

**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 NOVEMBER 2018**

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December 19, 2018

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This is the eleventh monthly report of program year (PY) 2018. 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 November 2018 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:

Program Summary through November 2018			
	Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$194,044,551	\$75,815,102	39.07%
Homes Treated	164,175	75,349	45.89%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,540,000	1,245,904	19.05%

* Annual budget approved in Resolution G-3532, D.16-11-022, D.17-12-009 and Disposition of Advice Letter 5256-A.

In November 2018, SoCalGas processed and paid contractor invoices for 7,016 treated homes. Additionally, SoCalGas paid for the weatherization of 4,202 homes, 128 furnace repairs and replacements, 1,049 water heater repairs and replacements, and 106 High Efficiency (HE) clothes washers.

SoCalGas submitted its ESA Program Clear Plan Advice Letter (AL) 5256 on February 12, 2018, and supplemental AL 5256-A on March 14, 2018, which was approved by Energy Division (ED) on May 18, 2018 with modifications on the ESA Program budget for additional treated units. This report reflects the approved budget updates per the disposition of AL 5256-A.

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

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

Ethnic and Mass Media Campaign

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

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of November, 12,042 emails were deployed to customers with a high probability of being eligible for the ESA Program as well as an additional 9,978 emails to newly enrolled CARE customers to generate interest in the ESA Program.

Energy Savings Assistance Program - Direct Mailings

During the month of November, SoCalGas deployed 19,616 direct mailings to new and existing CARE customers. The direct mailings included the standard ESA Program message and is intended to drive customers to the ESA Program web page at www.socalgas.com.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 142 internet-generated leads for the ESA Program during the month of November. SoCalGas utilized social media platforms to post ESA Program messaging on Facebook which reached 9,909 people, resulting in 6 post clicks, and on Twitter reaching 2,495 people with 29 total engagements.

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

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed below represent specific outreach events that SoCalGas participated in during the month of November.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Nov 1	Mitch O'Farrell's 4 th Annual Senior Citizen's Resource Fair	Los Angeles	Community Based Organization (CBO) event staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 60 of the 120 in attendance.
Nov 1	Pasadena Kiwanis	Pasadena	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 10 in attendance.
Nov 2	SoCal Women's Conference	Pasadena	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 1,000 in attendance.
Nov 2	Assurance Learning Academy Resource Fair	Pacoima	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.
Nov 3	Golden Future 50+ Expo – OC Edition	Anaheim	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 1,000 in attendance.
Nov 3 – 4	Santa Fe Springs Pow Wow 2018	Santa Fe Springs	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 450 in attendance.
Nov 7	AltaMed Webinar	San Gabriel	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 30 in attendance.
Nov 8	El Monte PACT Meeting	El Monte	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 of the 60 in attendance.
Nov 8	Department of Public Social Services (DPSS) 2018 Training and Resource Fair	Jurupa Valley	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 1,000 in attendance.
Nov 10 – 11	Native American Veteran's	South Gate	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Association's 17th Annual Veteran's Appreciation and Heritage Pow Wow		materials were distributed to the approximately 300 in attendance.
Nov 10	Harbor Regional Center Parent Conference	Torrance	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 of the 50 in attendance.
Nov 12	BVA Breakfast	Long Beach	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 37 in attendance.
Nov 14	South Central Los Angeles Regional Center Case Worker Training	Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
Nov 14	Watts Labor Community Action Committee WLCAC (Project imPACT)	Watts	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 160 of the 200 in attendance.
Nov 15	East LA Occupational Center Open House	East Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 75 of the 100 in attendance.
Nov 17	South East LA Pride & Empowerment	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 175 of the 300 in attendance.
Nov 17	10 th Annual COPD Conference	Los Angeles (Cedar Sinai Medical Center)	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 in attendance.
Nov 19	Adult Day Health Center - Casa Colima	Pomona	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
Nov 21	Valley's Great Thanksgiving	Van Nuys	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Banquet		materials were distributed to the approximately 1,000 in attendance.
Nov 24	Cal State University Northridge Pow-Wow and Raffle	Northridge	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 450 in attendance.
Nov 24	Chiricahua Apache Mimbreno NDE Nation Pow Wow	Burbank	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
Nov 27	Van Nuys PACT Meeting	Van Nuys	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of the 50 in attendance.
Nov 28	Rancho Los Amigos Pow Wow	Downey	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 in attendance.
Nov 28	Children's Institute Presentation	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
Nov 29	Learn4Life Presentation	Downey	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 in attendance.
Nov 29	Antelope Valley PACT meeting	Lancaster	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 of the 65 in attendance.

1.3 Leveraging Success Evaluation, Including CSD

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

SoCalGas continues to explore opportunities to collaborate with various organizations and key stakeholders, including the California Department of Community Services & Development (CSD), to leverage program collaboration.

In 2018, SoCalGas maximized water measure leveraging agreements that provide co-funding of High Efficiency (HE) Clothes Washers. During the year, 1,533 HE Clothes Washers have been co-funded for an amount of \$143,728. The participating agencies for 2018 are:

- Eastern Municipal Water District
- Fontana Water Company¹
- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³

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

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 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.

