

**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 2019**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1. Energy Savings Assistance (ESA) Program Overview

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

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

Program Summary through November 2019			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$223,151,718	\$88,472,648	39.65%
Homes Treated	182,265	89,957	49.36%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	561,915	8.61%

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

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

In November 2019, SoCalGas processed and paid contractor invoices for 12,665 treated homes. Additionally, SoCalGas paid for the weatherization of 12,965 homes, 671 furnace repairs and replacements, 1,346 water heater repairs and replacements, and 399 High Efficiency (HE) clothes washers.

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 launched a multi-channel targeted mass media campaign during the month of October. The campaign's objective is to increase awareness among eligible customers and reduce barriers to participation, such as trust. The campaign includes a mix of broad channels and targeted strategies to generate awareness, education and drive actions to the program landing page. The channel mix is broken down into television, radio, and digital such as video, display, social and native platforms. The campaign tag line, "Your home deserves upgrades. You deserve savings", speaks to the emotional connection a family has to their home while also explaining how the upgrades available through the ESA Program can help them save money. The campaign will run until mid-December 2019.

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of November, SoCalGas sent emails for customer lists covering specific targeted geographic areas as part of AL 5256 (Clear Plan). The Clear Plan targets customers that have not previously participated in the ESA Program and have been identified as highly eligible. The email featured ESA Program information and included the contact information of the customer's assigned contractor. Providing the contractor's contact information creates context and confidence for the customer as they are more likely to be familiar with the name and have assurance of legitimacy when the contractor calls. Emails were sent based on zip codes to accurately reflect contractor assignments.

Energy Saving Assistance Program - Direct Mailings

In November, in conjunction with the email efforts above, SoCalGas sent direct mailers for two different customer lists covering targeted geographic areas as part of the Clear Plan. Much like the email campaign, the direct mailers are targeting customers who have not previously participated in the ESA Program. The direct mailers featured ESA Program messaging and the contact information of their assigned contractors. Customers are directed to contact their contractor for more information and to enroll into the program. SoCalGas will continue to coordinate with contractors to schedule distribution of marketing materials in order for them to be prepared when customers call.

Energy Savings Assistance Program – Text Messaging

SoCalGas did not send any text messages in the month of November. SoCalGas will continue to coordinate with contractors to send text messages to reach customers in the month of December.

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 for program year (PY) 2020.

Energy Savings Assistance Program - Web Activities

There were 290 internet-generated leads for the ESA Program during the month of November from all channel activities. SoCalGas posted to its social media platforms as part of its current multi-channel media campaign, promoting the ESA Program on Facebook and Instagram. Results of these promoted posts will be reported at the end of the campaign.

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. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 1	SoCal Womens Conference	Pasadena	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 1,000 in attendance.
November 1	Outreach Presentation	Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
November 2 (HSA)	Dia de los Muertos Celebration	Long Beach	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
November 3	Village Run / Walk Event	Van Nuys	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 customers.
November 3 (HSA)	Dia de los Muertos Celebration	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 3 (SCRS)	Presentation and Info Distribution	Anaheim	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
November 3 (LA 211)	Dia de los Muertos Celebration and Resource Fair	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 225 of the 750 attendees.
November 4 (HSA)	Pasitos Fall Festival	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
November 4 (LA 211)	Partners in Care	San Fernando	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 4 (SCDC)	Adult Computer Training	Bell Tech Center – Bell	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
November 5 (MICOP)	Meeting with Our Neighbors	Channel Islands High School	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
November 5 (SCRS)	Homeland Advisory Council	Downtown Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
November 5 (HSA)	CHOEUR Staff Meeting – Training of Staff on SoCalGas Programs	Bell Gardens	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 5 (HSA)	Parent Meeting	South Gate	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 5 (LA 211)	Los Angeles County Office of Education	Santa Fe Springs	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 6 (HSA)	Parent Meeting	Huntington park	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 6 (HSA)	Parent Meeting	South Gate	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 6 (LA 211)	Department of Children & Family Services	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 35 of 45 attendees.
November 6 (LA 211)	Hamasaki Elementary School and Community Resource Fair	East Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 50 of 150 attendees.
November 6 (HSA)	Hamasaki Elementary School and Community Resource Fair	East Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 7 (MICOP)	Outreach in Colonia Neighborhood	Colonia Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
November 7 (SCRS)	Parent and Student Presentation	Banneker Transition School, Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
November 7 (LA 211)	Homeless Resource Fair and Mobile Shower	South El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 of 70 attendees.
November 7 (SCDC)	SEDC Adult Computer Class	Whittier Tech Center – Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
November 8	Community Conversation on Aging in Ventura County	Camarillo	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 in attendance.
November 8 (HSA)	Career Resource Fair	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
November 8	Health Resource Fair	Buena Park	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 people in attendance.
November 8 (HSA)	Parent Meeting	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 12	JFK Mobile Villages Mobile Home Park Resident Forum	Moreno Valley	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 customers.
November 12 (HAS)	Census Presentation	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
November 12 (MICOP)	Radio Outreach	MICOP Radio Indigena,	Recorded radio show about SoCalGas discount programs and how to receive applications and assistance with applications

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
		94.1FM	
November 13 (SCRS)	Personal Assistance Service Council Open House	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
November 13	PASC Open House	Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 customers.
November 13 (HSA)	Robinson Park Community Center	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
November 13 (LA 211)	Annual Eliminating Racial Disproportionality & Disparity	Granda Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 of 350 attendees.
November 14 (SCRS)	Bannekar Transition School Presentation	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 15	1 st Annual Rancho Mirage Chamber Health Fair	Rancho Mirage	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 customers.
November 15 (Food Bank of Santa Barbara County)	Riverview Brown Bag	Guadalupe	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 15 (SCDC)	Adult Computer Classes	El Barrio	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
November 15 (HSA)	Fall Prevention Summit & Wellness Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 15 (HSA)	Home Visitation Program Staff Meeting	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
November 16	Redefining	Los Angeles	CBO staff provided information regarding

