

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009, 2010 and 2011.	Application 08-05-026 (Filed May 15, 2008)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2011**

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November 21, 2011

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2011**

This is the tenth monthly report of program year (PY) 2011. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through October 2011 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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November 21, 2011

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

# LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. Energy Savings Assistance Program Executive Summary

#### 1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 08-11-031:

Program Summary through Month 10			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$78,256,269	\$74,913,502	96%
Homes Treated	145,874	120,437	83%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	3,345,967	4,019,107	120%

During the month of October, SoCalGas and its Energy Savings Assistance Program contractor network continued to work diligently on managing the heightened workflow that the 2009-11 program cycle demands. As exhibited in the first ten months of 2011, SoCalGas and its Energy Savings Assistance Program contractors increased the number of homes treated, processed and paid in October 2011 by 37% as compared with the same 10 month period of 2010.

In October, SoCalGas processed and paid contractor invoices for 13,931 treated homes. SoCalGas also paid for the installation of weatherization measures in 12,758 homes. Energy Savings Assistance Program contractors serviced or replaced 1,658 appliances, which included 1,426 furnace repairs/replacements, 165 water heater replacements, and 67 high efficiency clothes washers.

Current efforts by SoCalGas and its Energy Savings Assistance Program contractor network have resulted in a total homes treated count that is 83% of the 2011 goal through October.

During October, SoCalGas reached the authorized funding levels for the Training Center budget category (See ESAP Table 1). The training center budget has reached its funding level due to the addition of 5-day Natural Gas Appliance Testing (NGAT) training classes. In late 2009, SoCalGas added the 5-day NGAT training to increase the technical expertise of weatherization installation crews in the areas of gas appliance services and NGAT. The NGAT training of weatherization crews also contributed to a higher quality of home assessments which increased enrollments.

SoCalGas will utilize unspent funds from 2009 and 2010 for the increased costs incurred for the Training Center category. SoCalGas' ability to utilize unspent funds from previous program years is in compliance with the rules set forth in D.08-11-031 and as modified by D.10-10-008.<sup>1</sup>

## **1.2 Whole Neighborhood Approach Evaluation**

**1.2.1** Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment "neighborhoods," how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

In October, SoCalGas combined efforts to provide its Energy Savings Assistance Program contractor network with an additional 203 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their WNA efforts.

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<sup>1</sup> Section 20 and O.P. 85, as modified by D. 10-10-008

This approach, in conjunction with SoCalGas oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort such as: total number of completed homes; the number of customers who decline the program; successful canvassing and / or marketing efforts; and, any information that can help increase eligible customer enrollments. This detailed accounting serves to assist both the contractors and SoCalGas with future WNA activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with tracking methods take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of Energy Savings Assistance Program activities from a whole neighborhood perspective. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System<sup>2</sup>, both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing and also capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

The canvassing lists generated in October were initiated in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 42,165 customer addresses, of which 25,808 (61%) are potentially eligible based on Energy Savings Assistance Program income eligibility criteria. Additionally, based on SoCalGas data, 18,542 of the 42,165 (44%) addresses are in targeted self-certification PRIZM codes.<sup>3</sup>

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<sup>2</sup> The HEAT System is SoCalGas’ Energy Savings Assistance Program database used to track program activity and expenditures.

<sup>3</sup> Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers’ needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

<b>Number of WNA Events per City</b>	<b>Contractor</b>
Santa Maria – 22	<b>Community Action Partnership of San Luis Obispo</b>
Hemet – 19	<b>EASE of California</b>
Los Angeles – 6; Long Beach – 1	<b>Reliable Energy Management Company</b>
Tehachapi – 7	<b>Staples and Associates</b>
Hemet – 5; Homeland – 6; Perris – 13; Porterville – 38; San Bernardino – 2; Sun City – 2; Tulare – 32	<b>Synergy Companies</b>
South Gate – 4; Santa Ana – 46	<b>The East Los Angeles Community Union</b>

Through October, SoCalGas and its Energy Savings Assistance Program contractors treated 3,739 homes through WNA activities.

### **1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update**

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

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

In October, 4.6 million bill inserts customers were targeted to receive information in their monthly bill. The bill insert had several topics including safety and special assistance to customers who need it most. The article titled “Save on Heating with tips and special assistance” informed customers on the Energy Savings Assistance Program available to renters and homeowners. Customers were directed to [socalgas.com](http://socalgas.com) website and provided the toll free telephone number for more information.

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

During the month of October, SoCalGas launched a direct mail campaign targeting eligible CARE residential customers in the counties of Imperial, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Luis Obispo and Santa Barbara. The letter was developed to include information about the Energy Savings Assistance Program and directed customers to sign up for the program



by visiting the SoCalGas website or calling a toll free telephone number. The campaign generated over 74,480 personalized letters in English and Spanish to existing CARE customers in the following zip codes: 93280, 91006, 93552, 91103, 90604, 90280, 91501, 91204, 91604, 93551, 91504, 92867, 92706, 92831, 92705, 92832, 92868, 92585, 92270, 92570, 92592, 92595, 92225, 92584, 93405 and 93422.

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

Two Automated Voice Messaging Campaigns (AVM) launched in October to 80,095 residential CARE customers throughout SoCalGas' service territory. As a result of this campaign, there were 6,047 Energy Savings Assistance Program leads generated. SoCalGas will continue to use AVM campaigns throughout 2011 as another method to reach out and encourage customers to enroll in the Energy Savings Assistance Program.

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

In October, 7,200 customers with e-mail access were sent an e-mail promoting the Energy Savings Assistance Program. Also, 33,700 new SoCalGas customers received a welcome e-mail from SoCalGas. In addition to general information, the e-mail also included information about SoCalGas' assistance programs and encouraged customers to apply for Energy Savings Assistance Program's no-cost home improvements. For customer convenience, a direct link to SoCalGas' on-line Energy Savings Assistance Program request (lead) form was imbedded in the e-mail. As of October 31<sup>st</sup>, 1,869 customers completed on-line English Energy Savings Assistance Program request forms.

### **Ethnic and Mass Media Campaign**

SoCalGas will conduct a month long ethnic and mass media campaign targeting potential eligible low income English, African American and Asian customers.

The Asian component of the campaign will target Chinese, Korean, Vietnamese and Filipino customers via direct mail and through the online channel.

**1.3.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and Energy Savings Assistance Program.**

**October 1, 2011 – Disabilities Sports Festival in San Bernardino**

SoCalGas participated in the 5<sup>th</sup> Annual Disabilities Sports Festival hosted by California State University – San Bernardino. The one-day sports and physical activity event was a kickoff for the National Disabilities Awareness Month. Throughout the festival, people of all ages and disabilities participated in a multitude of sports including wheelchair basketball, hand cycling and wall climbing led by recognized Paralympics coaches and teachers. Approximately 1,500 people attended the event with over 700 participants in the sports events and 300 customers visiting SoCalGas' booth to sign up and get information about CARE, Energy Savings Assistance Program and SoCalGas' Medical Baseline program.