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	930
Colton Public Utilities	258
LADWP	5,706
Pasadena Water and Power	127
Riverside Public Utilities	0
Total	7,021

Providers have reported the activity noted above through the month of November.

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

1.4 Workforce Education & Training

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

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: 1)

Enrollment and Assessment (E&A); and 2) ESA Program Operations. The Year-to-Date results are shown in the following tables.

Skill Level Test						
	Q1	Q2	Q3	October	November	Total
Attended Testing	73	55	58	13	25	224
Passed Test	47	43	48	11	19	168
Pass Rate	64%	78%	83%	85%	76%	75%

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

SoCalGas Enrollment and Assessment Training						
	Q1	Q2	Q3	October	November	Totals
Attended Class	77	36	41	19	20	193
Tested	71	32	36	17	20	176
Passed Class	57	25	28	15	15	140
Badged	0	0	0	0	0	0
Census Attendees	0	0	0	0	0	0
Retention Rate*	80%	78%	78%	88%	75%	80%
*Retention Rate is Passed/Tested						

A 5-day class covers utility-specific items related to policies, security processes and overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Due to market conditions, the year-to-date total for badged outreach specialists for SoCalGas is 0. 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 ESA Program.

The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2018.

Class Type	Q1		Q2		Q3		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
Wx / NGAT Initial	2	7	5	23	4	37	2	20	0	0	13	87
HVAC Initial	3	9	2	9	3	23	1	8	1	9	10	58
Wx / NGAT Refresher	3	17	9	223	2	39	1	13	0	0	15	292
HVAC Refresher	1	7	5	50	1	1	1	12	1	15	9	85
Grand Total	9	40	21	305	10	100	5	53	2	24	47	522

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 – November

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	\$3,196,791	79.82%
Proc., Certification and Verification	\$3,121,351	\$1,494,720	47.89%
Information Tech./Programming	\$1,037,796	\$838,392	80.79%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$139,933	31.98%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$387,759	81.49%
General Administration	\$953,729	\$722,148	75.72%
CPUC Energy Division Staff	\$60,000	\$24,410	40.68%
Total Expenses	\$10,091,122	\$6,804,152	67.43%
Subsidies and Benefits	\$132,351,979	\$95,817,062	72.40%
Total Program Costs and Discounts	\$142,443,101	\$102,621,214	72.04%

* Annual budget approved in Resolution G-3532, D.16-11-022 and D.17-12-009.

CARE My Account Activity & Enrollments

As of September 2017, and in accordance with D.17-12-009, CARE Program enrollment has been integrated within My Account, where applications are processed in real-time. Once logged into My Account, customers receive message center alerts notifying them that they can apply to the CARE Program if they are eligible, or that they are due for recertification or post-enrollment verification (PEV), depending on their CARE status. Customers may then visit a dedicated CARE Program page within My Account where application processes including

enrollment, recertification and PEV are available in English and Spanish. CARE customers may also opt-out of the program if they no longer qualify.

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 80,260 successful enrollments, 26,772 recertifications, 2,613 post-enrollment verifications, and 2,320 opt-outs. Activity for November is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	4,192	3,513
Re-certification	2,236	2,184
PEV	140	94
Customer opt-out	174	174

CARE CSR Enrollment Initiative

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

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

During the month of November, CSRs successfully enrolled almost 12,000 customers in CARE. An additional 5,357 customers preferred to receive a CARE application in the mail. Through this effort, year-to-date CARE enrollment via the CCC is at 129,929 and 59,972 mailed applications.

SoCalGas' CARE department will continue to obtain feedback from the CCC regarding this recently implemented process. All issues or concerns posed by the CSRs will be reviewed, and where needed, process changes will be implemented to ensure an even greater customer experience.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,616,986	1,793,870	90.14%

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

To encourage recertification onto the CARE Program, SoCalGas sends hard-copy letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas sends a second hard-copy letter. To

reduce the need to send hard-copy letters, SoCalGas determines which CARE customers have an email address on file and sends an email several months in advance of the customer's recertification date. This email directs the customer to renew by means of an on-line form.

During the month of November, SoCalGas did not send any recertification reminder emails to customers whose renewal date was approaching but processed a total of 991 on-line renewals.

CARE Web Activity & Enrollments

SoCalGas references its website in nearly all communications. Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of November, SoCalGas sent 6,249 emails to customers with a probability of being eligible for the CARE program and processed 1,215 on-line enrollments. A total of 14,605 emails were sent to existing SoCalGas customers who may qualify for the CARE program.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers are bilingual (English and Spanish) and generated 1,715 approved enrollments in November. In addition to canvassers, CBOs and Faith-Based Organizations (FBOs) constitute a key

component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach. Additional activities are detailed in section 1.2.2. During the month of November, 308 callers were informed about the CARE Program, with 13 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles

and neighboring communities. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program.

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

SoCalGas has also recently begun a new 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. Their 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 Program and have a plan in place to provide outreach and enrollment in SoCalGas' programs.

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

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 has collaborated with MICOP to extend awareness of the CARE Program. MICOP will provide ongoing awareness, and SoCalGas will schedule periodic, sponsored events to highlight the outreach.