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(LA 211)	Public Safety		SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of 100 attendees.
November 19	Mariachi Festival	Boyle Heights	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 customers.
November 19 (LA 211)	Community Schools Initiative	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 of 50 attendees.
November 19 (LA 211)	Mt San Antonio College: Hunger & Homelessness Awareness Week	Walnut	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 20 (SCRS)	East LA Collaborative	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
November 20 (LA 211)	Pomona Partner & Community Team Meeting	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 of 75 attendees.
November 20 (Food Bank of Santa Barbara County)	St Vincent	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
November 20 (Food Bank of Santa Barbara County)	Alma Cena Sana (Soul, Dinner, Heal)	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
November 21	Unity Shoppe's Christmas Telethon	Santa Barbara County	Regional Public Affairs Manager for Santa Barbara County made a 3-minute promotional taping for SoCalGas' Customer Assistance Programs for Unity Shoppe's Christmas Telethon. The segment will air several time starting on 12/21 through 12/25 on KEYT Channel 3.
November 21 (MICOP)	Poder Popular Agency, Santa	Oxnard	Flyers and information about the discount programs and SoCalGas incentive materials were

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Paula		made available to those in attendance.
November 21	SoCalGas CAP Presentation	Camino Nuevo High School Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 in attendance.
November 22 (Radio Campesina)	Class of the Month	Harding Elementary, Bakersfield	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 23	Thanksgiving Turkey Distribution	Santa Ana	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 people in attendance.
November 24 (LA 211)	Big Give 2019	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 350 of 1,000 attendees.
November 25	ESA Lunch and Learn	Redlands	SoCalGas staff provided information regarding Energy Savings Assistance Program. Materials were distributed to approximately 20 in attendance.
November 26 (MICOP)	Southwinds Park	Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance. Several people filled out Customer assistance Applications.
November 27 (HSA)	Health Advisory Meeting	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 27 (HSA)	Home Visiting Group Connection Fair	Bell Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.

In August, a pilot program began to evaluate Special Supplemental Nutrition Programs for Women, Infants, and Children (WIC) offices in Los Angeles County. 18 physical applications were received by SoCalGas' operations and of those, three identified WIC as a categorical qualifier. Customer Assistance Programs outreach staff worked with the local district director to provide information on SoCalGas' Customer Assistance Programs and seek assistance and

approval to provide information to the clients they serve. Following a brief discussion, approval was provided by the district director. Based on a GAP report, 18 offices were determined to be in underpenetrated areas for both the CARE and ESA Program. Each office was given 150 ESA Program forms, and 150 CARE applications along with a display containing income guidelines and categorical information to be displayed in the resource areas. Talking points were also provided for a quick training of front desk staff. Since WIC is a categorical qualifier, this partnership is a natural fit. Based on an initial test phase, a road map will be created for dissemination to other underpenetrated offices in the rest of Los Angeles County and roll-out to the other 11 counties within SoCalGas' service territory. The pilot will run until the end of the year. A summary of the findings will be submitted in the Annual Report filing. Below is a list of the 18 offices offices that participated in the preliminary phase:

Culver City 4700 Inglewood Blvd. Culver City, CA 90230	Los Angeles Region 4303 N Figueroa St. Los Angeles, CA 90065	Los Angeles Region 3667 Crenshaw Blvd. Los Angeles, CA 90016	Rosemead 8923 E Mission Dr. Rosemead, CA 91770
Lawndale 15625 Hawthorne Blvd. Lawndale, CA 90260	Los Angeles Region 1801 S La Cienega Blvd. Los Angeles, CA 90035	Los Angeles Region 5940 Santa Monica Blvd. Los Angeles, CA 90038	Cypress 4470 Lincoln Ave. Cypress, CA 90630
San Pedro 312 N Gaffey St. San Pedro, CA 90731	Los Angeles Region 4214 Beverly Blvd. Los Angeles, CA 90004	City of Industry 15942 Amar Rd. City of Industry, CA 91744	La Habra 131 S Harbor Blvd. La Habra, CA 90631
Torrance 1640 W Carson St. Torrance, CA 90501	Los Angeles Region 4100 W. Pico Blvd. Los Angeles, CA 90019	La Puente 417 S Azusa Ave. La Puente, CA 91744	La Mirada 14539 Telegraph Rd. La Mirada, CA 90638
Placentia 618 W Chapman Ave. Placentia, CA 92870	Santa Ana 1701 S Grand Ave. Santa Ana, CA 92705		

1.3. Leveraging Success Evaluation Including CSD

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

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

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

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding. To date, \$135,735 has been co-funded to support the installation of HE Clothes Washers and other related water measures.

Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

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

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

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

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	1,680
Colton Public Utilities	0
LADWP	3,133
Pasadena Water and Power	102
Riverside Public Utilities	1,683
Total	6,598

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.

Providers have reported the activity noted above for 2019 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 contribute to the goals of workforce development. SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. The year-to-date results are shown in the following tables.

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

SoCalGas Enrollment and Assessment Training						
	Q1	Q2	Q3	October	November	Total
Attended Class	98	89	136	35	31	389
Tested	94	86	134	33	30	377
Passed Class	77	63	116	25	24	305
Retention Rate*	82%	73%	87%	76%	80%	81%
*Retention Rate is Passed/Tested						

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

SoCalGas Field Operations Training												
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	5	23	4	23	5	42	3	12	0	0	17	100
HVAC Initial	2	13	1	1	5	28	4	14	1	7	13	63
Wx / NGAT Refresher	1	1	8	199	8	103	3	7	1	26	21	336
HVAC Refresher	2	18	6	56	4	30	2	17	1	21	15	142
Grand Total	10	55	19	279	22	203	12	50	3	54	66	641

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	\$2,785,031	69.54%
Proc., Certification and Verification	\$3,121,351	\$1,388,051	44.47%
Information Tech./Programming	\$1,037,796	\$620,359	59.78%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$310,521	70.98%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$330,578	69.47%
General Administration	\$953,729	\$740,818	77.68%
CPUC Energy Division Staff	\$60,000	\$58,773	97.96%
Total Expenses	\$10,091,122	\$6,234,132	61.78%
Subsidies and Benefits	\$132,351,979	\$116,254,302	87.84%
Total Program Costs and Discounts	\$142,443,101	\$122,488,434	85.99%

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

CARE My Account Activity & Enrollments

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications are now processed in real-time. Once logged into My Account, customers receive message center alerts notifying them that they can apply to the CARE Program if they are eligible, or that they are due for recertification or post-enrollment verification (PEV), depending on their CARE status. Customers may then visit a dedicated CARE Program page within My Account where application processes including enrollment, recertification and PEV are available in English and Spanish. CARE customers may also opt-out of the program if they no longer qualify.