**October 15, 2011 - The 6<sup>th</sup> Annual Taste of Soul Los Angeles County**

SoCalGas participated in the 6<sup>th</sup> Annual Taste of Soul Festival in Los Angeles. The event took place on Crenshaw Boulevard between Martin Luther King Jr. Boulevard and Rodeo Road. It was estimated that over 100,000 people attended the event and were able to walk freely back and forth between multiple stages of entertainment and hundreds of vendors and exhibitors. This popular event was presented by Los Angeles Sentinel Newspaper and benefiting the South Los Angeles non-profit organizations Mothers in Action and the Brotherhood Crusade. The Taste of Soul was represented by Council members Bernard Parks Sr and Herb Wesson Jr. SoCalGas hosted a booth and presented information on its CARE and Energy Savings Assistance Program. Over 1,500 brochures were distributed to interested parties.

**October 15, 2011 - Santa Maria Neighborhood Outreach Event**

SoCalGas held a neighborhood outreach event and news conference in Santa Maria with California State Senator Sam Blakeslee, California State Assemblyman Katcho Achadjian and Santa Barbara County Supervisor Steve Lavagnino. The purpose of the event was to promote no-cost energy-efficiency weatherization services through the Energy Savings Assistance Program and bill-assistance programs to the community in an effort to help families cut costs during these hard economic times. At the event, two SoCalGas customers received no-cost energy-efficient services. Both families also qualified for a 20-percent discount on their natural gas bill as part of SoCalGas' CARE program. Over 250 residents attended the neighborhood fair sponsored by SoCalGas at the Atkinson Community Center in Santa Maria.

**October 22, 2011 – Community Wellness Health Fair**

SoCalGas' participated in a community wellness health fair at the Robert F. Kennedy Community School in Los Angeles. SoCalGas ran a booth and presented information on its CARE, Energy Savings Assistance Program and Energy Efficiency Programs to interested customers. The ethnic breakdown of the customers who stopped by to receive customer assistance information was 60% Spanish, 30% Asian and 10% African American and other. The information provided to customers was in English and Spanish, Chinese, Vietnamese and Korean. Approximately 4,000 people attended this event and 500 customers visited SoCalGas' booth to inquire about its low-income programs.

**October 29, 2011 First Annual Community Partners in Action to Make a Difference Day Event**

SoCalGas Regional Public Affairs and SoCalGas Customer Assistance represented SoCalGas at the Community Action Partnership of San Bernardino County (CAPSBC). SoCalGas hosted a booth and provided information and addressed questions regarding SoCalGas' customer assistance programs. More than 1,500 residents from the cities San Bernardino, Colton and Highland

stopped by the booth for CARE and Energy Savings Assistance Program information, well as information pertaining to utility bill assistance.

#### **1.4. Leveraging Success Evaluation, Including CSD**

**1.4.1** 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?

There are no updates from leveraging with CSD for the month of October. SoCalGas will continue to monitor discussions between CSD, CPUC and other utilities for closer collaboration and leveraging with CSD.

SoCalGas continues its efforts to meet with various municipal utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income energy efficiency programs in PY2011.

Imperial Irrigation District (IID) and SoCalGas continue to canvass joint territory for the Energy Savings Assistance Program leveraging agreement. SoCalGas is monitoring the efforts and will document results in a future report.

In addition, SoCalGas and Burbank Water and Power (BWP) also continue to canvass joint territory and will report results accordingly.

SoCalGas and Eastern Municipal Water District (EMWD) have completed a leveraging agreement where EMWD provides a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' Energy Savings Assistance Program. Initial installations under the signed agreement began in December 2010 and have continued throughout 2011. As a result of this agreement SoCalGas' Energy

Savings Assistance Program has received rebates totaling more than \$116,000 for High Efficiency Clothes Washers installed in SoCalGas and EMWD joint service territory thus far.

**1.5. Workforce Education & Training**

**1.5.1** 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) Energy Savings Assistance Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results						
	June	July	August	September	October	YTD Total
Attended Testing	99	6	41	38	35	435
Passed Test	76	6	40	37	32	331
Pass Rate	76.8%	100%	97.6%	97.4%	91.4%	76.1%

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

SoCalGas Enrollment and Assessment Training						
	June	July	August	September	October	YTD Total
Attended Class	27	21	22	30	34	269
Passed Class	26	21	22	30	32	262
Badged	26	21	22	30	32	254
Census Attendees	1	2	3	3	0	23
Retention Rate	96.3%	100%	100%	100%	94.1%	94.4%

The 5-day class covers utility-specific items related to policies, security process and overall customer service standards as well as for leveraging opportunities amongst other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 254. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas continues to see the participation of previous U.S Census employees with its E&A contractors for Energy Savings Assistance Program outreach. As of October 2011, there are a total of 23 previous U.S. Census employees who successfully attended and passed SoCalGas' outreach and assessment training.

SoCalGas field operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes range from 5 – 35 technicians. The table below shows the number of students that have attended class in 2011.

Class Type	July		August		September		October		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
<b>Initial</b>	7	28	6	14	4	22	2	8	54	225
<b>Refreshers</b>	0	0	1	12	0	0	0	0	10	86
<b>NGAT 5-Day</b>	1	14	1	12	0	0	2	3	13	135
<b>Grand Total</b>	8	42	8	38	4	22	4	11	77	446

## 2. CARE Executive Summary

### 2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$3,785,932	\$2,083,614	55%
Proc., Certification and Verification	\$1,248,928	\$1,068,353	86%
Information Tech./Programming (1)	\$522,554	\$426,761	82%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$17,192	\$0	0%
Regulatory Compliance	\$236,919	\$211,179	89%
General Administration	\$604,963	\$482,734	80%
CPUC Energy Division Staff	\$171,500	\$37,331	22%
Cooling Centers (3)	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$6,587,988</b>	<b>\$4,309,972</b>	<b>65%</b>
Subsidies and Benefits (4)	\$135,901,649	\$101,455,146	71%
<b>Total Program Costs and Discounts</b>	<b>\$142,489,637</b>	<b>\$105,765,118</b>	<b>74%</b>

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,718,091	1,845,296	<b>93.0%</b>

## **2.2 Outreach**

- 2.2.1** Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.3.2.)

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

During the month of October SoCalGas conducted two telephone campaigns; a campaign to CARE customers whose enrollment was about to expire (pre-recertification) and a campaign to customers who were not on the CARE rate (self-certification). The prerecertification campaign called 13,348 customers who needed to recertify their eligibility; 3,677 recertified their eligibility for the program. The self-certification telephone campaign called 46,055 potential CARE customers; 370 enrolled in the CARE program.