CARE Direct Mail Activity and Enrollments

During the month of November, SoCalGas sent 15,289 applications via direct mail to new customers deemed likely to be eligible for the CARE Program.

SoCalGas enrolled 291 customers via direct mail/new customer applications onto the CARE Program. Because of SoCalGas' ongoing concern with customers who fail to recertify, SoCalGas sends direct mail applications to customers who were previously participating in the CARE Program and have fallen off of the program due to failure to recertify. SoCalGas mailed 11,432 letters to customers who have failed to renew their CARE eligibility. As a result of these direct mailings, 66 customers were enrolled onto the CARE Program. Additionally, SoCalGas mailed 25,000 letters to customers who are not on CARE but who have a high probability of being qualified for CARE resulting in 91 customer enrollments.

CARE Bill Inserts

No bill inserts were deployed during the month of November, however, a Customer Assistance message was included on customers' bills. SoCalGas did not process any bill insert applications in November.

Outreach by Field Employees

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, CARE Outreach 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 November. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

CARE Mass Media Campaign

On June 15th, SoCalGas launched its "Moments that Matter" advertising campaign designed to raise awareness of the CARE 20% discount, and promote the new, expedited online application to help increase program participation. The campaign, which ran through the end of October, targeted top zip codes with the lowest CARE penetration and included a mix of online advertising, search terms, out-of-home and paid social media. The strategy behind the media plan was for it to be designed to align with the messaging, promote the new online application, and help drive customers to enroll immediately.

From a messaging standpoint, the campaign provides a glimpse into a mother’s balancing act of ensuring her family is taken care of and managing the upkeep of her home. With so much on her plate, SoCalGas can lighten her load of responsibilities through the CARE discount, giving her more time for “Moments that Matter” most. The campaign was successful in engaging our targeted CARE audience garnering 16 million impressions as well as achieving 38,100 clicks to the program site and 14,600 landing page visits through the end of the campaign.

Disability

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Nov 3	Fiesta Educativa San Bernardino Conference	Rancho Cucamonga Community Center	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 300 in attendance.
Nov 12	Disability Resource Center Blindness Support Services Training Meeting	Disability Resource Center Long Beach	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of November, 2,716 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 November, generated 4,259 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. As a result of leveraging activities during November, 44 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 1A – Unspent Funds