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 134,408 successful enrollments, 55,580 recertifications, 4,743 post-enrollment verifications and 4,813 opt-outs. Activity for November is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	4,299	3,592
Re-certification	2,080	2,011
PEV	213	142
Customer opt-out	449	449

CARE CSR Enrollment Initiative

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

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

During the month of November 2019, CSRs successfully enrolled 10,619 customers in CARE. An additional 3,948 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 274,119 and 118,008 mailed applications.

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of November, SoCalGas processed a total of 667 on-line renewals.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,608,041	1,685,526	95.40%

2.2. Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of November, SoCalGas sent 10,054 emails to new customers with a probability of being eligible for the CARE program. A total of 16,418 emails were sent to existing SoCalGas customers who may qualify for the CARE program. And to recapture those customers that have fallen off CARE, SoCalGas sent 5,651 emails encouraging these customers to reapply. All three categories of emails contribute to the 1,344 on-line enrollments that were processed in November.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 1,175 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, 78 callers were informed about the CARE Program, with 23 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In November 2019, Worksite Wellness staff facilitated presentations, and provided health education materials and SoCalGas Customer Assistance Information to 747 individuals through classes and health fairs. CBO staff facilitated a presentation and hosted a monthly resource table with information at Best Start Metro LA. In addition, staff participated in a health fair at South Central Family Health Center. Staff made weekly visits to South Central Family Health Center in Huntington Park, Venice Family Clinic, Maternal and Child Health Center, The Saint Louise Family Resource Center and LA Care Family Resource Center in Lynwood, LA Care Family Resource Center in Downtown LA, and Best Start Metro LA Neighborhood Leadership group. Staff provided enrollment assistance to 58 new clients for medical and MyHealth LA, and during the enrollment process provided enrollment assistance for SoCalGas Customer Assistance Programs – CARE, ESA and Medical Baseline.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these

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

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

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month Unity Shoppe introduced Customer Assistance Programs to 3 of their partner agencies

that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed and the agencies were also provided with information via email that contained links to program applications as well as printed pamphlets. This month the agencies were as follows: United Boys and Girls Club of Santa Barbara, Carpinteria Children's Project at Main, and Isla Vista Youth Projects resulting in outreach to a total of 180 low-income families that received information on SoCalGas' Customer Assistance 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 collaborates with MICOP to extend awareness of the CARE Program. MICOP provides ongoing awareness, and SoCalGas schedules periodic sponsored events to provide direct outreach.

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation's largest hunger-relief network of food

banks, as well as the California Association of Food Banks. In the month of November, Food Share Ventura county distributed approximately 3,000 “Senior Kits” with SoCalGas’ Customer Assistance Programs materials throughout Ventura County.

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast’s eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources, SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has administered bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the city of Huntington Park, administered a 2000 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas’ Customer Assistance Programs. Along

with promoting programs at several community events listed in sections above, during the month of October, SCDC had 83 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In November, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 37 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties received information during outreach contract visits with the city of LA. Approximately 60 percent of the tenants visited in November said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

CARE Direct Mail Activity & Enrollments

During the month of November, SoCalGas sent 15,208 applications via direct mail to new customers deemed likely to be eligible for the CARE Program.

SoCalGas enrolled 6 new customers via direct mail and online onto the CARE Program. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online. SoCalGas mailed 9,652 letters to customers who have failed to renew their CARE eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but 1,271 customers re-enrolled online. Additionally, SoCalGas mailed 25,000 letters directing customers, who are not on CARE, but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE. The updated letters that direct customers to apply online contributed to the 1,344 online enrollments processed in November. SoCalGas is exploring enhancing the online application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.

CARE Bill Inserts

No bill inserts were deployed during the month of November, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 637 bill insert applications from prior months in November.

Outreach by Field Employees

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, the CARE Outreach Team has

distributed supplemental deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued through the month of November. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

CARE Social & Mass Media Campaign

SoCalGas launched a mass media campaign in the month of August. The main campaign objectives are to maintain an above 90% penetration rate, lower monthly attrition levels to less than 55%, and increase the current rate of 30% online enrollments. The target audience is adults, ages 25 to 65 and includes messaging in both English and Spanish. The messaging focuses on reaching low income residential households who are unemployed, experiencing adverse economic events or are enrolled in other public assistance programs. The strategic media approach focuses on a mix of highly targeted channels and tactics that have the ability to proximity target in high opportunity zip codes. Channels include out-of-home and mobile-led digital such as audio, display, social and search. The campaign ran through October 2019 and results will be reported in January 2020.

Disability

SoCalGas continues to work with organizations in the disability community such as Fiesta Educativa, an organization that focuses on helping Latino families that have family members with special needs. This organization performs disability

outreach and community events in Los Angeles, Riverside, San Bernardino, and Orange Counties.

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

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

provided SoCalGas CAP information to over 256 clients and worked with new clients one-on-one in regards to SoCalGas' Customer Assistance Programs.

Through the partnership SCRS-IL has with CalFresh, SCRS-IL distributed CAP information to an additional 840 clients combined in their Downey and Pasadena offices during CalFresh intake.

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 11 (Fiesta Educativa)	In Home Support Services Workshop	Santa Fe Springs	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
November 12 (Fiesta Educativa)	East Los Angeles Regional Center Orientation	Alhambra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 12 (Fiesta Educativa)	Resource Day at Garfield High School	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 12 (Fiesta Educativa)	Individual Educational Plan Workshops	Monrovia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 13 (Fiesta Educativa)	In Home Support Services Workshop	Santa Fe Springs	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 46 attendees.
November 15 (MICOP)	Information table at Ventura County Office of Education	Camarillo	SoCalGas staff provided information about the discount programs and SoCalGas incentive available to 30 families with children with special needs.
November 16 (Fiesta Educativa)	Fiesta Familiar	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.
November 16 (Fiesta)	San Bernardino Autism	Victorville	CBO 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>
Educativa)	Conference		materials were distributed to approximately 120 attendees.
November 19 (Fiesta Educativa)	Transition Workshop at Garfield High School	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
November 19 (Fiesta Educativa)	In Home Support Services Resource	Santa Fe Springs	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.