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

During October, SoCalGas approved 1,555 applications through its internet-based outreach activities. Customers use the online application due to several, possible outreach tactics: Almost all print collateral directs customers to the socialgas.com website; monthly email campaigns target potential customers and direct them to the website; and targeted Internet advertisements link the viewer directly to the company website.

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

As a result of the high unemployment rates, SoCalGas' third party contractors have been canvassing targeted neighborhoods. During the month of October, door-to-door outreach enrolled 1,736 hard-to-reach customers, who for a variety



of reasons have been non-responsive to other outreach methods. 27,168 customers have been enrolled year-to-date through door-to-door outreach.

Additionally, as a result of an agreement between SoCalGas and 211 LA County, 211 continues to refer interested, potentially eligible callers to SoCalGas' CARE program as well as promote CARE and other SoCalGas assistance programs at select events. During October, 211 LA County represented SoCalGas at 6 events with an estimated total attendance of 1,670. The 211 LA County call center handled 72 calls for SoCalGas (59 in English, 7 Spanish, 6 Asian languages).

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

During October approximately 30,000 direct mail applications were sent to customers who were deemed likely candidates for the CARE program.

### **CARE Bill Inserts**

In July, a bill insert (and CARE application form) announced the revised eligibility guidelines that went into effect on June 1<sup>st</sup>, 2011. In October, a bill insert was mailed to all Residential customers not on the CARE Rate (approximately 2.9 bill inserts), which reinforced the July bill insert. Thus far, there have been 8,444 approved applications through the bill insert channel – with a spike since July (3,405 in August; 7,153 in September; 2,321 in October). Further enrollments from the October bill insert are expected in November and December and will be reported.

### **CARE Mass Media Campaign**

During the summer an integrated, customer assistance mass media campaign targeted the following customers: Adults 18-54, 65 and over; limited income or recently unemployed; general market, Hispanic market, seniors and disabled. Communications used Internet tactics to address the need for specific targets.

For example, ads were placed on targeted Spanish language web pages, youth-oriented web pages, and, web pages known to have many visitors who are seniors. Hispanic market web ads elicited 13,000 landing page visits with a click-through rate of 0.19%, which is 3 times higher than the industry standard. More than 250 CARE applications were processed. A similar campaign is scheduled for November.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer information with other utilities such as Southern California Edison, San Diego Gas & Electric, Pacific Gas and Electric, and the Los Angeles Department of Water and Power. During the month of October, 10,415 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' Energy Savings Assistance Program and the Gas Assistance Fund. Intra-utility efforts in October generated 1,066 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification ("PEV") activities when customer information is shared with programs such as LIHEAP. Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during October 2011, 225 LIHEAP customers were enrolled in SoCalGas' CARE program.

## **2.3 CARE Recertification Complaints**

There were no recertification complaints during the month of October.