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

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

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

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

ESA Program - Table 4A – Homes / Buildings Treated

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

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	November 2018												
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	\$ 21,358,152	\$ 21,358,152	N/A	\$ 321,883	\$ 321,883	N/A	\$ 3,291,425	\$ 3,291,425	N/A	15.41%	15.41%
9	Domestic Hot Water	N/A	\$ 41,187,158	\$ 41,187,158	N/A	\$ 958,858	\$ 958,858	N/A	\$ 11,236,639	\$ 11,236,639	N/A	27.28%	27.28%
10	Enclosure	N/A	\$ 42,287,958	\$ 42,287,958	N/A	\$ 2,365,786	\$ 2,365,786	N/A	\$ 23,529,135	\$ 23,529,135	N/A	55.64%	55.64%
11	HVAC	N/A	\$ 35,502,082	\$ 35,502,082	N/A	\$ 1,229,896	\$ 1,229,896	N/A	\$ 12,333,048	\$ 12,333,048	N/A	34.74%	34.74%
12	Maintenance	N/A	\$ 2,980,637	\$ 2,980,637	N/A	\$ 133,832	\$ 133,832	N/A	\$ 1,399,455	\$ 1,399,455	N/A	46.95%	46.95%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 28,814,208	\$ 28,814,208	N/A	\$ 1,720,801	\$ 1,720,801	N/A	\$ 15,812,798	\$ 15,812,798	N/A	54.88%	54.88%
16	In Home Education	N/A	\$ 7,322,987	\$ 7,322,987	N/A	\$ 241,054	\$ 241,054	N/A	\$ 1,158,677	\$ 1,158,677	N/A	15.82%	15.82%
17	Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 179,953,182	\$ 179,953,182	N/A	\$ 6,972,110	\$ 6,972,110	N/A	\$ 68,761,177	\$ 68,761,177	N/A	38.21%	38.21%
19													
20	Training Center	N/A	\$ 926,681	\$ 926,681	N/A	\$ 178,468	\$ 178,468	N/A	\$ 684,192	\$ 684,192	N/A	73.83%	73.83%
21	Inspections	N/A	\$ 3,520,035	\$ 3,520,035	N/A	\$ 79,091	\$ 79,091	N/A	\$ 1,234,650	\$ 1,234,650	N/A	35.07%	35.07%
22	Marketing and Outreach	N/A	\$ 2,200,000	\$ 2,200,000	N/A	\$ 19,976	\$ 19,976	N/A	\$ 436,044	\$ 436,044	N/A	19.82%	19.82%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies	N/A	\$ 153,125	\$ 153,125	N/A	\$ -	\$ -	N/A	\$ 47,728	\$ 47,728	N/A	31.17%	31.17%
25	Regulatory Compliance	N/A	\$ 405,114	\$ 405,114	N/A	\$ 27,943	\$ 27,943	N/A	\$ 391,617	\$ 391,617	N/A	96.67%	96.67%
26	General Administration	N/A	\$ 6,800,414	\$ 6,800,414	N/A	\$ 420,977	\$ 420,977	N/A	\$ 4,235,285	\$ 4,235,285	N/A	62.28%	62.28%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 24,410	\$ 24,410	N/A	28.38%	28.38%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 194,044,551	\$ 194,044,551	N/A	\$ 7,698,565	\$ 7,698,565	N/A	\$ 75,815,102	\$ 75,815,102	N/A	39.07%	39.07%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 316,436	\$ 316,436	N/A	\$ 3,346,362	\$ 3,346,362			
32	NGAT Costs					\$ 152,646	\$ 152,646		\$ 1,815,948	\$ 1,815,948			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022 and updated via Resolution G-3532 addressing conforming AL 5111-A and 5111-B, and revised in the Clear Plan Disposition Letter. Budget table currently excludes												
36	Multi-Family budget for \$4.5M and CSD budget for \$261K related to unspent funds from previous budget cycles for a total budget of \$199M.												
37	Note: In January 2018, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,799,496 for contractor costs related to all ESA Program measure categories associated to December												
38	2017 activities. This amount was incorporated in 2017 costs as reported in the SoCalGas' Annual Report filed May 2018.												
39	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
November 2018**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 4,251,507	\$ 4,251,507	N/A	\$ 321,883	\$ 321,883	N/A	\$ 3,291,425	\$ 3,291,425	N/A	77.42%	77.42%
Domestic Hot Water	N/A	\$ 32,202,646	\$ 32,202,646	N/A	\$ 943,826	\$ 943,826	N/A	\$ 11,211,586	\$ 11,211,586	N/A	34.82%	34.82%
Enclosure	N/A	\$ 9,123,929	\$ 9,123,929	N/A	\$ -	\$ -	N/A	\$ 9,123,929	\$ 9,123,929	N/A	100.00%	100.00%
HVAC	N/A	\$ 8,584,066	\$ 8,584,066	N/A	\$ -	\$ -	N/A	\$ 8,584,066	\$ 8,584,066	N/A	100.00%	100.00%
Maintenance	N/A	\$ 749,539	\$ 749,539	N/A	\$ -	\$ -	N/A	\$ 749,539	\$ 749,539	N/A	100.00%	100.00%
Customer Enrollment	N/A	\$ 5,480,503	\$ 5,480,503	N/A	\$ -	\$ -	N/A	\$ 5,480,503	\$ 5,480,503	N/A	100.00%	100.00%
In Home Education	N/A	\$ 6,218,260	\$ 6,218,260	N/A	\$ 241,054	\$ 241,054	N/A	\$ 1,158,677	\$ 1,158,677	N/A	18.63%	18.63%
Training Center	N/A	\$ 92,337	\$ 92,337	N/A	\$ -	\$ -	N/A	\$ 92,337	\$ 92,337	N/A	100.00%	100.00%
Inspections	N/A	\$ 916,590	\$ 916,590	N/A	\$ -	\$ -	N/A	\$ 916,590	\$ 916,590	N/A	100.00%	100.00%
Multi-Family Common Area Measures	N/A	\$ 18,000,000	\$ 18,000,000	N/A	\$ 34,066	\$ 34,066	N/A	\$ 171,546	\$ 171,546	N/A	0.95%	0.95%
Leveraging - CSD	N/A	\$ 522,072	\$ 522,072	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 332,828	\$ 332,828	N/A	\$ -	\$ -	N/A	\$ 332,828	\$ 332,828	N/A	100.00%	100.00%
TOTAL UNSPENT PROGRAM COSTS ¹	N/A	\$ 86,474,277	\$ 86,474,277	N/A	\$ 1,540,829	\$ 1,540,829	N/A	\$ 41,113,027	\$ 41,113,027	N/A	47.54%	47.54%

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.

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

**Energy Savings Assistance Program Table 2A
Southern California Gas Company
November 2018**

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

¹ All savings are calculated based on the following sources:

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

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

³ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic minor home repairs. Minor home repairs predominantly are door

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

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

**Energy Savings Assistance Program Table 2B
Southern California Gas Company
November 2018**

Measures	ESA Program - Multifamily Common Area ¹							
	Units	Year-To-Date Completed & Expensed Installation					Expenses (\$) ⁸	% of Expenditure
		Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)			
Appliances								
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%	
Refrigerators	Each	-	-	-	-	\$ -	0.0%	
Microwaves ³	Each	-	-	-	-	\$ -	0.0%	
Domestic Hot Water								
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%	
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%	
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%	
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%	
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%	
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%	
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%	
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	
Enclosure								
Air Sealing / Envelope ⁴	Home	-	-	-	-	\$ -	0.0%	
Caulking	Home	-	-	-	-	\$ -	0.0%	
Attic Insulation	Home	-	-	-	-	\$ -	0.0%	
HVAC								
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%	
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%	
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%	
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	
Maintenance								
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%	
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	
Lighting								
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	
Torchiere LED	Each	-	-	-	-	\$ -	0.0%	
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	
LED Night Lights	Each	-	-	-	-	\$ -	0.0%	
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%	
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%	
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	
Miscellaneous								
Pool Pumps	Each	-	-	-	-	\$ -	0.0%	
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%	
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	
Ancillary Services								
Commissioning ⁵	Home	-	-	-	-	\$ -	0.0%	
Audit	Home	-	-	-	-	\$ -	0.0%	
Administration ⁶	Home	-	-	-	-	\$ 43,307	29.6%	
Pilots								
Customer Enrollment								
Outreach & Assessment	Home	-	-	-	-	\$ 103,185	70.4%	
In-Home Education	Home	-	-	-	-	\$ -	0.0%	
Total Savings/Expenditures								
						\$ 146,493	100.0%	
Total Multifamily Buildings Weatherized ⁷								
Multifamily Buildings Treated								
	Total							
	- Multifamily	-						