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, 11,327 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 1,765 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase PEV activities when customer information is shared with programs such as the Low-Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre-enrollment verification" is used by SoCalGas to meet CARE's PEV

requirements. There were 58 customers enrolled through leveraging during the month of November.

2.3. CARE Recertification Complaints

There were no recertification complaints in the month of 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 2B-1 – Eligible Multifamily Common Area Measures

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	November 2019												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ 333,030	\$ 333,030	N/A	\$ 2,297,374	\$ 2,297,374	N/A	13.16%	13.16%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ 1,202,155	\$ 1,202,155	N/A	\$ 11,578,554	\$ 11,578,554	N/A	56.09%	56.09%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ 2,751,293	\$ 2,751,293	N/A	\$ 25,789,807	\$ 25,789,807	N/A	78.10%	78.10%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ 1,389,982	\$ 1,389,982	N/A	\$ 14,490,511	\$ 14,490,511	N/A	60.48%	60.48%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 133,514	\$ 133,514	N/A	\$ 1,420,489	\$ 1,420,489	N/A	71.87%	71.87%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 18,886,236	\$ 18,886,236	N/A	\$ 1,170,765	\$ 1,170,765	N/A	\$ 18,886,236	\$ 18,886,236	N/A	100.00%	100.00%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 125,055	\$ 125,055	N/A	\$ 1,526,518	\$ 1,526,518	N/A	39.40%	39.40%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 119,817,199	\$ 119,817,199	N/A	\$ 7,105,794	\$ 7,105,794	N/A	\$ 75,989,490	\$ 75,989,490	N/A	63.42%	63.42%
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 63,351	\$ 63,351	N/A	\$ 676,986	\$ 676,986	N/A	73.07%	73.07%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ 145,617	\$ 145,617	N/A	\$ 1,339,486	\$ 1,339,486	N/A	55.14%	55.14%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 210,117	\$ 210,117	N/A	\$ 767,387	\$ 767,387	N/A	52.92%	52.92%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ 5,211	\$ 5,211	N/A	\$ 84,322	\$ 84,322	N/A	72.93%	72.93%
25	Regulatory Compliance ²	N/A	\$ 351,194	\$ 351,194	N/A	\$ (6,507)	\$ (6,507)	N/A	\$ 351,194	\$ 351,194	N/A	100.00%	100.00%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 582,410	\$ 582,410	N/A	\$ 5,655,478	\$ 5,655,478	N/A	84.90%	84.90%
27	CPUC Energy Division ³	N/A	\$ 86,000	\$ 86,000	N/A	\$ 13,214	\$ 13,214	N/A	\$ 87,553	\$ 87,553	N/A	101.81%	101.81%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 131,836,750	\$ 131,836,750	N/A	\$ 8,119,208	\$ 8,119,208	N/A	\$ 84,951,896	\$ 84,951,896	N/A	64.44%	64.44%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 286,920	\$ 286,920	N/A	\$ 3,070,616	\$ 3,070,616			
32	NGAT Costs					\$ 150,566	\$ 150,566		\$ 1,723,432	\$ 1,723,432			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18,												
36	2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
37	² Current month credit is related to prior month's overspend now reallocated to Table 1A and funded out of prior cycle unspent funds.												
38	³ Percentage of budget YTD over annual authorized budget due to delayed billed costs by CPUC in 2019 related to 2018 CPUC oversight activity.												
39	Note: In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December												
40	2018 activities. This amount will be incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019.												
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ 2,006,771	\$ 2,006,771	N/A	\$ 2,006,771	\$ 2,006,771	N/A	11.64%	11.64%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ 26,600	\$ 26,600	N/A	\$ 221,202	\$ 221,202	N/A	44.24%	44.24%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 117,321	\$ 117,321	N/A	\$ 1,247,088	\$ 1,247,088	N/A	27.71%	27.71%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ 45,692	\$ 45,692	N/A	\$ 45,692	\$ 45,692	N/A	69.56%	69.56%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
TOTAL PROGRAM BUDGET/EXPENSES ¹	N/A	\$ 76,263,219	\$ 76,263,219	N/A	\$ 2,196,384	\$ 2,196,384	N/A	\$ 3,520,753	\$ 3,520,753	N/A	4.62%	4.62%