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

**Energy Savings Assistance Program** - Table 1- Energy Savings Assistance Program Expenses

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

**Energy Savings Assistance Program** - Table 3- Energy Savings Assistance Program Average Bill Savings per Treated Home

**Energy Savings Assistance Program** - Table 4- Energy Savings Assistance Program Homes Treated

**Energy Savings Assistance Program** - Table 5- Energy Savings Assistance Program Customer Summary

**Energy Savings Assistance Program** - Table 6- Energy Savings Assistance Program Expenditures for Pilots and Studies

**Energy Savings Assistance Program** - Table 7- Whole Neighborhood Approach

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

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

**CARE**- Table 3- CARE Verification

**CARE**- Table 4- Self Certification and Re-Certification

**CARE**- Table 5- Enrollment by County

**CARE**- Table 6- Recertification Results

**CARE**- Table 7- Capitation Contractors

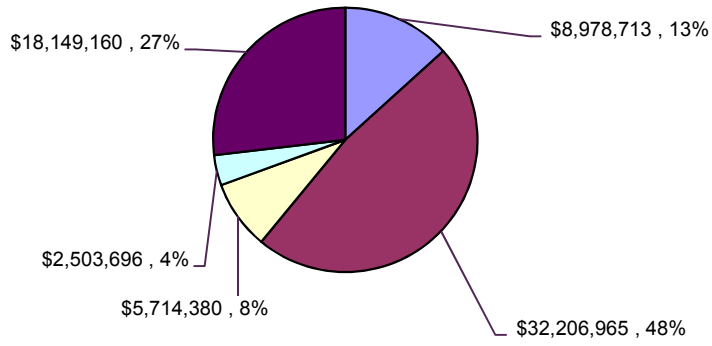
**CARE**- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>October 2011</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>Energy Savings</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 24,497,547	\$ 24,497,547	\$ -	\$ 348,646	\$ 348,646	\$ -	\$ 11,669,180	\$ 11,669,180	0%	48%	48%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization <sup>3</sup>	\$ -	\$ 25,635,480	\$ 25,635,480	\$ -	\$ 1,746,715	\$ 1,746,715	\$ -	\$ 37,754,997	\$ 37,754,997	0%	147%	147%
10	- Outreach and Assessment	\$ -	\$ 17,211,246	\$ 17,211,246	\$ -	\$ 1,373,704	\$ 1,373,704	\$ -	\$ 16,588,685	\$ 16,588,685	0%	96%	96%
11	- In Home Energy Education	\$ -	\$ 2,188,110	\$ 2,188,110	\$ -	\$ 140,003	\$ 140,003	\$ -	\$ 1,543,890	\$ 1,543,890	0%	71%	71%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 28,127	\$ 28,127	\$ -	\$ -	\$ -	\$ -	\$ 57,932	\$ 57,932	0%	206%	206%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 69,560,510</b>	<b>\$ 69,560,510</b>	<b>\$ -</b>	<b>\$ 3,609,068</b>	<b>\$ 3,609,068</b>	<b>\$ -</b>	<b>\$ 67,614,684</b>	<b>\$ 67,614,684</b>	<b>0%</b>	<b>97%</b>	<b>97%</b>
16													
17	Training Center	\$ -	\$ 320,587	\$ 320,587	\$ -	\$ 25,777	\$ 25,777	\$ -	\$ 342,859	\$ 342,859	0%	107%	107%
18	Inspections	\$ -	\$ 1,701,533	\$ 1,701,533	\$ -	\$ 97,930	\$ 97,930	\$ -	\$ 1,533,803	\$ 1,533,803	0%	90%	90%
19	Marketing	\$ -	\$ 1,050,293	\$ 1,050,293	\$ -	\$ 183,844	\$ 183,844	\$ -	\$ 567,618	\$ 567,618	0%	54%	54%
20	M&E Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 30,704	\$ 30,704	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 272,837	\$ 272,837	\$ -	\$ 21,632	\$ 21,632	\$ -	\$ 173,780	\$ 173,780	0%	64%	64%
22	General Administration	\$ -	\$ 5,264,735	\$ 5,264,735	\$ -	\$ 373,915	\$ 373,915	\$ -	\$ 4,634,055	\$ 4,634,055	0%	88%	88%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 1,254	\$ 1,254	\$ -	\$ 15,999	\$ 15,999	0%	19%	19%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ -</b>	<b>\$ 78,256,269</b>	<b>\$ 78,256,269</b>	<b>\$ -</b>	<b>\$ 4,313,420</b>	<b>\$ 4,313,420</b>	<b>\$ -</b>	<b>\$ 74,913,502</b>	<b>\$ 74,913,502</b>	<b>0%</b>	<b>96%</b>	<b>96%</b>
26	<b>Funded Outside of Energy Savings Assistance Program Budget</b>												
27	Indirect Costs <sup>2</sup>				\$ -	\$ 243,500	\$ 243,500		\$ 2,925,864	\$ 2,925,864			
28													
29	NGAT Costs				\$ 129,995	\$ 129,995		\$ 2,351,743	\$ 2,351,743				
30	<sup>1</sup> Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	<sup>2</sup> The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin												
32	and therefore are not included in the Energy Savings Assistance Program Total Program Costs.												
33	<sup>3</sup> SoCalGas reached the authorized funding levels for the Weatherization subcategory. Carry-over funds will be used to cover over expenditures in the Weatherization budget subcategory.												
34	SoCalGas filed a Motion to request authorization to Shift Funds in October to address any over-expenditures.												
35													
36	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	
	<b>Energy Savings Assistance Program Table 2</b>								
	<b>Program Expenses and Energy Savings by Measures Installed</b>								
	<b>Southern California Gas Company</b>								
	<b>October 2011</b>								
1									
2				<b>Year-To-Date Completed &amp; Expensed Installations</b>					
3	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh (Annual)</b>	<b>kW (Annual)<sup>1</sup></b>	<b>Therms (Annual)</b>	<b>Expenses</b>	<b>% of Expenditure</b>	
4	<b>Heating Systems</b>								
5	Furnaces	Each	12,821			44,367	\$8,978,713	13%	
6	<b>Cooling Measures</b>								
7	A/C Replacement - Room	Each							
8	A/C Replacement - Central	Each							
9	A/C Tune-up - Central	Each							
10	A/C Services - Central	Each							
11	Heat Pump	Each							
12	Evaporative Coolers	Each							
13	Evaporative Cooler Maintenance	Each							
14	<b>Infiltration &amp; Space Conditioning</b>								
15	Envelope and Air Sealing Measures	Home	63,470			977,877	\$24,076,714	36%	
16	Duct Sealing	Home	1,695			35,977	\$2,211,045	3%	
17	Attic Insulation	Home	5,705			295,025	\$5,919,206	9%	
18	<b>Water Heating Measures</b>								
19	Water Heater Conservation Measures	Home	94,135			2,562,477	\$4,581,332	7%	
20	Water Heater Replacement - Gas	Each	1,119			13,540	\$1,133,048	2%	
21	Water Heater Replacement - Electric	Each							
22	Tankless Water Heater - Gas	Each							
23	Tankless Water Heater - Electric	Each							
24	<b>Lighting Measures</b>								
25	CFLs	Each							
26	Interior Hard wired CFL fixtures	Each							
27	Exterior Hard wired CFL fixtures	Each							
28	Torchiere	Each							
29	<b>Refrigerators</b>								
30	Refrigerators -Primary	Each							
31	Refrigerators - Secondary	Each							
32	<b>Pool Pumps</b>								
33	Pool Pumps	Each							
34	<b>New Measures</b>								
35	Forced Air Unit Standing Pilot Change Out	Each	99			4,092	\$29,534	0%	
36	Furnace Clean and Tune	Each	11,615			40,613	\$946,891	1%	
37	High Efficiency Clothes Washer	Each	1,019			45,140	\$1,527,271	2%	
38	Microwave	Each							
39	Thermostatic Shower Valve	Each							
40	LED Night Lights	Each							
41	Occupancy Sensor								
42	<b>Pilots</b>								
43	A/C Tune-up Central	Home							
44	Interior Hard wired CFL fixtures	Each							
45	Ceiling Fans	Each							
46	In-Home Display	Each							
47	Programmable Controllable Thermostat	Each							
48	Forced Air Unit	Each							
49	Microwave								
50	High Efficiency Clothes Washer								
51									
52	<b>Customer Enrollment</b>								
53	Outreach & Assessment	Home	120,437				\$16,603,687	25%	
54	In-Home Education	Home	121,306				\$1,545,473	2%	
55	Education Workshops	Participant							
56									
57									
58	<b>Total Savings/Expenditures</b>					<b>4,019,107</b>	<b>\$ 67,552,912</b>	<b>100%</b>	
59									
60	Homes Weatherized	Home	98,051						
61									
62	<b>Homes Treated</b>								
63	- Single Family Homes Treated	Home	90,456						
64	- Multi-family Homes Treated	Home	21,519						
65	- Mobile Homes Treated	Home	8,462						
66	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>120,437</b>						
67	<b># Eligible Homes to be Treated for PY<sup>2</sup></b>	<b>Home</b>	<b>145,874</b>						
68	<b>% OF Homes Treated</b>	<b>%</b>	<b>83%</b>						
69									
70	- Total Master-Metered Homes Treated	Home	12,302						
71	The Total Savings/Expenditures amount does not include a credit of \$116,362.50 from EMWD.								
72	<sup>1</sup> Energy savings is based on the 2005 Load Impact Evaluation.								
73	<sup>2</sup> Based on Attachment H of D. 08-11-031								
74									
75	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

**PIE CHART 1- Expenses by Measures Category For October 2011**

**ESAP Table 2  
Southern California Gas Company  
YTD ESAP Expenses  
October 2011**



■ Heating Systems   ■ Infiltration & Space Conditioning   ■ Water Heating Measures   ■ New Measures   ■ Customer Enrollment