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

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

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

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

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

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

⁷ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

⁸ Costs related to direct implementation (DI) in the amount of \$25,053 are currently excluded from this table due to the fact that no DI category exist in this current table format. Total MF CAM amount including DI costs are \$171,546.

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

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area	
2	Southern California Gas Company	
3	November 2018	
4		
5	ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	1,245,904
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	12,041,251
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	9.41
13	Average Lifecycle Bill Savings / Treated Households	82.73
14		
15		
16	ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area¹	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	1,245,904
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	12,041,251
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 9.41
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 82.73
47		
48	¹ Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Homes / Buildings Treated						
2	Southern California Gas Company						
3	November 2018						
4	ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	12	11,398	11,410	35	796	831
8	Imperial	17,940	0	17,940	462	2	464
9	Kern	29,798	13,387	43,185	3,302	267	3,569
10	Kings	12,745	10	12,755	699	0	699
11	Los Angeles	3,112	1,088,592	1,091,704	533	33,573	34,106
12	Orange	24	231,776	231,800	0	4,916	4,916
13	Riverside	136,480	111,962	248,442	1,373	11,226	12,599
14	San Bernardino	1,051	181,496	182,547	161	13,709	13,870
15	San Luis Obispo	15,004	8,991	23,995	438	1	439
16	Santa Barbara	1,188	40,723	41,911	450	246	696
17	Tulare	47,667	11,421	59,088	1,906	476	2,382
18	Ventura	2,546	62,132	64,678	139	639	778
19	Total	267,567	1,761,888	2,029,455	9,498	65,851	75,349
20							
21							
22	ESA Program - CSD Leveraging						
23	Eligible Households			Households Treated YTD			
24	County	Rural	Urban	Total	Rural	Urban	Total
25	Fresno			0			0
26	Imperial			0			0
27	Kern			0			0
28	Kings			0			0
29	Los Angeles			0			0
30	Orange			0			0
31	Riverside			0			0
32	San Bernardino			0			0
33	San Luis Obispo			0			0
34	Santa Barbara			0			0
35	Tulare			0			0
36	Ventura			0			0
37	Total	0	0	0	0	0	0
38							
39							
40	ESA Program - Multi-Family Common Area						
41	Eligible Households			Buildings Treated YTD			
42	County	Rural	Urban	Total	Rural	Urban	Total
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0			0
48	Orange			0			0
49	Riverside			0			0
50	San Bernardino			0			0
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	Total	0	0	0	0	0	0
56							
57	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate
Southern California Gas Company
November 2018**

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	18	133	0	0	6	1	3
Imperial	11	2	0	0	10	1	3
Kern	70	73	0	0	21	5	3
Kings	97	114	0	0	7	1	5
Los Angeles	2,066	1,008	0	0	196	73	118
Orange	658	249	0	0	115	20	51
Riverside	2,337	406	0	0	221	82	84
San Bernardino	3,267	652	0	0	55	26	19
San Luis Obispo	8	2	0	0	2	0	2
Santa Barbara	2	4	0	0	1	0	0
Tulare	524	521	0	0	13	3	14
Ventura	66	58	0	0	12	2	14
Total	9,124	3,222	0	0	659	214	316