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

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF										
1	Energy Savings Assistance Program Table 2																																									
2	Southern California Gas Company																																									
3	November 2019																																									
4																																										
5	ESA Program (Summary) Total ¹															ESA Program (First Touch Homes Treated)															ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE) ⁹					
6	Year-To-Date Completed & Expensed Installation															Year-To-Date Completed & Expensed Installation ¹⁰															Year-To-Date Completed & Expensed Installation ¹⁰						Year-To-Date Completed & Expensed Installation ¹⁰					
7	Measures	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure													
8	Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																																			
9	High Efficiency Clothes Washer	Home	2,969	-	-	58,932	\$ 2,423,239	2.9%	Home	1,265	-	-	25,158	1,032,415	2.4%	Home	1,704	-	-	33,774	1,390,824	3.5%	Home	1,042	-	-	20,831	850,081	2.4%													
10	Microwaves ³	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
11	Refrigerators	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
12	Freezers	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
13																																										
14	Domestic Hot Water																																									
15	Other Hot Water ⁴	Home	85,472	-	-	270,006	\$ 4,117,625	5.0%	Home	43,544	-	-	137,556	2,072,866	4.9%	Home	41,928	-	-	132,451	2,044,759	5.1%	Home	43,666	-	-	137,941	1,891,218	5.4%													
16	Tank and Pipe Insulation ⁵	Home	2,977	-	-	18,904	\$ 134,125	0.2%	Home	1,686	-	-	10,706	78,606	0.2%	Home	1,291	-	-	8,198	55,519	0.1%	Home	1,035	-	-	6,572	42,411	0.1%													
17	Water Heater Repair/Replace	Home	13,042	-	-	31,170	\$ 3,015,898	3.7%	Home	5,555	-	-	13,276	1,130,355	2.7%	Home	7,487	-	-	17,894	1,885,543	4.7%	Home	4,266	-	-	10,196	798,422	2.3%													
18																																										
19	Thermostatic Shower Valve	Each	69,768	-	-	113,722	\$ 3,105,305	3.8%	Each	34,502	-	-	56,238	1,535,640	3.6%	Each	35,266	-	-	57,484	1,569,665	3.9%	Each	33,219	-	-	54,147	1,478,534	4.2%													
20	New - Combined Showerhead/TSV	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
21	New - Heat Pump Water Heater	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
22	Tub Diverter/Spout	Each	2,521	-	-	14,168	\$ 275,557	0.3%	Each	1,373	-	-	7,716	151,298	0.4%	Each	1,148	-	-	6,452	124,259	0.3%	Each	652	-	-	3,664	71,534	0.2%													
23																																										
24																																										
25	Enclosure																																									
26	Air Sealing / Envelope ⁶	Home	57,971	-	-	26,395	\$ 14,486,901	17.6%	Home	27,093	-	-	12,386	6,457,583	15.3%	Home	30,878	-	-	14,009	8,029,318	19.9%	Home	25,491	-	-	23,593	6,496,449	18.6%													
27	Attic Insulation	Home	4,939	-	-	144,624	\$ 7,813,536	9.5%	Home	2,702	-	-	76,969	4,393,268	10.4%	Home	2,237	-	-	67,655	3,420,268	8.5%	Home	2,639	-	-	65,988	3,846,209	11.0%													
28																																										
29	HVAC																																									
30	Furnace Repair/Replacement	Home	6,749	-	-	(220,838)	\$ 9,599,200	11.6%	Home	2,297	-	-	-76,420	3,508,588	8.3%	Home	4,452	-	-	-144,418	6,090,612	15.1%	Home	3,067	-	-	-128,916	4,596,448	13.1%													
31	Room A/C Replacement	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
32	Central A/C replacement	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
33	Heat Pump Replacement	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
34	Evaporative Cooler	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
35	Duct Testing and Sealing	Home	813	-	-	9,032	\$ 442,000	0.5%	Home	294	-	-	3,266	\$ 153,680	0.4%	Home	519	-	-	5,766	288,320	0.7%	Home	122	-	-	1,355	66,300	0.2%													
36	Energy Efficient Fan Control A/C Ti	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
37	Prescriptive Duct Sealing	Home	11,387	-	-	126,510	\$ 1,170,900	1.4%	Home	5,743	-	-	63,805	\$ 600,100	1.4%	Home	5,644	-	-	62,705	570,800	1.4%	Home	2,354	-	-	26,153	239,300	0.7%													
38	High Efficiency Forced Air Unit (HE	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
39	New - Blower Motor Retrofit	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
40																																										
41	Maintenance																																									
42	Furnace Clean and Tune	Home	24,968	-	-	(30,711)	\$ 1,264,390	1.5%	Home	12,296	-	-	-15,124	\$ 631,510	1.5%	Home	12,672	-	-	-15,587	632,881	1.6%	Home	8,840	-	-	-10,873	448,186	1.3%													
43	Central A/C Tune up	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
44																																										
45	Lighting																																									
46	Lighting	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
47																																										
48	New - LED Diffuse A-Lamps	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
49	New - LED Reflector Bulbs (PAR/B	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
50	New - LED Torchieres	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
51	New - LED Exterior Hardwired Fixt	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
52	New - LED Internal Hardwire	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
53																																										
54	Miscellaneous																																									
55	Pool Pumps	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
56	Smart Power Strips - Tier 1	Home	-	-	-	\$ -	-	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%													
57	New - Smart Power Strips - Tier 2	Each	-	-	-	\$ -	-	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%													
58																																										
59	Pilots																																									
60	Smart Thermostat	Each	686	-	-	\$ 136,570	0.2%	Each	454	-	-	0	\$ 89,780	0.2%	Each	232	-	-	0	46,790	0.1%	Each	72	-	-	0	15,740	0.0%														
61																																										
62	Customer Enrollment																																									
63	Outreach & Assessment	Home	125,110	-	-	\$ 32,799,116	39.8%	Home	63,211	-	-	\$ 19,564,118	46.3%	Home	61,899	-	-	\$ 13,234,998	32.9%	Home	61,899	-	-	\$ 13,234,998	37.9%																	
64	In-Home Education	Home	71,521	-	-	\$ 1,706,594	2.1%	Home	38,721	-	-	\$ 824,050	2.0%	Home	32,800	-	-	\$ 882,544	2.2%	Home	32,800	-	-	\$ 882,544	2.5%																	
65																																										
66																																										
67	Total Savings/Expenditures					561,915	\$ 82,490,957						315,533	\$ 42,223,857						246,382	\$ 40,267,099						210,652	\$ 34,958,373														
68																																										
69	Total Households Weatherized ⁷		89,957																																							

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

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

¹ All savings are calculated based on the following sources:
DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

Energy Savings Assistance Program Common Area Measures - Table 2B
Southern California Gas Company
November 2019

ESA CAM Measures ^{2,3}	Units	ESA Program - Multifamily Common Area ¹					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$) ⁴	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
Water Heater Replace	Each	14	-	-	6,979	\$ -	0.0%
Boiler Replace	Each	41	-	-	158,640	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Lighting							
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ^{9,10}	Home	-	-	-	-	\$ 4,282	23.5%
Pilots							
Customer Enrollment							
Outreach & Assessment ¹⁰	Home	-	-	-	-	\$ 13,910	76.5%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures					165,619	\$ 18,192	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated ¹²	3
Subtotal of Master-metered Multifamily Properties Treated	3
Properties Treated ¹³	3

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 4,282	\$ 4,282
Direct Implementation (Non-Incentive)	\$ -	\$ 13,910	\$ 13,910
Direct Implementation	\$ -	\$ 1,228,896	\$ 1,228,896
TOTAL MF CAM COSTS	\$ -	\$ 1,247,088	\$ 1,247,088

<<Includes measures costs

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

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

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

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

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

⁶ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

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

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

⁹ Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

¹⁰ Includes a credit amount related to prior period corrections.

