm Savings	215,713
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	668,352
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 3.35
34	Average Lifecycle Bill Savings / Treated Household	\$ 13.93
35		
36		
37	Table 3B, ESA Program - Multifamily Common Area	
38	Annual kWh Savings	N/A
39	Annual Therm Savings	-
40	Lifecycle kWh Savings	N/A
41	Lifecycle Therm Savings	-
42	Current kWh Rate	N/A
43	Current Therm Rate	\$ -
44	Average 1st Year Bill Savings / Treated Properties	\$ -
45	Average Lifecycle Bill Savings / Treated Properties	\$ -
46		
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	May 2020						
4	Table 4A-1, ESA Program						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	18	12,348	12,366	8	126	134
8	Imperial	18,441	0	18,441	157	0	157
9	Kern	30,156	15,968	46,124	792	126	918
10	Kings	12,227	8	12,235	283	0	283
11	Los Angeles	2,850	998,655	1,001,505	194	20,434	20,628
12	Orange	11	231,301	231,312	0	4,250	4,250
13	Riverside	130,490	107,039	237,529	633	4,180	4,813
14	San Bernardino	999	159,955	160,954	86	6,057	6,143
15	San Luis Obispo	14,901	8,870	23,771	235	0	235
16	Santa Barbara	1,174	35,601	36,775	152	131	283
17	Tulare	46,280	11,535	57,815	750	376	1,126
18	Ventura	2,506	58,358	60,864	5	248	253
19	Total	260,053	1,639,638	1,899,691	3,295	35,928	39,223
20							
21	Table 4B, ESA Program - CSD Leveraging						
22					Households Treated YTD		
23	County				Rural	Urban	Total
24	Fresno			0			0
25	Imperial			0			0
26	Kern			0			0
27	Kings			0			0
28	Los Angeles			0			0
29	Orange			0			0
30	Riverside			0			0
31	San Bernardino			0			0
32	San Luis Obispo			0			0
33	Santa Barbara			0			0
34	Tulare			0			0
35	Ventura			0			0
36	Total	0	0	0	0	0	0
37							
38	Table 4C, ESA Program - Multi-Family Common Area						
39					Properties Treated YTD		
40	County				Rural	Urban	Total
41	Fresno			0			0
42	Imperial			0			0
43	Kern			0			0
44	Kings			0			0
45	Los Angeles			0			0
46	Orange			0			0
47	Riverside			0			0
48	San Bernardino			0			0
49	San Luis Obispo			0			0
50	Santa Barbara			0			0
51	Tulare			0			0
52	Ventura			0			0
53	Total	0	0	0	0	0	0
54							
55	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
56	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4A-2 - Homes Unwilling / Unable to Participate
Southern California Gas Company
May 2020**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	748	22	0	1	16	0	1
Imperial	38	37	0	2	7	0	0
Kern	120	48	0	4	1	0	0
Kings	19,747	536	16	34	238	48	84
Los Angeles	2,496	53	0	10	431	127	649
Orange	12,850	157	1	7	154	11	64
Riverside	9,655	64	1	55	275	12	27
San Bernardino	1	2	0	0	4	0	0
San Luis Obispo	4	7	0	0	3	0	0
Santa Barbara	2,005	203	0	175	56	2	8
Tulare	15	42	0	0	14	1	1
Ventura	5	4	0	11	0	1	2
Total¹	47,684	1,175	18	299	1,199	202	836

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 2020																
4	Table 5A, ESA Program																
5	Gas & Electric				Gas Only¹				Electric Only				Total				
6	Month	# 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			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	13,616	85,799	-	-	-	-	-	-	13,616	85,799	-	-
10	March	-	-	-	-	9,405	57,571	-	-	-	-	-	-	9,405	57,571	-	-
11	April	-	-	-	-	13,506	62,907	-	-	-	-	-	-	13,506	62,907	-	-
12	May	-	-	-	-	2,696	9,436	-	-	-	-	-	-	2,696	9,436	-	-
13	June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	39,223	215,713	-	-	-	-	-	-	39,223	215,713	-	-
21	¹ As of September 2019, all savings are calculated based on the following source: 22 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019. 23 YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2. 24 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
26	Table 5B, ESA Program - CSD Leveraging																
28	Gas & Electric				Gas Only				Electric Only				Total				
31	Month	# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
32			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
34	January																
35	February																
36	March																
37	April																
38	May																
39	June																
40	July																
41	August																
42	September																
43	October																
44	November																
45	December																
46	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
47	48 YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A. 49 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
51	Table 5C, ESA Program - Multi-Family Common Area																
52	Gas & Electric				Gas Only				Electric Only				Total				
53	Month	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
54			Therm	kWh	kW		Therm ¹	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
55	January																
56	February																
57	March																
58	April																
59	May																
60	June																
61	July																
62	August																
63	September																
64	October																
65	November																
66	December																
67	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68	69 YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B. 70 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments. 71 ¹ - Savings calculated via deemed savings; NMEC methodology continues to be reviewed and evaluated with the Energy Division																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	May 2020												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 186,572	\$ 186,572	N/A	18.66%	18.66%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 186,572	\$ 186,572	N/A	18.66%	18.66%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment ^{2,3}	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 246,582	\$ 246,582	N/A	197.27%	197.27%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ 26,908	\$ 26,908	N/A	13.45%	13.45%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ 450,537	\$ 450,537	N/A	90.11%	90.11%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing from Lead IOU for cost related to 2016.												
20	⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
May 2020**