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company October 2011</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	4,019,107
6	Lifecycle kWh Savings	n/a
7	Lifecycle Therm Savings	1,631,365
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	120,437
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 34.61</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 254.76</b>
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4 - Energy Savings Assistance Program Homes Treated Southern California Gas Company October 2011</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	24	11,599	11,624	78	2,148	2,226
5	Imperial	18,907	1	18,908	211	1	212
6	Kern	30,123	13,419	43,542	4,118	673	4,791
7	Kings	13,789	12	13,801	1,965	0	1,965
8	Los Angeles	2,053	1,170,328	1,172,381	508	61,693	62,201
9	Orange	30	248,061	248,091	0	10,240	10,240
10	Riverside	127,637	107,852	235,489	1,524	8,106	9,630
11	San Bernardino	1,172	168,113	169,285	331	16,886	17,217
12	San Luis Obispo	18,776	10,691	29,467	720	0	720
13	Santa Barbara	1,303	42,480	43,783	476	418	894
14	Tulare	44,833	11,247	56,080	7,773	2,153	9,926
15	Ventura	2,178	62,128	64,307	64	351	415
16							
17	<b>Total</b>	<b>260,826</b>	<b>1,845,932</b>	<b>2,106,758</b>	<b>17,768</b>	<b>102,669</b>	<b>120,437</b>
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5 - Program Customer Summary Southern California Gas Company October 2011</b>																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-11	0	0	0	0	0	-	0	0	0	0	0	0	0	-	0	0
6	Feb-11	0	0	0	0	13,378	410,251	0	0	0	0	0	0	13,378	410,251	0	0
7	Mar-11	0	0	0	0	29,905	905,653	0	0	0	0	0	0	29,905	905,653	0	0
8	Apr-11	0	0	0	0	45,318	1,438,929	0	0	0	0	0	0	45,318	1,438,929	0	0
9	May-11	0	0	0	0	57,293	1,834,359	0	0	0	0	0	0	57,293	1,834,359	0	0
10	Jun-11	0	0	0	0	67,513	2,171,333	0	0	0	0	0	0	67,513	2,171,333	0	0
11	Jul-11	0	0	0	0	81,518	2,582,723	0	0	0	0	0	0	81,518	2,582,723	0	0
12	Aug-11	0	0	0	0	92,833	3,038,864	0	0	0	0	0	0	92,833	3,038,864	0	0
13	Sep-11	0	0	0	0	106,506	3,497,510	0	0	0	0	0	0	106,506	3,497,510	0	0
14	Oct-11	0	0	0	0	120,437	4,019,107	0	0	0	0	0	0	120,437	4,019,107	0	0
15	Nov-11																
16	Dec-11																
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>October 2011</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2009</b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7	FAU Pilot	\$ -	\$ 725,000	\$ 725,000	\$ -	\$ -	\$ -	\$ -	\$ 112,534	\$ 112,534	0%	16%	16%
8	Wet Pilot	\$ -	\$ 63,275	\$ 63,275	\$ -		\$ -	\$ -	\$ 57,932	\$ 57,932	0%	92%	92%
9													
10	<b>Total Pilots</b>	<b>\$ -</b>	<b>\$ 788,275</b>	<b>\$ 788,275</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 170,466</b>	<b>\$ 170,466</b>	<b>0%</b>	<b>22%</b>	<b>22%</b>
11													
12	<b>Studies:</b>												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000		\$ -	\$ -	\$ -	\$ 37,156	\$ 37,156	0%	41%	41%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -		\$ -	\$ -	\$ 30,704	\$ 30,704	0%	49%	49%
15	Impact Evaluation <sup>1</sup>	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ 76,450	\$ 76,450	0%	51%	51%
16													
17													
18	<b>Total Studies</b>	<b>\$ -</b>	<b>\$ 302,500</b>	<b>\$ 302,500</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 144,310</b>	<b>\$ 144,310</b>	<b>0%</b>	<b>48%</b>	<b>48%</b>
19	1 Budget funds are carried over from the 2007-2008 Energy Savings Assistance Program Funding Cycle												
20	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	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>October 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
7	91723-14 - Richard Heath Associates	130	69	18	4
8	91723-23 - Richard Heath Associates	270	144	87	6
9	91723-27 - Richard Heath Associates	311	111	37	4
10	91723-30 - Richard Heath Associates	279	139	9	4
11	91723-31 - Richard Heath Associates	273	142	13	1
12	91767-21 - Richard Heath Associates	211	63	54	0
13	91767-23 - Richard Heath Associates	458	155	122	1
14	91767-25 - Richard Heath Associates	485	215	182	2
15	91767-26 - Richard Heath Associates	359	211	188	1
16	91767-27 - Richard Heath Associates	198	70	46	0
17	91767-31 - Richard Heath Associates	234	58	35	0
18	91767-32 - Richard Heath Associates	263	127	71	0
19	91767-33 - Richard Heath Associates	351	158	134	5
20	91767-34 - Richard Heath Associates	258	115	81	2
21	91767-35 - Richard Heath Associates	521	262	103	0
22	91767-38 - Richard Heath Associates	100	35	7	0
23	91767-39 - Richard Heath Associates	236	69	24	1
24	91767-41 - Richard Heath Associates	313	127	91	1
25	91767-42 - Richard Heath Associates	332	139	118	2
26	91767-43 - Richard Heath Associates	223	82	88	1
27	91767-44 - Richard Heath Associates	215	82	54	1
28	93203-14 - Staples and Associates	131	105	74	0
29	93203-19 - Staples and Associates	138	105	59	0
30	93280-16 - Staples and Associates	147	87	31	3
31	93280-18 - Staples and Associates	141	86	79	1
32	93280-33 - Staples and Associates	119	59	69	2
33	91791-18 - The East Los Angeles Community Union	350	83	28	1
34	91791-25 - The East Los Angeles Community Union	267	63	17	1
35	91791-26 - The East Los Angeles Community Union	239	59	44	0
36	92335-12 - The East Los Angeles Community Union	103	57	26	3
37	92335-24 - The East Los Angeles Community Union	201	148	71	0
38	92335-27 - The East Los Angeles Community Union	17	8	2	0
39	92335-34 - The East Los Angeles Community Union	306	170	133	4
40	92335-41 - The East Los Angeles Community Union	469	266	167	0
41	92335-60 - The East Los Angeles Community Union	368	146	74	2
42	92335-62 - The East Los Angeles Community Union	384	211	137	2
43	92335-63 - The East Los Angeles Community Union	417	204	140	10
44	92586-34 - The East Los Angeles Community Union	428	79	26	0
45	92586-35 - The East Los Angeles Community Union	419	122	26	1
46	92586-44 - The East Los Angeles Community Union	195	36	11	1
47	92586-48 - The East Los Angeles Community Union	215	59	0	0
48	92586-65 - The East Los Angeles Community Union	76	22	6	0
49	93277-16 - Garcia & Sons	196	117	61	9
50	93501-12 - Garcia & Sons	8	5	1	3
51	93501-13 - Garcia & Sons	195	111	38	9
52	93505-18 - Garcia & Sons	139	62	31	2
53	90003-10 - Reliable Energy Management	346	232	69	22