¹¹ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

¹² Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

¹³ Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

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

**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area
Measures List
Southern California Gas Company
November 2019**

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

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

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

² Only complete if measure is canceled or discontinued

³ Defined as CEC California Building Climate Zones
https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

	A	B
1	Energy Savings Assistance Program Tables 3A-B	
2	Energy Savings and Average Bill Savings per Treated Home/Common Area	
3	Southern California Gas Company	
4	November 2019	
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	561,915
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	3,052,847
10	Current kWh Rate	N/A
11	Current Therm Rate	\$0.61
12	Average 1st Year Bill Savings / Treated Households	\$3.81
13	Average Lifecycle Bill Savings / Treated Households	\$19.20
14		
15		
16	Table 3A-2, ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26	Table 3A-3, Summary - ESA Program/CSD Leveraging	
27	Annual kWh Savings	N/A
28	Annual Therm Savings	561,915
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	3,052,847
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 3.81
34	Average Lifecycle Bill Savings / Treated Household	\$ 19.20
35		
36		
37	Table 3B, ESA Program - Multifamily Common Area	
38	Annual kWh Savings	N/A
39	Annual Therm Savings	165,619
40	Lifecycle kWh Savings	N/A
41	Lifecycle Therm Savings	3,312,379
42	Current kWh Rate	N/A
43	Current Therm Rate	\$ -
44	Average 1st Year Bill Savings / Treated Properties	\$ -
45	Average Lifecycle Bill Savings / Treated Properties	\$ -
46		
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	November 2019						
4	Table 4A-1, ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,641	11,656	35	1038	1,073
8	Imperial	17,084	0	17,084	338	1	339
9	Kern	29,886	15,030	44,916	2511	290	2,801
10	Kings	13,725	11	13,736	998	0	998
11	Los Angeles	2,526	997,368	999,894	490	41286	41,776
12	Orange	10	235,276	235,286	0	6488	6,488
13	Riverside	131,956	107,940	239,896	2249	12273	14,522
14	San Bernardino	1,046	163,216	164,262	186	15599	15,785
15	San Luis Obispo	14,372	8,245	22,617	333	0	333
16	Santa Barbara	1,188	37,199	38,387	560	403	963
17	Tulare	47,331	11,227	58,558	2554	804	3,358
18	Ventura	2,420	59,163	61,583	65	1456	1,521
19	Total	261,559	1,646,316	1,907,875	10,319	79,638	89,957
20							
21							
22	Table 4B, ESA Program - CSD Leveraging						
23					Households Treated YTD		
24	County				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	Table 4C, ESA Program - Multi-Family Common Area						
41					Properties Treated YTD		
42	County				Rural	Urban	Total
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0		1	1
48	Orange			0			0
49	Riverside			0		1	1
50	San Bernardino			0		1	1
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	3	3
56							
57	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
58	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4A-2 - Homes Unwilling / Unable to Participate
Southern California Gas Company
November 2019**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	81	194	0	0	1	0	1
Imperial	31	41	1	12	4	0	12
Kern	159	289	33	9	29	4	4
Kings	217	175	1	6	11	2	1
Los Angeles	10,277	2,946	10	280	800	178	118
Orange	6,606	811	2	855	349	35	115
Riverside	9,319	1,206	7	50	271	89	107
San Bernardino	11,459	1,280	4	27	355	101	77
San Luis Obispo	18	8	0	0	14	0	1
Santa Barbara	29	50	0	0	16	0	2
Tulare	585	481	2	187	27	7	42
Ventura	7,648	206	0	7	85	2	7
Total¹	46,429	7,687	60	1,433	1,962	418	487

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 2019																
4	Table 5A, ESA Program																
5	Gas & Electric			Gas Only ¹					Electric Only				Total				
6	Month	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	4,646	73,560	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	-	8,224	171,078	-	-	-	-	-	-	8,224	171,078	-	-
11	April	-	-	-	-	11,123	168,417	-	-	-	-	-	-	11,123	168,417	-	-
12	May	-	-	-	-	6,835	119,981	-	-	-	-	-	-	6,835	119,981	-	-
13	June	-	-	-	-	6,907	103,439	-	-	-	-	-	-	6,907	103,439	-	-
14	July	-	-	-	-	10,099	128,692	-	-	-	-	-	-	10,099	128,692	-	-
15	August	-	-	-	-	9,507	110,843	-	-	-	-	-	-	9,507	110,843	-	-
16	September	-	-	-	-	8,687	(465,963)	-	-	-	-	-	-	8,687	(465,963)	-	-
17	October	-	-	-	-	11,264	76,470	-	-	-	-	-	-	11,264	76,470	-	-
18	November	-	-	-	-	12,665	75,397	-	-	-	-	-	-	12,665	75,397	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	89,957	561,915	-	-	-	-	-	-	89,957	561,915	-	-
21																	
22	¹ As of September 2019, all savings are calculated based on the following source:																
23	DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.																
24	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
26																	
27	Table 5B, ESA Program - CSD Leveraging																
28	Gas & Electric					Gas Only				Electric Only				Total			
31	Month	# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
32			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
33	January																
34	February																
35	March																
36	April																
37	May																
38	June																
39	July																
40	August																
41	September																
42	October																
43	November																
44	December																
45	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46																	
47																	
48	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
50																	
51	Table 5C, ESA Program - Multi-Family Common Area																
52	Gas & Electric					Gas Only				Electric Only				Total			
53	Month	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
54			Therm	kWh	kW		Therm ¹	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
55	January																
56	February																
57	March																
58	April																
59	May																
60	June																
61	July																
62	August																
63	September					1	5,848							1	5,848		
64	October					2	159,771							2	159,771		
65	November																
66	December																
67	YTD Total	-	-	-	-	3	165,619	-	-	-	-	-	-	3	165,619	-	-
68																	
69	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
70	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
71	¹ - Savings calculated via deemed savings; NMEC methodology continues to be reviewed and evaluated with the Energy Division																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	November 2019												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 26,600	\$ 26,600	N/A	\$ 221,202	\$ 221,202	N/A	22.12%	22.12%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 26,600	\$ 26,600	N/A	\$ 221,202	\$ 221,202	N/A	22.12%	22.12%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment ^{2,3}	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 173,774	\$ 173,774	N/A	139.02%	139.02%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ 5,211	\$ 5,211	N/A	\$ 26,908	\$ 26,908	N/A	13.45%	13.45%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ 5,211	\$ 5,211	N/A	\$ 377,729	\$ 377,729	N/A	75.55%	75.55%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009												
19	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing from Lead IOU for cost related to 2016.												
20	⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
November 2019**