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	November 2018																	
4	ESA Program																	
5		Gas & Electric				Gas Only				Electric Only				Total				
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
9	February	-	-	-	-	3,470	83,075	-	-	-	-	-	-	-	3,470	83,075	-	-
10	March	-	-	-	-	7,553	129,460	-	-	-	-	-	-	-	7,553	129,460	-	-
11	April	-	-	-	-	11,447	190,043	-	-	-	-	-	-	-	11,447	190,043	-	-
12	May	-	-	-	-	6,854	114,452	-	-	-	-	-	-	-	6,854	114,452	-	-
13	June	-	-	-	-	8,933	143,174	-	-	-	-	-	-	-	8,933	143,174	-	-
14	July	-	-	-	-	7,651	132,041	-	-	-	-	-	-	-	7,651	132,041	-	-
15	August	-	-	-	-	8,896	79,504	-	-	-	-	-	-	-	8,896	79,504	-	-
16	September	-	-	-	-	8,272	174,902	-	-	-	-	-	-	-	8,272	174,902	-	-
17	October	-	-	-	-	8,071	109,514	-	-	-	-	-	-	-	8,071	109,514	-	-
18	November	-	-	-	-	4,202	89,699	-	-	-	-	-	-	-	4,202	89,699	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	75,349	1,245,862	-	-	-	-	-	-	-	75,349	1,245,862	-	-
21																		
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																	
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
24																		
25	ESA Program - CSD Leveraging																	
26		Gas & Electric				Gas Only				Electric Only				Total				
29		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)			
30	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
32	January																	
33	February																	
34	March																	
35	April																	
36	May																	
37	June																	
38	July																	
39	August																	
40	September																	
41	October																	
42	November																	
43	December																	
44	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
45																		
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																	
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
48																		
49	ESA Program - Multi-Family Common Area																	
50		Gas & Electric				Gas Only				Electric Only				Total				
51		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			
52	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
53	January																	
54	February																	
55	March																	
56	April																	
57	May																	
58	June																	
59	July																	
60	August																	
61	September																	
62	October																	
63	November																	
64	December																	
65	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
66																		
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																	
68	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	November 2018												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 115,987	\$ 115,987	N/A	84.35%	84.35%
12	Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 124,711	\$ 124,711	N/A	99.77%	99.77%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Potential Ad Hoc Tasks ³	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ 240,698	\$ 240,698	N/A	48.14%	48.14%
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 for the original Low Income Governing Board approved by Resolution E-358!												
19	³ The \$200,000 budget is for potential data analysis, small scale studies, etc. that SoCal Gas will conduct, as needed,during the program years. This budget may be used for one or multiple tasks and												
20	may be conducted Statewide or solely by SoCalGas.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7
Southern California Gas Company
November 2018**

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

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	1,232

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
NA	NA	NA

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	November 2018												
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	\$ 264,679	\$ 264,679	N/A	\$ 3,196,791	\$ 3,196,791	N/A	79.82%	79.82%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 120,669	\$ 120,669	N/A	\$ 1,389,459	\$ 1,389,459	N/A	46.84%	46.84%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 7,943	\$ 7,943	N/A	\$ 105,261	\$ 105,261	N/A	67.98%	67.98%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 95,681	\$ 95,681	N/A	\$ 838,392	\$ 838,392	N/A	80.79%	80.79%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 139,933	\$ 139,933	N/A	31.98%	31.98%
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	\$ 27,255	\$ 27,255	N/A	\$ 387,759	\$ 387,759	N/A	81.49%	81.49%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 9,458	\$ 9,458	N/A	\$ 722,148	\$ 722,148	N/A	75.72%	75.72%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 24,410	\$ 24,410	N/A	40.68%	40.68%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 525,686	\$ 525,686	N/A	\$ 6,804,152	\$ 6,804,152	N/A	67.43%	67.43%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 8,460,945	\$ 8,460,945	N/A	\$ 95,817,062	\$ 95,817,062	N/A	72.40%	72.40%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 8,986,631	\$ 8,986,631	N/A	\$ 102,621,214	\$ 102,621,214	N/A	72.04%	72.04%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 851,666	\$ 851,666	N/A	\$ 10,222,365	\$ 10,222,365			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 851,666	\$ 851,666	N/A	\$ 10,222,365	\$ 10,222,365			
31													
32	Indirect Costs				N/A	\$ 150,724	\$ 150,724	N/A	\$ 1,855,169	\$ 1,855,169			
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	November 2018																									
4																										
5	2018	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	4,759	1,778	109	6,646	8,414	10,469	253	1	19,137	25,783	14,159	14,914	11,886	40,959	12,502	1,410	320	9,695	23,927	66,742	1,856	1,565,982	1,789,906	87.49%	
9	February	4,063	1,858	149	6,070	8,749	8,891	451	1	18,092	24,162	18,652	13,182	14,523	46,357	9,687	1,557	484	9,540	21,268	70,519	2,894	1,568,876	1,789,906	87.65%	
10	March	3,952	2,105	194	6,251	8,663	10,294	4,127	4	23,088	29,339	22,632	18,483	19,190	60,305	4,833	1,801	555	11,684	18,873	89,644	4,833	1,579,342	1,789,906	88.24%	
11	April	4,144	1,758	228	6,130	7,712	11,551	6,598	4	25,865	31,995	14,550	14,959	18,364	47,873	19,590	1,428	551	5,113	26,682	79,868	5,313	1,584,655	1,793,233	88.37%	
12	May	4,878	2,705	194	7,777	5,664	11,510	6,811	1	23,986	31,763	14,975	15,009	18,100	48,084	10,973	1,676	416	5,494	18,559	79,847	13,204	1,597,859	1,793,233	89.10%	
13	June	3,135	2,863	217	6,215	4,897	12,075	5,991	1	22,964	29,179	14,495	14,982	24,052	53,529	12,344	2,033	413	6,233	21,023	82,708	8,156	1,606,015	1,793,233	89.56%	
14	July	2,811	1,837	151	4,799	4,852	9,511	5,671	0	20,034	24,833	11,692	26,520	16,847	55,059	11,683	2,228	463	8,067	22,441	79,892	2,392	1,608,407	1,792,502	89.73%	
15	August	4,453	1,584	129	6,166	5,064	8,349	5,768	3	19,184	25,350	16,374	29,129	17,435	62,938	11,401	3,111	581	7,352	22,445	88,288	2,905	1,611,312	1,792,502	89.89%	
16	September	5,116	1,563	108	6,787	4,678	7,551	5,628	0	17,857	24,644	12,395	19,213	17,032	48,640	11,367	2,840	489	6,337	21,033	73,284	3,611	1,614,923	1,792,502	90.09%	
17	October	4,137	3,675	67	7,879	4,462	6,505	5,973	3	16,943	24,822	16,203	15,607	21,321	53,131	14,300	3,069	482	4,784	22,635	77,953	2,187	1,617,107	1,793,870	90.15%	
18	November	2,716	4,259	44	7,019	4,024	5,497	4,911	1	14,433	21,452	10,525	8,333	15,093	33,951	12,953	2,964	367	5,289	21,573	55,403	-121	1,616,986	1,793,870	90.14%	
19	December																									
20	YTD Total	44,164	25,985	1,590	71,739	67,179	102,203	52,182	19	221,583	293,322	166,652	190,331	193,843	550,826	131,633	24,117	5,121	79,588	240,459	844,148	52,863	1,616,986	1,793,870	90.14%	
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	November 2018								
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	1,565,982	3,479	0.22%	1,909	237	2,146	61.68%	0.14%
7	February	1,568,876	4,147	0.26%	2,345	278	2,623	63.25%	0.17%
8	March	1,579,342	3,998	0.25%	2,245	213	2,458	61.48%	0.16%
9	April	1,584,655	5,614	0.35%	3,498	321	3,819	68.03%	0.24%
10	May	1,597,859	5,466	0.34%	3,495	311	3,806	69.63%	0.24%
11	June	1,606,015	5,063	0.32%	3,230	336	3,566	70.43%	0.22%
12	July	1,608,407	5,241	0.33%	3,285	358	3,643	69.51%	0.23%
13	August	1,611,312	5,371	0.33%	2,130	353	2,483	46.23%	0.15%
14	September	1,614,923	5,143	0.32%	17	268	285	5.54%	0.02%
15	October	1,617,107	5,091	0.31%	13	145	158	3.10%	0.01%
16	November	1,616,986	4,348	0.27%	9	21	30	0.69%	0.00%
17	December								
18	YTD Total	1,616,986	52,961	3.28%	22,176	2,841	25,017	47.24%	1.55%