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>October 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
54	90003-11 - Reliable Energy Management	481	308	116	11
55	90003-12 - Reliable Energy Management	467	348	93	18
56	90003-13 - Reliable Energy Management	291	200	75	1
57	90011-46 - Reliable Energy Management	561	409	186	31
58	90011-47 - Reliable Energy Management	445	323	127	17
59	90011-48 - Reliable Energy Management	418	286	129	11
60	90011-49 - Reliable Energy Management	493	348	139	15
61	90011-51 - Reliable Energy Management	450	322	148	13
62	90011-52 - Reliable Energy Management	316	232	89	21
63	90011-53 - Reliable Energy Management	99	67	40	3
64	90301-13 - Reliable Energy Management	189	87	14	0
65	90301-14 - Reliable Energy Management	101	42	3	0
66	90301-19 - Reliable Energy Management	131	71	5	0
67	90301-48 - Reliable Energy Management	88	58	19	2
68	90301-92 - Reliable Energy Management	215	138	36	0
69	90502-14 - Reliable Energy Management	329	136	48	9
70	90502-15 - Reliable Energy Management	177	74	9	1
71	91706-32 - Reliable Energy Management	373	208	115	15
72	91706-67 - Reliable Energy Management	48	27	2	1
73	91731-23 - Richard Heath Associates	361	262	124	0
74	91731-24 - Richard Heath Associates	124	76	73	0
75	91731-31 - Richard Heath Associates	343	194	130	25
76	91731-32 - Richard Heath Associates	150	98	86	0
77	91731-33 - Richard Heath Associates	320	144	98	6
78	91731-34 - Richard Heath Associates	170	100	119	1
79	91731-45 - Richard Heath Associates	53	42	47	2
80	91803-32 - Richard Heath Associates	161	88	13	1
81	91803-33 - Richard Heath Associates	206	111	12	1
82	93206-97 - Staples and Associates	270	168	89	5
83	93215-18 - Staples and Associates	297	194	181	0
84	93215-19 - Staples and Associates	151	104	51	0
85	93215-30 - Staples and Associates	299	143	63	1
86	93250-13 - Staples and Associates	342	242	152	1
87	93250-15 - Staples and Associates	140	99	66	0
88	93250-16 - Staples and Associates	332	237	116	0
89	93280-28 - Staples and Associates	172	84	113	1
90	92879-14 - Synergy	50	28	23	0
91	92879-15 - Synergy	196	117	66	1
92	92879-16 - Synergy	215	134	96	1
93	92879-18 - Synergy	389	226	155	0
94	92879-20 - Synergy	164	82	69	0
95	92879-21 - Synergy	158	95	24	0
96	92879-22 - Synergy	221	143	46	0
97	92879-23 - Synergy	453	226	150	1
98	92879-57 - Synergy	243	142	45	0
99	92882-12 - Synergy	45	29	0	0
100	92882-16 - Synergy	31	20	3	0

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>October 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
101	92882-17 - Synergy	73	53	35	0
102	92882-18 - Synergy	196	110	63	0
103	92882-19 - Synergy	311	196	121	0
104	92882-20 - Synergy	26	17	4	0
105	92882-21 - Synergy	191	121	28	0
106	92882-22 - Synergy	119	71	37	0
107	92882-24 - Synergy	30	18	5	0
108	92882-27 - Synergy	166	61	2	0
109	92882-30 - Synergy	392	238	53	0
110	92882-31 - Synergy	188	128	78	1
111	92882-32 - Synergy	356	231	152	1
112	92882-35 - Synergy	202	133	9	0
113	92882-65 - Synergy	48	32	1	0
114	92882-71 - Synergy	13	3	0	0
115	92882-72 - Synergy	197	101	4	0
116	92882-78 - Synergy	144	44	1	0
117	90650-16 - The East Los Angeles Community Union	54	39	0	0
118	90650-17 - The East Los Angeles Community Union	504	189	108	2
119	90650-18 - The East Los Angeles Community Union	352	129	177	3
120	90650-19 - The East Los Angeles Community Union	578	194	194	2
121	90650-20 - The East Los Angeles Community Union	442	116	128	8
122	90650-23 - The East Los Angeles Community Union	392	104	77	4
123	90650-24 - The East Los Angeles Community Union	477	124	84	2
124	90650-26 - The East Los Angeles Community Union	342	108	78	2
125	90650-27 - The East Los Angeles Community Union	466	172	125	1
126	90650-28 - The East Los Angeles Community Union	660	272	265	0
127	90650-29 - The East Los Angeles Community Union	197	80	94	0
128	90650-30 - The East Los Angeles Community Union	295	160	107	1
129	90650-31 - The East Los Angeles Community Union	336	183	81	0
130	90650-32 - The East Los Angeles Community Union	192	44	49	0
131	90650-43 - The East Los Angeles Community Union	274	56	63	0
132	90650-76 - The East Los Angeles Community Union	161	70	55	1
133	90650-77 - The East Los Angeles Community Union	424	136	84	0
134	90650-78 - The East Los Angeles Community Union	444	99	88	1
135	90650-79 - The East Los Angeles Community Union	411	138	92	2
136	90650-83 - The East Los Angeles Community Union	384	112	113	0
137	91761-16 - The East Los Angeles Community Union	303	62	7	0
138	91761-18 - The East Los Angeles Community Union	22	15	9	0
139	91761-19 - The East Los Angeles Community Union	98	66	22	1
140	91761-25 - The East Los Angeles Community Union	40	28	22	0
141	91761-33 - The East Los Angeles Community Union	255	173	96	1
142	91761-34 - The East Los Angeles Community Union	308	207	121	5
143	91761-42 - The East Los Angeles Community Union	335	213	138	1
144	91761-43 - The East Los Angeles Community Union	457	300	206	4
145	91761-44 - The East Los Angeles Community Union	479	262	247	4
146	91761-53 - The East Los Angeles Community Union	85	49	25	2
147	91761-54 - The East Los Angeles Community Union	240	126	66	5