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

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	3,465

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
43,625	58,199	422

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 2019												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 466,506	\$ 466,506	N/A	\$ 2,785,031	\$ 2,785,031	N/A	69.54%	69.54%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 115,031	\$ 115,031	N/A	\$ 1,305,503	\$ 1,305,503	N/A	44.01%	44.01%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 8,508	\$ 8,508	N/A	\$ 82,548	\$ 82,548	N/A	53.31%	53.31%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 53,765	\$ 53,765	N/A	\$ 620,359	\$ 620,359	N/A	59.78%	59.78%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 310,521	\$ 310,521	N/A	70.98%	70.98%
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	\$ 28,313	\$ 28,313	N/A	\$ 330,578	\$ 330,578	N/A	69.47%	69.47%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 65,665	\$ 65,665	N/A	\$ 740,818	\$ 740,818	N/A	77.68%	77.68%
17	CPUC Energy Division ²	N/A	\$ 60,000	\$ 60,000	N/A	\$ (13,214)	\$ (13,214)	N/A	\$ 58,773	\$ 58,773	N/A	97.96%	97.96%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 724,573	\$ 724,573	N/A	\$ 6,234,132	\$ 6,234,132	N/A	61.78%	61.78%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 9,388,983	\$ 9,388,983	N/A	\$ 116,254,302	\$ 116,254,302	N/A	87.84%	87.84%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 10,113,556	\$ 10,113,556	N/A	\$ 122,488,434	\$ 122,488,434	N/A	85.99%	85.99%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 880,653	\$ 880,653	N/A	\$ 11,933,318	\$ 11,933,318			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 880,653	\$ 880,653	N/A	\$ 11,933,318	\$ 11,933,318			
31													
32	Indirect Costs				N/A	\$ 133,034	\$ 133,034	N/A	\$ 1,500,409	\$ 1,500,409			
33													
34	¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	² Monthly credit due to correction of overallocation of CPUC oversight costs from CARE to ESA.												
36	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y			
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																											
2	Southern California Gas Company																											
3	November 2019																											
4																												
5		New Enrollment										Recertification				Attrition (Drop Offs)				Enrollment								
6		Automatic Enrollment				Self-Certification (Income or Categorical)																						
7	2019	Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)	Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%			
9	February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%			
10	March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	28,042	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%			
11	April	1,429	1,764	221	3,414	6,748	6,979	11,476	3	25,206	28,620	9,990	11,081	20,069	41,140	8,740	1,966	333	10,923	21,962	69,760	6,658	1,620,797	1,683,842	96.26%			
12	May	1,409	1,799	156	3,364	5,032	6,175	10,433	0	21,640	25,004	15,955	11,395	18,471	45,821	8,372	2,297	387	13,183	24,239	70,825	765	1,621,562	1,683,842	96.30%			
13	June	1,445	1,793	137	3,375	3,930	5,223	10,624	5	19,782	23,157	11,412	12,543	17,627	41,582	10,562	2,704	471	13,131	26,868	64,739	-3,711	1,617,851	1,683,842	96.08%			
14	July	2,085	1,803	134	4,022	4,414	4,050	11,085	0	19,549	23,571	13,488	11,305	15,807	40,600	12,168	2,674	370	15,968	31,180	64,171	-7,609	1,610,242	1,683,537	95.65%			
15	August	2,298	1,731	89	4,118	4,528	4,228	11,175	0	19,931	24,049	12,737	12,174	20,587	45,498	10,751	2,442	359	15,400	28,952	69,547	-4,903	1,605,339	1,683,537	95.36%			
16	September	2,719	1,912	69	4,700	4,557	3,896	11,643	0	20,096	24,796	10,866	11,218	18,819	40,903	10,593	2,357	306	15,057	28,313	65,699	-3,517	1,601,822	1,683,537	95.15%			
17	October	3,893	2,016	72	5,981	4,393	3,725	11,601	0	19,719	25,700	8,901	15,623	21,200	45,724	10,841	2,391	281	13,121	26,634	71,424	-934	1,600,888	1,685,526	94.98%			
18	November	11,327	1,765	58	13,150	4,447	4,560	10,825	0	19,832	32,982	7,345	8,526	13,967	29,838	9,966	2,292	270	13,301	25,829	62,820	7,153	1,608,041	1,685,526	95.40%			
19	December																											
20	YTD Total	31,509	20,185	1,219	52,913	59,481	60,665	114,765	8	234,919	287,832	125,923	127,761	195,188	448,872	120,163	27,160	4,041	143,954	295,318	736,704	-7,486	1,608,041	1,685,526	95.40%			
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 2019								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
6	January	1,613,195	4,921	0.31%	2,660	280	2,940	59.74%	0.18%
7	February	1,613,054	4,718	0.29%	2,579	288	2,867	60.77%	0.18%
8	March	1,614,139	5,341	0.33%	2,857	299	3,156	59.09%	0.20%
9	April	1,620,797	5,166	0.32%	2,906	298	3,204	62.02%	0.20%
10	May	1,621,562	4,530	0.28%	2,591	245	2,836	62.60%	0.17%
11	June	1,617,851	4,425	0.27%	2,661	266	2,927	66.15%	0.18%
12	July	1,610,242	4,470	0.28%	2,651	261	2,912	65.15%	0.18%
13	August	1,605,339	4,514	0.28%	1,559	245	1,804	39.96%	0.11%
14	September	1,601,822	4,042	0.25%	9	161	170	4.21%	0.01%
15	October	1,600,888	4,596	0.29%	9	121	130	2.83%	0.01%
16	November	1,608,041	3,780	0.24%	4	12	16	0.42%	0.00%
17	December								
18	YTD Total	1,608,041	50,503	3.14%	20,486	2,476	22,962	45.47%	1.43%