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

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	25

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
9,280	7,119	20

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	May 2020												
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	\$ 448,611	\$ 448,611	N/A	\$ 1,384,483	\$ 1,384,483	N/A	34.57%	34.57%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 120,246	\$ 120,246	N/A	\$ 582,948	\$ 582,948	N/A	19.65%	19.65%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 10,330	\$ 10,330	N/A	\$ 36,356	\$ 36,356	N/A	23.48%	23.48%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 66,676	\$ 66,676	N/A	\$ 252,636	\$ 252,636	N/A	24.34%	24.34%
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	\$ 66,925	\$ 66,925	N/A	\$ 181,771	\$ 181,771	N/A	41.55%	41.55%
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	\$ 38,111	\$ 38,111	N/A	\$ 166,077	\$ 166,077	N/A	34.90%	34.90%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 63,031	\$ 63,031	N/A	\$ 306,042	\$ 306,042	N/A	32.09%	32.09%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 26,107	\$ 26,107	N/A	43.51%	43.51%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 813,929	\$ 813,929	N/A	\$ 2,936,420	\$ 2,936,420	N/A	29.10%	29.10%
20													
21	CARE Rate Discount	N/A	\$ 135,012,254	\$ 135,012,254	N/A	\$ 8,077,940	\$ 8,077,940	N/A	\$ 73,800,918	\$ 73,800,918	N/A	54.66%	54.66%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 145,103,376	\$ 145,103,376	N/A	\$ 8,891,869	\$ 8,891,869	N/A	\$ 76,737,338	\$ 76,737,338	N/A	52.88%	52.88%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,113,635	\$ 1,113,635	N/A	\$ 8,551,190	\$ 8,551,190			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,113,635	\$ 1,113,635	N/A	\$ 8,551,190	\$ 8,551,190			
31													
32	Indirect Costs				N/A	\$ 152,240	\$ 152,240	N/A	\$ 642,065	\$ 642,065			
33													
34	¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																								
2	Southern California Gas Company																								
3	May 2020																								
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	2,214	1,524	80	3,818	5,635	5,465	10,500	0	21,600	25,418	4,786	12,476	18,833	36,095	11,373	2,606	199	12,180	26,358	61,513	-940	1,608,798	1,671,785	96.23%
9	February	2,155	1,933	87	4,175	7,786	6,111	10,201	0	24,098	28,273	4,811	13,645	19,247	37,703	11,021	2,404	237	12,401	26,063	65,976	2,210	1,611,008	1,671,785	96.36%
10	March	1,946	2,017	157	4,120	7,268	9,472	11,790	0	28,530	32,650	8,284	18,001	28,128	54,413	8,209	2,425	298	12,116	23,048	87,063	9,602	1,620,610	1,671,785	96.94%
11	April	2,751	1,719	188	4,658	13,065	10,363	9,940	0	33,368	38,026	9,978	17,034	0	27,012	1,795	560	547	10,000	12,902	65,038	25,124	1,645,734	1,674,331	98.29%
12	May	5,895	1,722	92	7,709	13,520	5,045	8,219	0	26,784	34,493	1,936	10,792	0	12,728	13	5	279	9,556	9,853	47,221	24,640	1,670,374	1,674,331	99.76%
13	June																								
14	July																								
15	August																								
16	September																								
17	October																								
18	November																								
19	December																								
20	YTD Total	14,961	8,915	604	24,480	47,274	36,456	50,650	0	134,380	158,860	29,795	71,948	66,208	167,951	32,411	8,000	1,560	56,253	98,224	326,811	60,636	1,670,374	1,674,331	99.76%
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 2020								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
6	January	1,608,798	4,848	0.30%	12	333	345	7.12%	0.02%
7	February	1,611,008	5,081	0.32%	13	254	267	5.25%	0.02%
8	March	1,620,610	4,830	0.30%	10	192	202	4.18%	0.01%
9	April	1,645,734	687	0.04%	2	1	3	0.44%	0.00%
10	May	1,670,374	334	0.02%	0	0	0	0.00%	0.00%
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,670,374	15,780	0.94%	37	780	817	5.18%	0.05%