19

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

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

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

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

24

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

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

42

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

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

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

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	November 2018						
4							
5		Provided ²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	6,119,916	652,695	481,959	67,554	28,493	74,689
7	Percentage		100.00%	73.84%	10.35%	4.37%	11.44%
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	November 2018									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,016	12	11,028	11,182	18	11,200	101.51%	145.78%	101.56%
8	Imperial	0	16,418	16,418	1	15,057	15,058	N/A	91.71%	91.72%
9	Kern	12,611	28,990	41,601	12,041	29,083	41,124	95.48%	100.32%	98.85%
10	Kings	10	12,566	12,575	16	14,623	14,639	167.97%	116.37%	116.41%
11	Los Angeles	931,482	3,093	934,575	841,516	1,115	842,631	90.34%	36.04%	90.16%
12	Orange	193,513	24	193,538	155,393	17	155,410	80.30%	69.74%	80.30%
13	Riverside	106,618	130,319	236,937	94,757	120,649	215,406	88.88%	92.58%	90.91%
14	San Bernardino	168,269	1,025	169,295	168,405	860	169,265	100.08%	83.90%	99.98%
15	San Luis Obispo	7,849	14,367	22,216	3,534	10,958	14,492	45.02%	76.27%	65.23%
16	Santa Barbara	36,222	1,150	37,372	27,473	553	28,026	75.85%	48.09%	74.99%
17	Tulare	11,496	46,608	58,104	12,061	48,926	60,987	104.91%	104.97%	104.96%
18	Ventura	57,949	2,261	60,210	47,222	1,526	48,748	81.49%	67.50%	80.96%
19	Total	1,537,037	256,834	1,793,870	1,373,601	243,385	1,616,986	89.37%	94.76%	90.14%
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	November 2018							
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	1,565,982	37,134	2.37%	26,180	13,834	70.50%	0.88%
7	February	1,568,876	35,608	2.27%	24,650	13,139	69.23%	0.84%
8	March	1,579,342	31,777	2.01%	20,641	13,123	64.96%	0.83%
9	April	1,584,655	33,160	2.09%	21,063	14,070	63.52%	0.89%
10	May	1,597,859	31,101	1.95%	19,985	12,833	64.26%	0.80%
11	June	1,606,015	37,743	2.35%	24,557	16,178	65.06%	1.01%
12	July	1,608,407	34,023	2.12%	22,629	13,881	66.51%	0.86%
13	August	1,611,312	34,476	2.14%	21,295	12,166	61.77%	0.76%
14	September	1,614,923	28,900	1.79%	14,029	591	48.54%	0.04%
15	October	1,617,107	41,593	2.57%	10,746	445	25.84%	0.03%
16	November	1,616,986	26,541	1.64%	1,622	51	6.11%	0.00%
17	December							
18	YTD Total	1,616,986	372,056	23.01%	207,397	110,311	55.74%	6.82%
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	November 2018						
4							
5	Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
6		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
7							
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children's Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	Delhi Center		X			1	16
42	OSCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	3
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					1	19
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	November 2018								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,565,982	N/A	1,565,982	1,789,906	87.49%	0.12%	5,576,632
7	February	N/A	1,568,876	N/A	1,568,876	1,789,906	87.65%	0.18%	5,582,512
8	March	N/A	1,579,342	N/A	1,579,342	1,789,906	88.24%	0.67%	5,585,251
9	April	N/A	1,584,655	N/A	1,584,655	1,793,233	88.37%	0.34%	5,586,896
10	May	N/A	1,597,859	N/A	1,597,859	1,793,233	89.10%	0.83%	5,587,086
11	June	N/A	1,606,015	N/A	1,606,015	1,793,233	89.56%	0.51%	5,586,345
12	July	N/A	1,608,407	N/A	1,608,407	1,793,870	89.66%	0.15%	5,585,258
13	August	N/A	1,611,312	N/A	1,611,312	1,792,502	89.89%	0.18%	5,584,775
14	September	N/A	1,614,923	N/A	1,614,923	1,792,502	90.09%	0.22%	5,587,264
15	October	N/A	1,617,107	N/A	1,617,107	1,793,870	90.15%	0.14%	5,589,784
16	November	N/A	1,616,986	N/A	1,616,986	1,793,870	90.14%	-0.01%	5,593,495
17	December								
18	YTD Total	N/A	1,616,986	N/A	1,616,986	1,793,870	90.14%	3.33%	5,593,495
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 November 2018				
2					
3					
4					
5	2018	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 139,933	31.98%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 139,933	31.98%
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
Southern California Gas Company
Reporting Period: October 2018
No. of attendees at Consumer Education sessions **209**