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 2019						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	1,325,101	500,881	396,319	66,528	20,180	17,854
7	Percentage		100.00%	79.12%	13.28%	4.03%	3.56%
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 2019									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,221	15	11,236	10,982	19	11,001	97.87%	124.97%	97.91%
8	Imperial	0	15,753	15,753	0	14,988	14,988	N/A	95.14%	95.14%
9	Kern	14,217	29,078	43,295	12,242	28,981	41,223	86.11%	99.67%	95.21%
10	Kings	9	13,615	13,624	10	14,726	14,736	112.10%	108.16%	108.17%
11	Los Angeles	852,242	2,525	854,767	826,751	1,171	827,922	97.01%	46.38%	96.86%
12	Orange	195,267	10	195,277	156,955	18	156,973	80.38%	178.25%	80.38%
13	Riverside	102,580	126,303	228,883	94,740	120,242	214,982	92.36%	95.20%	93.93%
14	San Bernardino	151,593	1,010	152,603	174,260	860	175,120	114.95%	85.17%	114.76%
15	San Luis Obispo	7,207	13,804	21,011	3,404	10,700	14,104	47.23%	77.51%	67.13%
16	Santa Barbara	33,081	1,139	34,220	27,424	561	27,985	82.90%	49.26%	81.78%
17	Tulare	11,113	46,465	57,578	11,866	48,356	60,222	106.77%	104.07%	104.59%
18	Ventura	55,135	2,145	57,280	47,266	1,519	48,785	85.73%	70.82%	85.17%
19	Total	1,433,665	251,861	1,685,526	1,365,900	242,141	1,608,041	95.27%	96.14%	95.40%
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 2019							
4								
5	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,613,195	21,957	1.36%	12,587	9,702	57.33%	0.60%
7	February	1,613,054	23,815	1.48%	14,277	9,979	59.95%	0.62%
8	March	1,614,139	34,469	2.14%	20,776	14,407	60.27%	0.89%
9	April	1,620,797	31,160	1.92%	18,409	13,241	59.08%	0.82%
10	May	1,621,562	27,063	1.67%	15,766	11,634	58.26%	0.72%
11	June	1,617,851	28,579	1.77%	16,541	12,336	57.88%	0.76%
12	July	1,610,242	30,375	1.89%	18,113	12,559	59.63%	0.78%
13	August	1,605,339	28,219	1.76%	16,253	7,382	57.60%	0.46%
14	September	1,601,822	26,065	1.63%	13,224	522	50.73%	0.03%
15	October	1,600,888	27,543	1.72%	10,602	396	38.49%	0.02%
16	November	1,608,041	17,315	1.08%	1,759	76	10.16%	0.00%
17	December							
18	YTD Total	1,608,041	296,560	18.44%	158,307	92,234	53.38%	5.74%
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 2019						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children's Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center*		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center*		X			0	0
37	Koreatown Youth and Community Center*		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society*		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	Delhi Center*		X			0	3
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	5
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	8
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: agencies marked with and asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.						
50	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 2019								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
8	March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
9	April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
10	May	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.05%	5,617,442
11	June	N/A	1,617,851	N/A	1,617,851	1,683,842	96.08%	-0.23%	5,617,627
12	July	N/A	1,610,242	N/A	1,610,242	1,683,537	95.65%	-0.47%	5,615,699
13	August	N/A	1,605,339	N/A	1,605,339	1,683,537	95.36%	-0.30%	5,617,528
14	September	N/A	1,601,822	N/A	1,601,822	1,683,537	95.15%	-0.22%	5,619,786
15	October	N/A	1,600,888	N/A	1,600,888	1,685,526	94.98%	-0.06%	5,622,313
16	November	N/A	1,608,041	N/A	1,608,041	1,685,526	95.40%	0.45%	5,626,597
17	December								
18	YTD Total	N/A	1,608,041	N/A	1,608,041	1,685,526	95.40%	-0.46%	5,626,597
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	November 2019				
4					
5	2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 310,521	70.98%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 310,521	70.98%
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 services¹

Southern California Gas Company
Reporting Period: October 2019

No. of attendees at Consumer Education sessions

505

SCG -- Disputes Resolved	
Bill Adjustment	1
Payment Plan	1
TOTAL	2

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

SCG -- Disputes Resolved by Language	
Farsi	1
Spanish	1
TOTAL	2

SCG - Needs Assistance	
Assisted with CARE Re-Certification/Audit	1
Assisted with Changes to Account	1
CARE Enrollment	2
ESAP	1
HEAP	20
Set Up New Account	1
Payment Extension	1
TOTAL	27

SCG - Needs Assistance by Language	
Armenian	18
Cantonese	1
Japanese	1
Korean	1
Spanish	4
Vietnamese	2
TOTAL	27

¹ Information provided by CHANGES contractor.

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

CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹

Southern California Gas Company

October 1 - 31, 2019

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	English	Avoiding Disconnection	2	N/A	14	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	2	N/A	42	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	18	CHANGES Ed Handout
		Total	5		74	
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	N/A	30	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	3	N/A	22	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	3	N/A	34	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	9	N/A	168	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	2	N/A	38	CHANGES Ed Handout
		Total	18		292	
N/A	English	Electric and Natural Gas Safety	6	N/A	25	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	4	N/A	55	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	20	CHANGES Ed Handout
		Total	11		100	
N/A	Cantonese	Energy Conservation	1	N/A	27	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	6	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	1	N/A	29	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	1	N/A	17	CHANGES Ed Handout
		Total	5		81	
N/A		Gas Aggregation		N/A		CHANGES Ed Handout
		Total	0		0	
N/A	Armenian	High Energy Use	11	N/A	95	CHANGES Ed Handout
N/A	Cantonese	High Energy Use	1	N/A	26	CHANGES Ed Handout
N/A	English	High Energy Use	2	N/A	13	CHANGES Ed Handout
N/A	Spanish	High Energy Use	1	N/A	31	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	21	CHANGES Ed Handout
		Total	16		186	
N/A	English	Level Pay Plan	1	N/A	6	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	1	N/A	20	CHANGES Ed Handout
		Total	2		26	
N/A	Cantonese	Understanding Your Bill	1	N/A	20	CHANGES Ed Handout
N/A	English	Understanding Your Bill	5	N/A	48	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	3	N/A	35	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	5	N/A	106	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	3	N/A	26	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	1	N/A	16	CHANGES Ed Handout
		Total	18		251	
		Monthly Total ³	75		1,010	

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

² Contractor states all sessions at least 30 minutes.

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

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