

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

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

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

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

# LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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# ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

## 1. Energy Savings Assistance Program Executive Summary

### 1.1. Energy Savings Assistance Program Overview

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

Program Summary through November 2013			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$117,559,855	\$80,672,746	69%
Homes Treated	136,836	88,848	65%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,417,480 ***	2,538,288	105%

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

\*\* Reflects authorized levels; does not reflect fund shift transactions performed in prior months.

\*\*\* Value shown represents the estimated energy savings for Program Year 2013 associated with the requested funding in Application (A.) 11-05-018. Funding was increased pursuant to D.11-08-044, which did not contain an associated upward energy savings estimate.

During November, treated enrollments were 7,044, bringing the year-to-date total to 88,848. SoCalGas expects to exceed the number of 2012 treated enrollments in 2013.

Fund shifts addressed in the July and September 2013 monthly reports together increased the total ESA Program budget for 2013 to \$129,578,083 from \$117,559,855.

## **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**

The SoCalGas ethnic ESA Program awareness campaign that launched in September concluded on November 25, 2013. The focus of the campaign was to raise awareness of no-cost energy-saving home improvements through the ESA Program and drive qualified customers to the [socalgas.com](http://socalgas.com) website to fill out an online enrollment form. The advertising channels used to communicate this message included digital media, billboards, print ads, social media, and mobile devices. The advertising campaign: “Our own team of contractors at no cost” showed ESA Program contractors with customers in order to reach SoCalGas’ cross cultural diverse audience.

For the digital element, banner ads were developed, displayed, and retargeted at customers that visited the [socalgas.com](http://socalgas.com) website page.

The social media component included creating mobile landing page ads of the ESA Program and displaying them on mobile phones and on Facebook.com. The out-of-home elements (i.e., billboards) included 1,500 rail transit interior posters and cards. There were also 50 two-sheet ads and 30 dioramas which displayed the “team of contractors” at selected train stations.

For the print element, SoCalGas placed half page ads promoting the ESA Program in the following ethnic print newspapers: Ngoui Viet Daily News, The Korea Daily, The World Journal Los Angeles, Sing Tao, Epoch Times, Asian Journal, CA Journal for Filipino Americans, The Los Angeles Sentinel, The Wave Publication, Our Weekly, LA Watts Times, La Focus , Eastern Group Publications, La Opinion, HOY,

La Nueva, San Fernando Valley Sun/EL Sol and El Aviso. The circulation reach for the ethnic community publications each range from 25,500 to 750,000 readers.

### **E- Newsletter**

No E-Newsletter was deployed during the month of November.

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

No bill insert was deployed during the month of November.

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

Direct mail campaigns continued in the month of November, with letters being sent to 150,695 eligible ESA Program customers. The letters were personalized and available in English and in Spanish. The ESA Program direct mail campaign letters included the customer's account number and ESA Program contractor telephone number to facilitate enrollment. All ESA Program contractors were informed of the targeted zip codes in their respective areas.

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

There was only one telemarketing campaign deployed to over 21,000 eligible ESA Program customers during the month of November. This type of campaign was not automated, and SoCalGas representatives were able to reach out to customers with a mobile telephone number. As a result of this campaign, 2,000 customer leads were generated in the month of November.

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

SoCalGas included website links to its Customer Assistance Programs in all of its communications that specifically promotes the ESA Program to customers. During the month of November, 351 customers completed the on-line English language ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through the SoCalGas ESA Program.

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

**November 1 – Southern California Association of Nonprofit Housing (SCANPH), Los Angeles**

SoCalGas was an exhibitor for the SCANPH Annual Conference on November 1, 2013. SCANPH is a membership organization that supports the production, preservation and management of homes affordable to lower-income households. Photos to the event are posted online at:

<http://www.flickr.com/photos/107883702@N04/sets/>. An ESA Program contractor supported SoCalGas at the event and demonstrated sample program measures.

**November 13 – South Bay Cities Council, Los Angeles**

SoCalGas' Los Angeles Regional Public Affairs staff attended the South Bay Cities Council of Governments/South Bay Environmental Services Center on November 13, 2013, and gave a presentation on Customer Assistance Programs (CAP), CARE and the ESA Program. This was a casual "meet and greet" event for the South Bay leadership to coordinate and disseminate information to area residents. Collateral was left at the center.

**November 14 – Community Town Hall Meeting, Riverside**

SoCalGas partnered with Riverside County Supervisor Jeffries' office to distribute information on Advanced Meter, CARE and the ESA Program at a community town hall meeting in Riverside. The meeting was attended by 75 to 100 people, mainly seniors.

**November 21 – Catholic Charities of Orange County, Santa Ana**

Because CalFresh is a program that offers categorical eligibility for the CARE program, SoCalGas has been a sponsor of the CalFresh Workshops hosted by



Catholic Charities of Orange County. Participants at the workshop learned about the CARE and ESA Program. All participants were monolingual Spanish speakers.

**November 23 – Catholic Charities of Orange County, Doris Cantlay Center, Santa Ana**

The Doris Cantlay Center, an extension of Catholic Charities of Orange County, distributed turkeys and bags of food to 500 families in honor of the Thanksgiving holiday celebration. The families formed a single file line from 8 AM - 11 AM to pick up their holiday food. Imprenta Communications staff arrived at the center at 8 AM to set-up a table with informational materials to educate the community about CARE and the ESA Program. Approximately 250 CARE applications were distributed.

**November 24 – Boyle Heights Mariachi Festival, Boyle Heights**

SoCalGas was a sponsor of the Boyle Heights Mariachi Festival on November 24, 2013. The sponsorship was leveraged between the SoCalGas Los Angeles Regional Public Affairs, CARE, and Advanced Meter departments. There were over 3,000 attendees at the Boyle Heights Mariachi festival.