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 Southern California Gas Company May 2020						
2							
3							
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	476,182	327,099	191,181	85,363	11,549	39,006
7	Percentage		100.00%	58.45%	26.10%	3.53%	11.92%
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 2020									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,970	19	11,988	11,265	21	11,286	94.11%	112.75%	94.14%
8	Imperial	0	16,844	16,844	0	15,683	15,683	N/A	93.10%	93.10%
9	Kern	15,039	29,233	44,273	13,177	29,866	43,043	87.62%	102.16%	97.22%
10	Kings	8	12,071	12,079	11	15,315	15,326	133.20%	126.88%	126.88%
11	Los Angeles	852,052	2,836	854,888	853,824	1,355	855,179	100.21%	47.77%	100.03%
12	Orange	192,343	11	192,354	166,324	20	166,344	86.47%	186.38%	86.48%
13	Riverside	101,261	123,808	225,068	98,795	125,256	224,051	97.56%	101.17%	99.55%
14	San Bernardino	147,629	988	148,617	180,252	865	181,117	122.10%	87.56%	121.87%
15	San Luis Obispo	7,763	14,353	22,117	3,579	11,142	14,721	46.10%	77.63%	66.56%
16	Santa Barbara	31,891	1,114	33,005	28,859	640	29,499	90.49%	57.48%	89.38%
17	Tulare	11,335	45,247	56,582	12,368	50,109	62,477	109.12%	110.74%	110.42%
18	Ventura	54,312	2,204	56,516	49,974	1,674	51,648	92.01%	75.96%	91.39%
19	Total	1,425,603	248,728	1,674,331	1,418,428	251,946	1,670,374	99.50%	101.29%	99.76%
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 2020							
4								
5	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,608,798	21,210	1.32%	14,647	618	69.06%	0.04%
7	February	1,611,008	24,571	1.53%	14,215	613	57.85%	0.04%
8	March	1,620,610	34,595	2.13%	17,733	846	51.26%	0.05%
9	April	1,645,734	267	0.02%	171	6	64.04%	0.00%
10	May	1,670,374	250	0.01%	50	0	20.00%	0.00%
11	June							
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,670,374	80,893	4.84%	46,816	2,083	57.87%	0.12%
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 2020						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	0	0
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	LACDA		X			0	0
16	YMCA Montebello-Commerce		X			0	0
17	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
18	Coachella Valley Housing Coalition		X			0	0
19	Southeast Community Development Corp.		X			0	0
20	Latino Resource Organization		X			0	0
21	Community Action Partnership - Kern County		X			0	0
22	Ventura Cty Comm Human		X			0	0
23	Blessed Sacrament Church		X			0	0
24	Hernandad Mexicana		X			0	0
25	CSET		X			0	0
26	Crest Forest Family and Community Service		X			0	0
27	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
28	Veterans in Community Service		X	X	X	0	0
29	MEND		X			0	0
30	Catholic Charities of LA – Brownson House		X			0	0
31	OCCC, Inc. (Orange County Community Center)		X			0	0
32	APAC Service Center		X			0	0
33	Visalia Emergency Aid Council		X			0	0
34	Total Enrollments					0	0
35							
36	¹ All capitation contractors with contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
37	Note: agencies marked with an asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.						
38	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	May 2020								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,608,798	N/A	1,608,798	1,671,785	96.23%	-0.06%	5,636,985
7	February	N/A	1,611,008	N/A	1,611,008	1,671,785	96.36%	0.14%	5,639,639
8	March	N/A	1,620,610	N/A	1,620,610	1,671,785	96.94%	0.60%	5,642,789
9	April	N/A	1,645,734	N/A	1,645,734	1,674,331	98.29%	1.55%	5,645,179
10	May	N/A	1,670,374	N/A	1,670,374	1,674,331	99.76%	1.50%	5,647,079
11	June								
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,670,374	N/A	1,670,374	1,674,331	99.76%	3.72%	5,645,179
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 Southern California Gas Company May 2020				
2					
3					
4					
5	2019	Authorized Budget¹	Current Month Expenses	Expenses Since Jan. 1, 2020	% of 2020 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ 66,925	\$ 181,771	41.55%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ 66,925	\$ 181,771	41.55%
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 services¹
Southern California Gas Company
Reporting Period: April 2020**

No. of attendees at Consumer Education sessions

71

SCG -- Disputes Resolved	
High Energy User – CARE	1
TOTAL	1

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

SCG -- Disputes Resolved by Language	
Armenian	1
TOTAL	1

SCG – Needs Assistance	
Assisted with Changes to Account	1
CARE Enrollment	4
Gas Assistance Fund	48
HEAP/LIHEAP	16
Payment Extension	4
Payment Plan	3
Set Up New Account	1
TOTAL	77

SCG – Needs Assistance by Language	
Armenian	17
Cantonese	7
English	5
Farsi	2
Korean	2
Spanish	44
TOTAL	77

¹ Information provided by CHANGES contractor.

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

CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹
Southern California Gas Company
April 1 - 31, 2020

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A		Avoiding Disconnection	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	1	N/A	6	CHANGES Ed Handout
		Total	1		6	
N/A		Electric and Natural Gas Safety	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A		Energy Conservation	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A		Gas Aggregation	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A	English	High Energy Use	12	N/A	58	CHANGES Ed Handout
N/A	Mandarin	High Energy Use	13	N/A	78	CHANGES Ed Handout
		Total	25		136	
N/A		Level Pay Plan	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A		Understanding Your Bill	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
		Monthly Total ³	26		142	

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

² Contractor states all sessions at least 30 minutes.

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

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