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>October 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
148	91761-55 - The East Los Angeles Community Union	496	215	281	4
149	91761-77 - The East Los Angeles Community Union	204	44	14	8
150	91764-24 - The East Los Angeles Community Union	31	18	8	0
151	91764-26 - The East Los Angeles Community Union	326	161	77	5
152	91764-27 - The East Los Angeles Community Union	236	96	139	2
153	91764-28 - The East Los Angeles Community Union	210	77	17	0
154	91764-29 - The East Los Angeles Community Union	298	113	30	0
155	91764-31 - The East Los Angeles Community Union	157	62	61	2
156	91764-33 - The East Los Angeles Community Union	314	164	104	4
157	91764-36 - The East Los Angeles Community Union	243	112	61	3
158	91764-37 - The East Los Angeles Community Union	342	136	119	3
159	91764-38 - The East Los Angeles Community Union	231	167	35	0
160	91764-39 - The East Los Angeles Community Union	411	249	199	2
161	91764-40 - The East Los Angeles Community Union	357	187	181	12
162	91764-41 - The East Los Angeles Community Union	334	193	128	2
163	91764-42 - The East Los Angeles Community Union	117	90	11	0
164	91764-43 - The East Los Angeles Community Union	361	227	170	0
165	91764-44 - The East Los Angeles Community Union	397	265	194	4
166	91764-67 - The East Los Angeles Community Union	357	174	28	0
167	92316-12 - The East Los Angeles Community Union	197	131	144	0
168	92316-13 - The East Los Angeles Community Union	247	102	55	2
169	92316-14 - The East Los Angeles Community Union	264	81	37	3
170	92316-15 - The East Los Angeles Community Union	355	123	92	5
171	92316-16 - The East Los Angeles Community Union	458	132	110	5
172	92316-17 - The East Los Angeles Community Union	294	151	70	4
173	92316-18 - The East Los Angeles Community Union	334	190	69	3
174	92316-19 - The East Los Angeles Community Union	317	149	83	2
175	92316-20 - The East Los Angeles Community Union	316	195	82	4
176	92316-21 - The East Los Angeles Community Union	312	137	102	2
177	92316-22 - The East Los Angeles Community Union	382	127	91	2
178	92316-23 - The East Los Angeles Community Union	39	18	11	0
179	92316-24 - The East Los Angeles Community Union	113	52	28	1
180	92316-25 - The East Los Angeles Community Union	33	14	9	0
181	92316-26 - The East Los Angeles Community Union	196	90	28	1
182	92316-27 - The East Los Angeles Community Union	392	188	86	5
183	92316-28 - The East Los Angeles Community Union	189	82	19	2
184	92316-29 - The East Los Angeles Community Union	227	101	52	1
185	92316-30 - The East Los Angeles Community Union	11	5	1	0
186	92316-31 - The East Los Angeles Community Union	154	65	19	1
187	92316-32 - The East Los Angeles Community Union	106	59	26	0
188	92316-35 - The East Los Angeles Community Union	171	109	30	2
189	92316-38 - The East Los Angeles Community Union	31	16	6	0
190	92316-39 - The East Los Angeles Community Union	61	28	10	2
191	92316-41 - The East Los Angeles Community Union	23	13	3	3
192	92335-11 - The East Los Angeles Community Union	237	70	21	2
193	92335-17 - The East Los Angeles Community Union	7	5	2	3
194	92335-19 - The East Los Angeles Community Union	42	26	3	2

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>October 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
195	92335-20 - The East Los Angeles Community Union	182	94	5	0
196	92335-21 - The East Los Angeles Community Union	213	98	55	7
197	92335-22 - The East Los Angeles Community Union	19	0	2	0
198	92335-23 - The East Los Angeles Community Union	53	0	7	0

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>October 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
199	92335-25 - The East Los Angeles Community Union	181	119	99	0
200	92335-26 - The East Los Angeles Community Union	428	186	117	10
201	92335-28 - The East Los Angeles Community Union	53	0	15	0
202	92335-29 - The East Los Angeles Community Union	30	0	2	1
203	92335-30 - The East Los Angeles Community Union	210	103	33	0
204	92335-31 - The East Los Angeles Community Union	193	92	53	6
205	92335-32 - The East Los Angeles Community Union	269	147	84	3
206	92335-33 - The East Los Angeles Community Union	264	147	147	4
207	92335-35 - The East Los Angeles Community Union	459	189	134	14
208	92335-36 - The East Los Angeles Community Union	219	126	58	4
209	92335-37 - The East Los Angeles Community Union	238	144	65	7
210	92335-38 - The East Los Angeles Community Union	526	234	139	7
211	92335-39 - The East Los Angeles Community Union	238	136	115	0
212	92335-40 - The East Los Angeles Community Union	404	198	161	2
213	92335-42 - The East Los Angeles Community Union	187	84	56	1
214	92335-43 - The East Los Angeles Community Union	574	241	212	8
215	92335-44 - The East Los Angeles Community Union	560	260	208	11
216	92335-45 - The East Los Angeles Community Union	673	316	258	7
217	92335-46 - The East Los Angeles Community Union	318	193	159	0
218	92335-47 - The East Los Angeles Community Union	478	320	259	10
219	92335-48 - The East Los Angeles Community Union	225	103	59	5
220	92335-49 - The East Los Angeles Community Union	337	138	99	5
221	92335-50 - The East Los Angeles Community Union	322	118	72	5
222	92335-51 - The East Los Angeles Community Union	468	145	108	9
223	92335-52 - The East Los Angeles Community Union	497	221	109	12
224	92335-53 - The East Los Angeles Community Union	106	62	24	3
225	92335-54 - The East Los Angeles Community Union	551	270	142	10
226	92335-55 - The East Los Angeles Community Union	488	177	144	10
227	92335-56 - The East Los Angeles Community Union	490	195	174	8
228	92335-57 - The East Los Angeles Community Union	574	293	185	9
229	92335-58 - The East Los Angeles Community Union	459	306	192	6
230	92335-59 - The East Los Angeles Community Union	584	213	135	11
231	92335-61 - The East Los Angeles Community Union	500	149	111	4
232	92335-64 - The East Los Angeles Community Union	542	264	172	1
233	92335-65 - The East Los Angeles Community Union	299	172	104	6
234	92335-66 - The East Los Angeles Community Union	329	152	88	8
235	92335-67 - The East Los Angeles Community Union	632	360	253	4
236	92335-70 - The East Los Angeles Community Union	185	114	26	2
237	92335-71 - The East Los Angeles Community Union	233	98	119	0



	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>October 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
238	92335-72 - The East Los Angeles Community Union	117	65	23	1
239	92335-73 - The East Los Angeles Community Union	97	54	32	5
240	92335-77 - The East Los Angeles Community Union	39	13	7	1
241	92335-78 - The East Los Angeles Community Union	310	203	146	4
242	92335-80 - The East Los Angeles Community Union	224	104	73	4
243	92335-81 - The East Los Angeles Community Union	274	139	101	1
244	92335-85 - The East Los Angeles Community Union	62	21	14	0
245	92335-86 - The East Los Angeles Community Union	83	55	23	1
246	92335-87 - The East Los Angeles Community Union	234	128	71	3
247	92335-88 - The East Los Angeles Community Union	106	68	43	1
248	92335-89 - The East Los Angeles Community Union	318	191	211	1
249	92335-90 - The East Los Angeles Community Union	131	86	40	5
250	92335-91 - The East Los Angeles Community Union	14	5	1	0
251	92335-92 - The East Los Angeles Community Union	75	40	20	2
252	92337-68 - The East Los Angeles Community Union	761	309	20	7
253	92337-70 - The East Los Angeles Community Union	142	54	14	2
254	92337-71 - The East Los Angeles Community Union	126	55	9	0
255	92337-72 - The East Los Angeles Community Union	217	101	31	9
256	92337-73 - The East Los Angeles Community Union	178	100	27	3
257	92337-74 - The East Los Angeles Community Union	217	97	29	0
258	92337-75 - The East Los Angeles Community Union	172	68	15	5
259	92337-90 - The East Los Angeles Community Union	455	89	37	14
260	92337-93 - The East Los Angeles Community Union	83	27	10	0
261	92553-12 - The East Los Angeles Community Union	92	26	19	1
262	92553-23 - The East Los Angeles Community Union	132	84	40	2
263	92553-29 - The East Los Angeles Community Union	222	95	78	0
264	92553-41 - The East Los Angeles Community Union	397	250	116	6
265	92553-42 - The East Los Angeles Community Union	325	194	153	2
266	92553-43 - The East Los Angeles Community Union	444	197	196	5
267	92553-44 - The East Los Angeles Community Union	402	130	147	1
268	92553-47 - The East Los Angeles Community Union	543	172	134	11
269	92553-48 - The East Los Angeles Community Union	442	161	123	2
270	92553-49 - The East Los Angeles Community Union	492	176	179	5
271	92553-68 - The East Los Angeles Community Union	407	117	86	4
272	92555-23 - The East Los Angeles Community Union	296	100	68	4
273	92555-24 - The East Los Angeles Community Union	442	158	138	4
274	92555-25 - The East Los Angeles Community Union	228	79	21	7
275	92555-35 - The East Los Angeles Community Union	164	54	0	0
276	92555-37 - The East Los Angeles Community Union	132	47	1	1
277	92555-38 - The East Los Angeles Community Union	207	0	2	0
278	92845-26 - The East Los Angeles Community Union	340	53	3	0
279	92845-27 - The East Los Angeles Community Union	284	51	6	0