**November 26 – Casa Esperanza, Panorama City**

SoCalGas sponsored Casa Esperanza's annual Thanksgiving Food Drive in the community of Panorama City in the San Fernando Valley, on November 26, 2013. As a sponsor, SoCalGas' contribution helped fund \$10 grocery gift cards for 120 needy families. Additionally, each community member received a grocery bag with food donations and CARE information that included applications, a SoCalGas reusable bag, coloring books, and a Los Kitos comic book (a bilingual comic book that describes the CARE program and the enrollment process into the CARE program).

**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?

As directed by D.12-08-044, SoCalGas is leveraging with the California Services Department (CSD) on the deployment of leveraging pilots. This year SoCalGas sent a total of over 8,500 direct mail letters to customers previously served by the ESA Program, raising customer awareness regarding an opportunity to receive a no-cost Solar Water Heater (SWH) through CSD. In November, SoCalGas identified over 3,000 additional ESA Program customers to target for future deployment of SWH direct mail letters.

SoCalGas is continuing to leverage with Park Water Company, which agreed to co-fund the ESA Program high efficiency washers installed within the two utilities' shared territory. Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems. In November, SoCalGas worked with Park Water Company to verify shared customers and appropriate co-funding. Based on the number of verified shared customers served with high efficiency washers, through November SoCalGas' ESA Program is estimated to receive over \$38,000 of co-funding costs. Currently, SoCalGas is in discussions with other water utilities to establish similar leveraging agreements.

In an effort to gain partnerships within the multifamily housing sector, SoCalGas was an exhibitor at the SCANPH Annual Conference. Information on both the ESA Program and Multifamily Rebates were shared at the event. In November, SoCalGas continued to reach out to potential nonprofit housing partners. See section 1.2.2 of this report for further information regarding SoCalGas attendance at this event.

#### **1.4. Workforce Education & Training**

**1.4.1.** Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps

taken to hire and train low-income workers and how such efforts differ from prior program years.

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

SoCalGas Skill-Level Test Results						
	First Quarter	Second Quarter	Third Quarter	October	November	YTD Total
Attended Testing	65	55	101	9	6	236
Passed Test	62	44	98	8	6	218
Pass Rate	95%	80%	97%	89%	100%	92%

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

SoCalGas 5- Day Enrollment and Assessment Training						
	First Quarter	Second Quarter	Third Quarter	October	November	YTD Total
Attended Class	75	74	86	0	20	259
Tested	72	72	86	0	13	243
Passed Class	68	71	83	0	11	233
Badged	34	13	10	0	0	57
Census Attendees	0	0	0	0	0	0
Retention Rate*	94%	99%	97%	N/A	85%	96%
*Retention Rate is Passed/Tested						

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for

an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 57. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

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

Class Type	1st Quarter		2nd Quarter		3rd Quarter		October		November		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	No of Classes	No of Students	No of Classes	No of Students
<b>Initial</b>	3	22	4	10	1	9	0	0	2	8	10	49
<b>Refreshers</b>	2	9	4	9	3	16	1	3	1	1	11	38
<b>NGAT 5-Day</b>	2	21	2	13	0	0	0	0	0	0	4	34
<b>Grand Total</b>	7	52	10	32	4	25	1	3	3	9	25	121

## 2. CARE Executive Summary

### 2.1. CARE Program Summary - November

2.1.1. Please provide CARE program summary costs.

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach <sup>(1)</sup>	\$3,845,745	\$3,436,883	89%
Proc., Certification and Verification	\$8,200,213	\$1,180,737	14%
Information Tech./Programming	\$2,669,534	\$406,211	15%
Pilots <sup>(1)</sup>	\$180,000	\$135,000	75%
Measurement and Evaluation	\$51,484	\$0	0%
Regulatory Compliance	\$234,962	\$281,685	120%
General Administration	\$915,488	\$649,825	71%
CPUC Energy Division Staff	\$60,000	\$15,290	25%
Cooling Centers	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$16,157,426</b>	<b>\$6,105,631</b>	<b>38%</b>
<b>Subsidies and Benefits</b>	<b>\$129,892,840</b>	<b>\$102,704,324</b>	<b>79%</b>
<b>Total Program Costs and Discounts</b>	<b>\$146,050,266</b>	<b>\$108,809,955</b>	<b>75%</b>

\* D. 12-08-044 was issued on Aug. 30, 2012 and is reflected in this table. Values may not sum to totals due to rounding. (1) Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is a "not to exceed" 2013 allocation (SoCalGas 25% share of up to \$60,000/month).

SoCalGas has seen a modest increase in the Regulatory Compliance budget category during 2013. This increase is associated with additional incremental FTEs and/or labor allocations related to staff support positions. SoCalGas will fund shift to cover additional expenses above the amounts assigned to that category according to the fund shifting rules authorized in D.08-12-044.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,611,542	1,798,002	<b>89.6%</b>

## 2.2 Outreach

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

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

During November, SoCalGas deployed an AVM campaign to approximately 17,200 customers whose eligibility in the CARE program was about to expire. By the time of this report, approximately 2,689 customers recertified their eligibility via the interactive phone channel.

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

SoCalGas references its website in virtually all communications.

SoCalGas sends a welcome email to new customers who have a likelihood of being eligible for the CARE program and who have an email address on file.

During November, SoCalGas sent out several email campaigns. First, SoCalGas sent an email reminder to 12,000 customers whose CARE eligibility was close to expiring (This campaign is related to the AVM recertification campaign referenced above; if SoCalGas has an email address on file, the customer also receives an email). Second, SoCalGas sent an email to 140,000 "likely CARE" customers.

During November, 8,501 customers used the online CARE application form. The online activity resulted in 2,118 new enrollments and 1,807 customers recertifications of enrollment.

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

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 4,114 applications in November, with 3,448 customers subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directed needy customers to the CARE Program.

SoCalGas is using a variety of grassroots outreach tactics to assist in enrolling customers in Orange County. For example, Imprenta Communications is continuing door-to-door canvassing on behalf of the SoCalGas ESA Program. The canvassers are bilingual and have returned more than 1,000 completed applications from September through November. The canvassing will continue in 2014, with a special emphasis on Santa Ana.

As a result of the challenges of reaching potentially eligible customers in Orange County, many low-income customers use check cashing locations. SoCalGas also distributed 20,000 CARE applications throughout Orange County check-cashing locations.