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

SCG -- Disputes Resolved by Language	
Spanish	1
TOTAL	1

SCG - Needs Assistance	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	2
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	3
Gas Assistance Fund (SCG)	0
HEAP	15
Medical Baseline	3
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 rd Party Notification	0
Set Up New Account	2
Payment Extension	2
Payment Plan	1
Wildfire Related Issue	0
TOTAL	28

SCG - Needs Assistance by Language	
Armenian	20
Cantonese	2
Spanish	5
Vietnamese	1
TOTAL	28

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 Sessions¹
Southern California Gas Company

August 1, 2018 through October 31, 2018

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	11	N/A	84	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	2	N/A	33	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	3	N/A	16	CHANGES Ed Handout
N/A	Japanese	Avoiding Disconnection	1	N/A	1	CHANGES Ed Handout
N/A	Korean	Avoiding Disconnection	2	N/A	32	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	1	N/A	7	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	1	N/A	4	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	3	N/A	61	CHANGES Ed Handout
		Total	24		238	
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	17	N/A	58	CHANGES Ed Handout
N/A	Japanese	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	7	N/A	314	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	6	N/A	11	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	18	N/A	127	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	61	CHANGES Ed Handout
		Total	53		573	
N/A	Armenian	Electric and Natural Gas Safety	11	N/A	92	CHANGES Ed Handout
N/A	Cantonese	Electric and Natural Gas Safety	3	N/A	48	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	10	N/A	35	CHANGES Ed Handout
N/A	Korean	Electric and Natural Gas Safety	1	N/A	16	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	5	N/A	14	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	11	N/A	92	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	5	N/A	51	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	15	CHANGES Ed Handout
		Total	47		363	
N/A	Armenian	Energy Conservation	11	N/A	74	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	3	N/A	46	CHANGES Ed Handout
N/A	English	Energy Conservation	3	N/A	13	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	5	N/A	19	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	5	N/A	29	CHANGES Ed Handout
		Total	27		181	
N/A	Cambodian	Gas Aggregation	1	N/A	16	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	3	CHANGES Ed Handout
N/A	Mandarin	Gas Aggregation	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	5	N/A	64	CHANGES Ed Handout
		Total	8		85	
N/A	Spanish	High Energy Use	2	N/A	35	CHANGES Ed Handout
		Total	2		35	
N/A	Cantonese	Level Pay Plan	2	N/A	28	CHANGES Ed Handout
N/A	English	Level Pay Plan	2	N/A	13	CHANGES Ed Handout
N/A	Mandarin	Level Pay Plan	2	N/A	6	CHANGES Ed Handout
N/A	Tagalog	Level Pay Plan	1	N/A	17	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	2	N/A	33	CHANGES Ed Handout
		Total	9		97	
N/A	Arabic	Understanding Your Bill	1	N/A	10	CHANGES Ed Handout
N/A	Armenian	Understanding Your Bill	3	N/A	14	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	2	N/A	29	CHANGES Ed Handout
N/A	English	Understanding Your Bill	5	N/A	19	CHANGES Ed Handout
N/A	Japanese	Understanding Your Bill	3	N/A	33	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	5	N/A	50	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	2	N/A	7	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	9	N/A	109	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	3	N/A	52	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	3	N/A	70	CHANGES Ed Handout
		Total	36		393	
		Third Quarter Total	206		1,965	
		Year-to-Date Total³	828		10,033	

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

² Contractor states all sessions at least 30 minutes.

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

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