Outreach events with Catholic Charities of Orange County are reported in Section 1.2.2.

To assist with grassroots outreach in the north-coastal region, SoCalGas is also continuing its pilot campaign with FOOD Share, a food bank in Oxnard, Ventura

County. FOOD Share distributed CARE applications as part of its CalFresh outreach efforts. SoCalGas is expanding this tactic to other food banks in southern and northern Santa Barbara County.

To assist with grassroots outreach in Los Angeles, SoCalGas continues to work with Centro Latino for Literacy to create awareness of low-income programs such as CARE. This organization works with adults in Los Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that specifically teaches literacy skills to adults. SoCalGas is providing collateral and is being allowed to show an online ad that precedes the computer-based learning of the students.

SoCalGas has also begun to work with Los Angeles Opportunities Industrialization Centers (in conjunction with the Los Angeles Public Libraries) to inform students and families in low-income areas about the CARE program.

In addition, to reach low-income seniors who are house-bound, SoCalGas is piloting a relationship with St. Vincent Meals on Wheels. CARE applications and/or CARE giveaways are distributed with senior meals every month.

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

SoCalGas has begun to wind down its 2013 direct mail activity. Major activity will resume in 2014, especially with the implementation of the new single-family income guidelines. During November, there were 10,165 applications returned and 5,745 customers were subsequently enrolled in the CARE program.

Through November 2013, there were 1.2 million targeted direct-mail applications mailed to customers. Approximately, 59,000 applications were processed and 35,000 customers enrolled in the CARE program.



### **CARE Bill Inserts**

During 2013, SoCalGas mailed out a mandatory bill insert on the CARE program in July. The bill insert informed customers of the new eligibility guidelines.

During 2013, there were approximately 15,000 bill inserts returned and 5,500 customers enrolled in the CARE program.

### **Outreach by Field Employees**

Field service employees distributed Customer Assistance Programs flyers to customers when entering the customer's premises. Originally this distribution policy covered the "seasonal light" period (October through February), but the distribution currently continues year round. Bases with a high concentration of low-income customers go through the flyers more quickly than lower concentration of low-income customers, and the outreach group replenishes those field operating bases, as requested.

### **CARE Mass Media Campaign**

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*), and Los Angeles/Orange County (*El Aviso*). These ads are ongoing.

As reported in August, SoCalGas launched a media campaign in three coastal counties with low enrollment rates (Ventura, Santa Barbara, and San Luis Obispo). SoCalGas launched a similar version of this campaign in October. This campaign continued through November and will possibly also run in December. Radio, local ethnic media, digital ads, social media, and other channels are the components of this campaign. Results will be provided in future reports.

### **Disability Outreach**

No disability outreach during the month of November.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as the Los Angeles Department of Water and Power (LADWP), Southern California Edison, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of November, 6,181 customers were enrolled in SoCalGas' CARE program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in November generated 3,457 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also can satisfy Post Enrollment Verification (PEV) requirements 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. As a result of leveraging activities during November, 76 LIHEAP customers were enrolled in SoCalGas' CARE program.

### **2.3 CARE Recertification Complaints.**

There were no recertification complaints in November.

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

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

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

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

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

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

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

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

**CARE-** Table 1- CARE Overall Program Expenses

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

**CARE-** Table 3a- CARE Post-Enrollment Verification Results (Model)

**CARE-** Table 3b- CARE Post-Enrollment Verification Results (High 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 the CHANGES Pilot

**CARE-** Table 10- CHANGES Individual Customer Assistance (detail)

**CARE-** Table 11- CHANGES Group Customer Assistance (detail)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>November 2013</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses<sup>2</sup></b>			<b>Year to Date Expenses<sup>2</sup></b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances	N/A	\$ 6,449,788	\$ 6,449,788	N/A	\$ 1,197,977	\$ 1,197,977	N/A	\$ 11,329,584	\$ 11,329,584	N/A	176%	176%
8	Domestic Hot Water	N/A	\$ 15,460,812	\$ 15,460,812	N/A	\$ 877,158	\$ 877,158	N/A	\$ 9,751,488	\$ 9,751,488	N/A	63%	63%
9	Enclosure	N/A	\$ 40,418,299	\$ 40,418,299	N/A	\$ 1,819,265	\$ 1,819,265	N/A	\$ 23,907,046	\$ 23,907,046	N/A	59%	59%
10	HVAC	N/A	\$ 18,006,083	\$ 18,006,083	N/A	\$ 897,055	\$ 897,055	N/A	\$ 12,111,969	\$ 12,111,969	N/A	67%	67%
11	Maintenance	N/A	\$ 2,496,293	\$ 2,496,293	N/A	\$ 116,439	\$ 116,439	N/A	\$ 1,373,428	\$ 1,373,428	N/A	55%	55%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
14	Customer Enrollment	N/A	\$ 20,746,914	\$ 20,746,914	N/A	\$ 1,048,946	\$ 1,048,946	N/A	\$ 13,107,656	\$ 13,107,656	N/A	63%	63%
15	In Home Education	N/A	\$ 2,517,638	\$ 2,517,638	N/A	\$ 87,053	\$ 87,053	N/A	\$ 1,367,663	\$ 1,367,663	N/A	54%	54%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
17	<b>Energy Efficiency TOTAL</b>	N/A	\$ 106,095,827	\$ 106,095,827	N/A	\$ 6,043,892	\$ 6,043,892	N/A	\$ 72,948,834	\$ 72,948,834	N/A	69%	69%
18													
19	Training Center	N/A	\$ 663,921	\$ 663,921	N/A	\$ 24,780	\$ 24,780	N/A	\$ 268,525	\$ 268,525	N/A	40%	40%
20	Inspections	N/A	\$ 3,063,896	\$ 3,063,896	N/A	\$ 114,552	\$ 114,552	N/A	\$ 1,565,435	\$ 1,565,435	N/A	51%	51%
21	Marketing and Outreach	N/A	\$ 1,272,007	\$ 1,272,007	N/A	\$ 455,631	\$ 455,631	N/A	\$ 1,264,253	\$ 1,264,253	N/A	99%	99%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 26,272	\$ 26,272	N/A	\$ 280,568	\$ 280,568	N/A	95%	95%
25	General Administration	N/A	\$ 5,891,204	\$ 5,891,204	N/A	\$ 376,932	\$ 376,932	N/A	\$ 4,338,579	\$ 4,338,579	N/A	74%	74%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 582	\$ 582	N/A	\$ 6,553	\$ 6,553	N/A	8%	8%
27													
28	<b>TOTAL PROGRAM COSTS</b>	N/A	\$117,559,855	\$ 117,559,855	N/A	\$ 7,042,640	\$ 7,042,640	N/A	\$ 80,672,746	\$ 80,672,746	N/A	69%	69%
29													
30	Indirect Costs				N/A	\$ 256,550	\$ 256,550	N/A	\$ 2,743,450	\$ 2,743,450			
31	NGAT Costs					\$ 166,404	\$ 166,404		\$ 2,155,290	\$ 2,155,290			
32													
33	<sup>1</sup> The authorized budget does not include funds shifted from previous years and/or prior program cycles. In July, 2013, SoCalGas increased the PY 2013 Appliances budget by \$7,436,002 over the budget authorized in D.12-08-044, resulting in a total PY2013 Appliances budget of \$13,885,790. This shift was necessary in order to allow for contract value increases undertaken in July to meet anticipated demand. SCG determined the revised PY 2013 Appliance budget based on the total authorized 2012-2014 budget for the sub-category less 2012 actual expenditures for the sub-category. The revised PY 2013 Appliances budget is funded from unspent 2012 balance of \$27,991,278.												
34	<sup>2</sup> In September, 2013, SoCalGas increased its PY 2013 Energy Efficiency budget by \$4,582,226 among the Domestic Hot Water, Enclosure, HVAC, Maintenance, Customer Enrollment, and In Home Education subcategories. The shift was required in order to fund contract value increases for vendors providing Enrollment & Assessment, Weatherization, and HVAC services. The shift is funded from the unspent 2012 balance of \$27,991,278. With the July shift described in footnote 1, the total Energy Efficiency budget has been increased to \$118,114,055 from \$106,095,827, and the total ESA Program budget for 2013 has been increased to \$129,578,083 from \$117,559,855.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
36													

	A	B	C	D	E	F	G	H	
1	<b>Energy Savings Assistance Program Table 2</b>								
2	<b>Program Expenses &amp; Energy Savings by Measures Installed</b>								
3	<b>Southern California Gas Company</b>								
4	<b>November 2013</b>								
5	<b>Year-To-Date Completed &amp; Expensed Installation</b>								
6	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>4</sup> (Annual)</b>	<b>kW<sup>5</sup> (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses<sup>7</sup> (\$)</b>	<b>% of Expenditure</b>	
7	<b>Appliances</b>								
8	High Efficiency Clothes Washer	Each	15,336			418,673	\$11,586,220	16%	
9	Refrigerators	Each							
10	Microwaves <sup>6</sup>	Each							
11	<b>Domestic Hot Water</b>								
12	Water Heater Blanket	Home	3,941			18,507	\$203,043	0.28%	
13	Low Flow Shower Head	Home	81,781			362,456	\$3,340,288	5%	
14	Water Heater Pipe Insulation	Home	3,316			10,168	\$67,126	0.09%	
15	Faucet Aerator	Home	80,001			115,859	\$1,207,733	2%	
16	Water Heater Repair/Replacement	Each	1,523			-	\$1,202,915	2%	
17	Thermostatic Shower Valve	Each	92,631			1,259,781	\$3,730,382	5%	
18	<b>Enclosure</b>								
19	Air Sealing / Envelope <sup>1</sup>	Home	71,801			259,113	\$18,261,522	25%	
20	Attic Insulation	Home	5,377			40,055	\$5,645,527	8%	
21	<b>HVAC</b>								
22	FAU Standing Pilot Conversion	Each	43			1,806	\$12,512	0.02%	
23	Furnace Repair/Replacement	Each	9,399			-	\$10,054,982	14%	
24	Room A/C Replacement	Each							
25	Central A/C replacement	Each							
26	Heat Pump Replacement	Each							
27	Evaporative Cooler (Replacement)	Each							
28	Evaporative Cooler (Installation)	Each							
29	Duct Testing and Sealing	Home	1,952			-	\$2,044,475	3%	
30	<b>Maintenance</b>								
31	Furnace Clean and Tune	Home	21,688			51,870	\$1,373,428	2%	
32	Central A/C Tune up	Home							
33	<b>Lighting</b>								
34	Compact Fluorescent Lights (CFL)	Each							
35	Interior Hard wired CFL fixtures	Each							
36	Exterior Hard wired CFL fixtures	Each							
37	Torchiere	Each							
38	Occupancy Sensor	Each							
39	LED Night Lights	Each							
40	<b>Miscellaneous</b>								
41	Pool Pumps	Each							
42	Smart Power Strips	Each							
43	<b>New Measures</b>								
44									
45	<b>Pilots</b>								
46									
47	<b>Customer Enrollment</b>								
48	Outreach & Assessment	Home	88,848				\$13,050,135	18%	
49	In-Home Education	Home	89,270				\$1,091,445	1%	
50									
51	<b>Total Savings/Expenditures</b>						2,538,288	\$72,871,733	
52									
53	Households Weatherized <sup>2</sup>		80,816						
54									
55	<b>Households Treated</b>								
56	- Single Family Households Treated	Home	66,566						
57	- Multi-family Households Treated	Home	18,229						
58	- Mobile Homes Treated	Home	4,053						
59	<b>Total Number of Households Treated</b>	Home	<b>88,848</b>						
60	<b># Eligible Households to be Treated for PY<sup>3</sup></b>	Home	<b>136,836</b>						
61	<b>% of Households Treated</b>	%	<b>65%</b>						
62	- Master-Meter Households Treated	Home	7,274						
63									
64	<sup>1</sup> 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.								
65									
66	<sup>2</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs								
67	<sup>3</sup> Based on Attachment H of D.12-08-044								
68	<sup>4</sup> All savings are calculated based on the following sources:								
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.								
70	<sup>5</sup> Costs exclude support costs that are included in Table 1.								
71	<sup>6</sup> Microwave savings are from ECONorthWest Studies received in December of 2011								
72	<sup>7</sup> The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's								
73	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill</b>	
2	<b>Savings per Treated Home</b>	
3	<b>Southern California Gas Company</b>	
4	<b>November 2013</b>	
4	<b>Year-to-Date Installations - Expensed</b>	
5	Annual kWh Savings	n/a
6	Annual Therm Savings	2,538,288
7	Lifecycle kWh Savings	n/a
8	Lifecycle Therm Savings	25,911,906
9	Current kWh Rate	n/a
10	Current Therm Rate	0.55
11	Number of Treated Households	88,848
12	Average 1st Year Bill Savings / Treated households	\$15.78
13	Average Lifecycle Bill Savings / Treated Household	\$135.30
14		
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program</b>						
2	<b>Homes Treated</b>						
3	<b>Southern California Gas Company</b>						
4	<b>November 2013</b>						
5	<b>County</b>	<b>Eligible Households</b>			<b>Households Treated YTD</b>		
6		<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	12	10,967	10,979	46	1,329	1,375
8	Imperial	18,445	10	18,455	1,016	5	1,021
9	Kern	28,576	13,930	42,507	3,174	736	3,910
10	Kings	13,263	16	13,278	1,775	1	1,776
11	Los Angeles	2,435	1,105,335	1,107,770	517	42,592	43,109
12	Orange	4	240,830	240,834	0	5,969	5,969
13	Riverside	131,941	107,027	238,968	1,315	10,739	12,054
14	San Bernardino	1,009	174,362	175,371	171	10,575	10,746
15	San Luis Obispo	18,517	12,083	30,600	951	0	951
16	Santa Barbara	1,116	38,447	39,564	639	477	1,116
17	Tulare	46,685	10,914	57,600	4,571	1,001	5,572
18	Ventura	2,270	57,561	59,831	186	1,063	1,249
19	<b>Total</b>	<b>264,273</b>	<b>1,771,483</b>	<b>2,035,756</b>	<b>14,361</b>	<b>74,487</b>	<b>88,848</b>
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate</b>								
2	<b>Southern California Gas Company</b>								
3	<b>November 2013</b>								
4		<b>Reason Provided</b>							
5	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
6	Fresno	39	2		3	2	2		4
7	Imperial	7			67		11	16	1
8	Kern	123			5	1	59	2	4
9	Kings	35	2		1	2	11	1	2
10	Los Angeles	1,862	23		545	23	1,022	669	153
11	Orange	323	4		52	22	196	82	27
12	Riverside	408	14		48	6	329	203	50
13	San Bernardino	788	31		47	3	423	419	76
14	San Luis Obispo	7	2				6		4
15	Santa Barbara	91	1		7	1	28	8	4
16	Tulare	113	4		39	39	395	1	23
17	Ventura	39	1		11	2	30	6	4
18									
19	<b>Total</b>	<b>3,835</b>	<b>84</b>	<b>-</b>	<b>825</b>	<b>101</b>	<b>2,512</b>	<b>1,407</b>	<b>352</b>
20									
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																
2	<b>Southern California Gas Company</b>																
3	<b>November 2013</b>																
4		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
5		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>		
6	<b>2013</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
7	January	0	N/A	N/A	N/A	0	146,991	N/A	N/A	N/A	N/A	N/A	N/A	0	0	N/A	N/A
8	February	0	N/A	N/A	N/A	6,512	224,106	N/A	N/A	N/A	N/A	N/A	N/A	6,512	224,106	N/A	N/A
9	March	0	N/A	N/A	N/A	8,441	269,981	N/A	N/A	N/A	N/A	N/A	N/A	8,441	269,981	N/A	N/A
10	April	0	N/A	N/A	N/A	9,139	261,258	N/A	N/A	N/A	N/A	N/A	N/A	9,139	261,258	N/A	N/A
11	May	0	N/A	N/A	N/A	9,767	278,286	N/A	N/A	N/A	N/A	N/A	N/A	9,767	278,286	N/A	N/A
12	June	0	N/A	N/A	N/A	10,312	317,071	N/A	N/A	N/A	N/A	N/A	N/A	10,312	317,071	N/A	N/A
13	July	0	N/A	N/A	N/A	11,575	296,818	N/A	N/A	N/A	N/A	N/A	N/A	11,575	296,818	N/A	N/A
14	August	0	N/A	N/A	N/A	10,071	188,562	N/A	N/A	N/A	N/A	N/A	N/A	10,071	188,562	N/A	N/A
15	September	0	N/A	N/A	N/A	5,756	322,779	N/A	N/A	N/A	N/A	N/A	N/A	5,756	322,779	N/A	N/A
16	October	0	N/A	N/A	N/A	10,231	232,437	N/A	N/A	N/A	N/A	N/A	N/A	10,231	232,437	N/A	N/A
17	November	0	N/A	N/A	N/A	7,044	232,437	N/A	N/A	N/A	N/A	N/A	N/A	7,044	232,437	N/A	N/A
18	December																
19	<b>YTD</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>88,848</b>	<b>2,538,288</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>88,848</b>	<b>2,538,288</b>	<b>N/A</b>	<b>N/A</b>
20																	
21	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>November 2013</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2013</b>			<b>% of 3-Year Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	none												
8	<b>Studies</b>												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	0	0	N/A	0	0	N/A	0	0
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	0	0	N/A	0	0	N/A	0	0
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	0	0	N/A	0	0	N/A	0	0
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	0	0	N/A	0	0	N/A	0	0
13	<b>Total Studies</b>	N/A	<b>\$ 500,000</b>	<b>\$ 500,000</b>	N/A	0	0	N/A	0	0	N/A	0	0
14													
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>November 2013</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ -	\$ 3,845,745	\$ 3,845,745	\$ -	\$ 31,292	\$ 31,292	\$ -	\$ 3,436,883	\$ 3,436,883	NA	89%	89%
7	Processing / Certification Re-certification	\$ -	\$ 4,456,213	\$ 4,456,213	\$ -	\$ 84,937	\$ 84,937	\$ -	\$ 877,324	\$ 877,324	NA	20%	20%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 20,830	\$ 20,830	\$ -	\$ 303,413	\$ 303,413	NA	8%	8%
9	IT Programming	\$ -	\$ 2,669,534	\$ 2,669,534	\$ -	\$ 22,764	\$ 22,764	\$ -	\$ 406,211	\$ 406,211	NA	15%	15%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 135,000	\$ 135,000	NA	75%	75%
13													
14	Measurement and Evaluation	\$ -	\$ 51,484	\$ 51,484	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0%	0%
15	Regulatory Compliance	\$ -	\$ 234,962	\$ 234,962	\$ -	\$ 29,486	\$ 29,486	\$ -	\$ 281,685	\$ 281,685	NA	120%	120%
16	General Administration	\$ -	\$ 915,488	\$ 915,488	\$ -	\$ 48,158	\$ 48,158	\$ -	\$ 649,825	\$ 649,825	NA	71%	71%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,359	\$ 1,359	\$ -	\$ 15,290	\$ 15,290	NA	25%	25%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,157,426	\$ 16,157,426	\$ -	\$ 253,825	\$ 253,825	\$ -	\$ 6,105,631	\$ 6,105,631	NA	38%	38%
20													
21	CARE Rate Discount	\$ -	\$ 129,892,840	\$ 129,892,840	\$ -	\$ 9,100,356	\$ 9,100,356	\$ -	\$ 102,704,324	\$ 102,704,324	NA	79%	79%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 146,050,266	\$ 146,050,266	\$ -	\$ 9,354,181	\$ 9,354,181	\$ -	\$ 108,809,955	\$ 108,809,955	NA	75%	75%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 1,133,054	\$ 1,133,054	\$ -	\$ 14,766,502	\$ 14,766,502			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 1,133,054	\$ 1,133,054	\$ -	\$ 14,766,502	\$ 14,766,502			
31													
32	Indirect Costs				\$ -	\$ 100,555	\$ 100,555	\$ -	\$ 1,137,033	\$ 1,137,033			
33													
34	<sup>1</sup> Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts.												
35	Note: Adjustment made to CARE PPP Exemption in April due to rate change (-714,440).												
36	<sup>2</sup> In October, the Regulatory Compliance category budget has been increased by \$75,000 to \$309,962 from \$234,962. This increase is to fund additional incremental FTEs												
37	and/or labor allocations related to staff support positions and is consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$840,488 from \$915,488.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y					
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																													
2	<b>Southern California Gas Company</b>																													
3	<b>November 2013</b>																													
4		<b>New Enrollment</b>										<b>Recertification</b>					<b>Attrition (Drop Offs)</b>				<b>Enrollment</b>									
5		<b>Automatic Enrollment</b>				<b>Self-Certification (Income or Categorical)</b>				<b>Capitation</b>	<b>Total New Enrollment (E+I+J)</b>	<b>Scheduled</b>	<b>Non-Scheduled (Duplicates)</b>	<b>Automatic</b>	<b>Total Recertification (L+M+N)</b>	<b>No Response to Recert</b>	<b>Failed PEV</b>	<b>Failed Recertification</b>	<b>Other</b>	<b>Total Attrition (P+Q+R+S)</b>	<b>Gross (K+O)</b>	<b>Net Adjusted (K-T)</b>	<b>Total CARE Participants</b>	<b>Estimated CARE Eligible</b>	<b>Penetration Rate % (W/X)</b>					
6	<b>2013</b>	<b>Inter-Utility <sup>1</sup></b>	<b>Intra-Utility <sup>2</sup></b>	<b>Leveraging <sup>3</sup></b>	<b>Combined (B+C+D)</b>	<b>Online</b>	<b>Paper</b>	<b>Phone</b>	<b>Combined (F+G+H)</b>																	<b>Scheduled</b>	<b>Non-Scheduled (Duplicates)</b>	<b>Automatic</b>	<b>Total Recertification (L+M+N)</b>	<b>No Response to Recert</b>
7	January	5,843	2,411	332	8,586	2,574	17,081	118	19,773	1	28,360	27,764	21,066	11,330	60,160	17,137	3,030	1,070	2,877	24,114	88,520	4,246	1,653,606	1,794,060	92.2%					
8	February	5,876	2,541	310	8,727	4,344	25,750	13	30,107	15	38,849	9,085	12,913	9,979	31,977	13,900	4,053	1,047	23,785	42,785	70,826	-3,936	1,649,670	1,794,060	92.0%					
9	March	5,445	3,600	388	9,433	3,532	12,144	18	15,694	15	25,142	16,061	18,047	12,869	46,977	10,876	2,961	527	11,144	25,508	72,119	-366	1,649,304	1,794,060	91.9%					
10	April	4,969	3,196	402	8,567	2,404	12,333	7	14,744	14	23,325	8,509	15,933	10,764	35,206	8,192	2,386	481	9,988	21,047	58,531	2,278	1,651,582	1,797,772	91.9%					
11	May	4,948	3,164	396	8,508	2,363	12,304	6	14,673	10	23,191	12,112	13,388	9,666	35,166	8,587	2,972	453	11,642	23,654	58,357	-463	1,651,119	1,797,772	91.8%					
12	June	5,115	2,421	362	7,898	2,420	13,885	2	16,307	22	24,227	23,555	21,985	7,600	53,140	10,572	3,326	327	17,810	32,035	77,367	-7,808	1,643,311	1,797,772	91.4%					
13	July	5,918	2,906	464	9,288	2,545	19,068	11	21,624	19	30,931	29,998	25,820	8,988	64,806	15,797	3,276	542	15,900	35,515	95,737	-4,584	1,638,727	1,795,429	91.3%					
14	August	4,061	3,390	385	7,836	3,277	15,347	4	18,628	15	26,479	29,890	16,595	8,301	54,786	15,247	3,414	607	15,863	35,131	81,265	-8,652	1,630,075	1,795,429	90.8%					
15	September	6,287	2,763	243	9,293	2,198	11,030	5	13,233	1	22,527	25,892	17,370	9,840	53,102	12,832	4,341	370	16,374	33,917	75,629	-11,390	1,618,685	1,795,429	90.2%					
16	October	4,739	3,098	111	7,948	2,082	15,862	1	17,945	15	25,908	35,182	17,799	9,358	62,339	14,387	2,272	532	14,995	32,186	88,247	-6,278	1,612,495	1,798,002	89.7%					
17	November	6,181	3,457	136	9,774	2,415	14,962	23	17,400	4	27,178	27,391	20,315	8,790	56,486	14,175	3,572	499	9,885	28,131	83,664	-953	1,611,542	1,798,002	89.6%					
18	December																													
19	YTD Total	59,382	32,947	3,529	95,858	30,154	169,766	208	200,128	131	296,117	245,439	201,231	107,475	554,145	141,702	35,603	6,455	150,263	334,023	850,262	-37,906	1,611,542	1,798,002	89.6%					
20																														
21	Enrollments via data sharing between the IOUs.																													
22	Enrollments via data sharing between departments and/or programs within the utility.																													
23	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																													
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																													

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>November 2013</b>								
4	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
5	January	1,653,606	5,282	0.32%	3,104	228	3,332	63%	0.20%
6	February	1,649,670	5,359	0.32%	2,798	235	3,033	57%	0.18%
7	March	1,649,304	6,207	0.38%	3,160	229	3,389	55%	0.21%
8	April	1,651,582	6,973	0.42%	3,852	252	4,104	59%	0.25%
9	May	1,651,119	8,847	0.54%	5,469	378	5,847	66%	0.35%
10	June	1,643,311	885	0.05%	219	25	244	28%	0.01%
11	July	1,638,727	5,258	0.32%	3,183	359	3,542	67%	0.22%
12	August	1,630,075	5,501	0.34%	3,192	363	3,555	65%	0.22%
13	September	1,618,685	3,900	0.24%	9	172	181	5%	0.01%
14	October	1,612,495	1,283	0.08%	6	6	12	1%	0.00%
15	November	1,611,542	3,958	0.25%	2	33	35	1%	0.00%
16	December								
17	<b>YTD Total</b>	<b>1,612,495</b>	<b>53,453</b>	<b>3.31%</b>	<b>24,994</b>	<b>2,280</b>	<b>27,274</b>	<b>51%</b>	<b>1.69%</b>
18									
19	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
25	<b>not applicable to SoCalGas</b>								
26	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	<b>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
40									
41	<sup>1</sup> Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
43	YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications</b>						
2	<b>Southern California Gas Company</b>						
3	<b>November 2013</b>						
4		<b>Provided<sup>1</sup></b>	<b>Received</b>	<b>Approved<sup>2</sup></b>	<b>Denied<sup>3</sup></b>	<b>Pending/Never Completed<sup>4</sup></b>	<b>Duplicates<sup>5</sup></b>
5	Total (Y-T-D)	5,336,142	530,136	354,760	30,428	40,104	104,844
6	Percentage		100%	67%	6%	8%	20%
7	<sup>1</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. <sup>2</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. <sup>3</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. <sup>4</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. <sup>5</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.  Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>November 2013</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,589	12	10,601	11,185	16	11,201	106%	135%	106%
7	Imperial	0	16,807	16,807	14	13,025	13,039	NA	77%	78%
8	Kern	13,038	27,679	40,717	10,368	27,467	37,835	80%	99%	93%
9	Kings	18	13,025	13,043	18	13,890	13,908	98%	107%	107%
10	Los Angeles	950,402	2,415	952,817	855,838	1,141	856,979	90%	47%	90%
11	Orange	199,952	0	199,952	161,019	19	161,038	81%	0%	81%
12	Riverside	101,534	125,582	227,115	89,691	113,532	203,223	88%	90%	89%
13	San Bernardino	160,571	973	161,545	162,502	786	163,288	101%	81%	101%
14	San Luis Obispo	10,577	17,770	28,347	4,482	12,233	16,715	42%	69%	59%
15	Santa Barbara	34,098	1,067	35,165	28,276	669	28,945	83%	63%	82%
16	Tulare	10,738	45,773	56,511	11,154	45,953	57,107	104%	100%	101%
17	Ventura	53,410	1,974	55,383	46,841	1,423	48,264	88%	72%	87%
18	<b>Total</b>	<b>1,544,926</b>	<b>253,076</b>	<b>1,798,002</b>	<b>1,381,388</b>	<b>230,154</b>	<b>1,611,542</b>	<b>89%</b>	<b>91%</b>	<b>89.6%</b>
19										
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>November 2013</b>							
4	<b>2013</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified</b>	<b>Households De-enrolled</b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	1,653,606	25,278	1.53%	19,593	10,518	78%	0.64%
6	February	1,649,670	24,627	1.49%	19,051	10,016	77%	0.61%
7	March	1,649,304	36,122	2.19%	25,755	15,773	71%	0.96%
8	April	1,651,582	42,081	2.55%	27,023	19,053	64%	1.15%
9	May	1,651,119	31,773	1.92%	19,075	15,072	60%	0.91%
10	June	1,643,311	33,356	2.03%	20,523	15,516	62%	0.94%
11	July	1,638,727	40,640	2.48%	22,704	19,143	56%	1.17%
12	August	1,630,075	33,758	2.07%	18,423	10,539	55%	0.65%
13	September	1,618,685	36,000	2.22%	17,275	743	48%	0.05%
14	October	1,612,495	32,936	2.04%	5,607	240	17%	0.01%
15	November	1,611,542	34,101	2.12%	3,056	114	9%	0.01%
16	December							
17	<b>YTD</b>	<b>1,611,542</b>	<b>370,672</b>	<b>23.00%</b>	<b>198,085</b>	<b>116,727</b>	<b>53%</b>	<b>7.24%</b>
18								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							



	A	B	C	D	E	F	G
1	<b>CARE Table 7 - Capitation Contractors</b>						
2	<b>Southern California Gas Company</b>						
3	<b>November 2013</b>						
4		<b>Contractor Type</b>				<b>Year-to-Date</b>	
5	<b>Contractor Name<sup>1</sup></b>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Current Month</b>	<b>Year-to-Date</b>
6	Community Action Partnership of Orange County		X	X	X	0	0
7	ELA Communications Energy ED Program		X			0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
9	Proteus, Inc.		X			0	0
10	Community Pantry of Hemet		X			0	0
11	Community Action Partnership of San Bernardino		X		X	3	12
12	LA Works		X			0	1
13	Children's Hospital of Orange County		X			0	0
14	The Companion Line		X			0	0
15	Across Amer Foundation		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	1
30	Starbright Management Services		X			0	0
31	Hermandad Mexicana		X			0	0
32	CSET		X			0	2
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	19
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	BroadSpectrum		X			0	0
42	OCCC, Inc. (Orange County Community Center)		X			1	4
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	92
45	Visalia Emergency Aid Council		X			0	0
46	<b>Total Enrollments</b>					<b>4</b>	<b>131</b>
47							
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>November 2013</b>								
4	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	n/a	1,653,606	n/a	1,653,606	1,794,060	92.2%	6.0%	100%
6	February	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	-0.2%	100%
7	March	n/a	1,649,304	n/a	1,649,304	1,794,060	91.9%	0.0%	100%
8	April	n/a	1,651,582	n/a	1,651,582	1,797,772	91.9%	0.1%	100%
9	May	n/a	1,651,119	n/a	1,651,119	1,797,772	91.8%	0.0%	100%
10	June	n/a	1,643,311	n/a	1,643,311	1,797,772	91.4%	-0.5%	100%
11	July	n/a	1,638,727	n/a	1,638,727	1,795,429	91.3%	-0.3%	100%
12	August	n/a	1,630,075	n/a	1,630,075	1,795,429	90.8%	-0.5%	100%
13	September	n/a	1,618,685	n/a	1,618,685	1,795,429	90.2%	-0.7%	100%
14	October	n/a	1,612,495	n/a	1,612,495	1,798,002	89.7%	-0.4%	100%
15	November	n/a	1,611,542	n/a	1,611,542	1,798,002	89.6%	-0.1%	100%
16	December								
17	<b>YTD</b>		<b>1,611,542</b>	<b>n/a</b>	<b>1,611,542</b>	<b>1,798,002</b>	<b>89.6%</b>	<b>-0.1%</b>	<b>100%</b>
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Program Table 9 - Expenditures for CHANGES Pilot</b>												
2	<b>Southern California Gas Company</b>												
3	<b>November 2013</b>												
4		<b>Authorized 3-Year Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2013</b>	<b>% of 2013-14 Budget Expended</b>								
5		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>								
6	<b>Pilots</b>												
7	CHANGES	\$180,000	\$0	\$135,000	75%								
8	Total Pilots	\$180,000	\$0	\$135,000	75%								
9													
10	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
1	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>															
2	<b>Through October 2013 - Southern California Gas Company</b>															
3	<b>(Provide Cumulative Data from January, 2013 through end of Reporting Month)</b>															
4	<b>All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities</b>															
5	Date (2)	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a resolution is reached	If on CARE, How initially enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1)			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs		Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO		Calls to Dedicated 800 # Recorded by IOU		
6					#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll Free Number Used		#		Dedicated Toll Free Number Used	
7											1=Yes 0=No	Reason 800# Not Used			1=Yes 0=No	Reason 800# Not Used
8	8/2/2013	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education		1	Direct Mail	0		0		0		This call was to another company/organization (example: HEAP provider).			
9	8/6/2013	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation		1	Rate Transfer	0		0		0		This call was to another company/organization (example: HEAP provider).			
10	8/6/2013	Vietnamese	HEAP/LiHeap Application Assistance Bill Education		0	Incorrect acct. #					0		This call was to another company/organization (example: HEAP provider).			
11	8/12/2013	Vietnamese	HEAP/LiHeap Application Assistance Bill Education		1	Edison	0		0		0		This call was to another company/organization (example: HEAP provider).			
12	8/14/2013	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application (SCE) Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs		0	Incorrect acct. #					0		This call was to another company/organization (example: HEAP provider).			
13	8/19/2013	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education		0	Incorrect acct. #					0		This call was to another company/organization (example: HEAP provider).			
14	8/21/2013	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education		1	Rate Transfer	0		0		0		This call was to another company/organization (example: HEAP provider).			
15	8/26/2013	Spanish	Bill Education Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Request Meter Service or Testing		0	Not CARE					0		Meeting with client.			
16	8/26/2013	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection		1	Branch Office	0		0		0		This call was to another company/organization (example: HEAP provider).			
17	Current Month Total				5		0	Not Applicable	0	0			0	0		49
18	Year-to-Date Total				18		0	Not Applicable	0	0			0	0		390
19																
20	1 Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.															
21	21 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.															
22	22 Detailed information for Column C available through table provided by SHE organization.															
23	23 2 Table reflects new monthly activity and may include information from prior months not previously reported.															
24	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	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions</b>						
2	<b>Through October 2013 - Southern California Gas Company</b>						
3	<b>(Provide Cumulative Data from January , 2013 through end of Reporting Month)</b>						
4	<b>All Data Provided by the CHANGES Contractor</b>						
5				<b>Session Logistics</b>			
6	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (g.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b># of Sessions</b>	<b>Length (Hours)</b>	<b>Number of Attendees</b>	<b>Description of Information/Literature Provided</b>
7							
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34							
35							
36							
37	Current Month Total			0		0	
38	Year-to-Date Total						
39							
40	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Data not available