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>October 2011</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach <sup>[1]</sup>	\$ -	\$3,785,932	\$3,785,932		\$153,570	\$153,570		\$2,083,614	\$2,083,614	0%	55%	55%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$1,248,928	\$1,248,928	\$ -	\$128,802	\$128,802	\$ -	\$1,068,353	\$1,068,353	0%	86%	86%
9	Information Technology / Programming	\$ -	\$522,554	\$522,554	\$ -	\$45,170	\$45,170	\$ -	\$426,761	\$426,761	0%	82%	82%
10													
11	<b>Pilots</b>												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation <sup>[2]</sup>	\$ -	\$17,192	\$17,192	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$236,919	\$236,919	\$ -	\$23,270	\$23,270	\$ -	\$211,179	\$211,179	0%	89%	89%
19	General Administration	\$ -	\$604,963	\$604,963	\$ -	\$51,980	\$51,980	\$ -	\$482,734	\$482,734	0%	80%	80%
20	CPUC Energy Division	\$ -	\$171,500	\$171,500		\$2,925	\$2,925	\$ -	\$37,331	\$37,331	0%	22%	22%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ -	\$ 6,587,988	\$ 6,587,988	\$ -	\$405,717	\$405,717	\$ -	\$4,309,972	\$4,309,972	0%	65%	65%
23													
24	CARE Rate Discount	\$ -	\$132,712,188	\$132,712,188	\$ -	\$6,944,175	\$6,944,175	\$ -	\$98,280,351	\$98,280,351	0%	74%	74%
25	Service Establishment Charge Discount	\$ -	\$3,189,461	\$3,189,461	\$ -	\$315,960	\$315,960	\$ -	\$3,174,795	\$3,174,795	0%	100%	100%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ -	\$ 142,489,637	\$ 142,489,637	\$ -	\$7,665,852	\$7,665,852	\$ -	\$105,765,118	\$105,765,118	0%	74%	74%
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption				\$ -	\$988,655	\$988,655		\$15,768,830	\$15,768,830			
32	California Solar Initiative Exemption <sup>[3]</sup>												
33	kWh Surcharge Exemption												
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				\$ -	\$988,655	\$988,655	\$ -	\$15,768,830	\$15,768,830			
35													
36	Indirect Costs					\$113,751	\$113,751	\$ -	\$1,041,848	\$1,041,848			
37	<sup>1</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	<sup>2</sup> Measurement and Evaluation consists of Needs Assessment costs												
39	<sup>3</sup> DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.												
40	<sup>4</sup> The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.												
41													

	A	B	C	D	E	F	G	H	I	J	K	L	M
42	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
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																	
2	<b>Southern California Gas Company</b>																	
3	<b>October 2011</b>																	
4	<b>Gross Enrollment</b>																	
5	<b>Automatic Enrollment</b>											<b>Enrollment</b>		<b>Total CARE</b>		<b>Estimated CARE</b>	<b>Penetration</b>	
6	<b>2011</b>	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification <sup>6</sup>	Total Adjusted (J+K)	Attrition (Drop Offs) <sup>7</sup>	Net (L-M)	Net Adjusted (N-K)	Participants	Eligible	Rate % (P/Q)
7	January	6,068	1,679	75	0	0	7,822	24	15,055	22,901	45,730	68,631	16,928	51,703	5,973	1,720,017	1,842,984	93.3%
8	February	7,086	196	94	0	0	7,376	33	18,393	25,802	40,802	66,604	38,145	28,459	-12,343	1,707,674	1,842,984	92.7%
9	March	7,237	3,172	45	0	0	10,454	16	32,652	43,122	52,037	95,159	29,582	65,577	13,540	1,721,214	1,842,984	93.4%
10	April	7,883	2,312	161	0	0	10,356	29	19,571	29,956	53,772	83,728	14,344	69,384	15,612	1,736,826	1,847,383	94.0%
11	May	7,418	2,382	93	0	0	9,893	32	13,159	23,084	47,545	70,629	17,690	52,939	5,394	1,742,220	1,847,383	94.3%
12	June	5,628	1,844	166	0	0	7,638	29	13,082	20,749	48,765	69,514	24,412	45,102	-3,663	1,738,557	1,847,383	94.1%
13	July	8,672	2,676	178	0	0	11,526	41	8,632	20,199	51,237	71,436	43,582	27,854	-23,383	1,715,174	1,845,587	92.9%
14	August	7,446	1,981	125	0	0	9,552	7	12,660	22,219	50,103	72,322	18,369	53,953	3,850	1,719,024	1,845,587	93.1%
15	September	10,415	2,253	59	0	0	12,727	42	15,076	27,845	52,573	80,418	33,914	46,504	-6,069	1,712,955	1,845,587	92.8%
16	October	7,673	2,040	225	0	0	9,938	51	11,304	21,293	40,964	62,257	16,157	46,100	5,136	1,718,091	1,847,296	93.0%
17	November	0	0	0	0	0												
18	December	0	0	0	0	0												
19	<b>Total for 2011</b>	<b>75,526</b>	<b>20,535</b>	<b>1,221</b>	<b>0</b>	<b>0</b>	<b>97,282</b>	<b>304</b>	<b>159,584</b>	<b>257,170</b>	<b>483,528</b>	<b>740,698</b>	<b>253,123</b>	<b>487,575</b>	<b>4,047</b>			
20	<sup>1</sup> Enrollments via data sharing between the IOUs.																	
21	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																	
22	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																	
23	<sup>4</sup> One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																	
24	<sup>5</sup> Not including Recertification.																	
25	<sup>6</sup> Recertifications completed regardless of month requested.																	
26	<sup>7</sup> The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																	
27	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>October 2011</b>								
4	<b>2011</b>	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	<b>January</b>	1,720,017	4,278	0.25%	2,193	163	2,356	55%	0.14%
6	<b>February</b>	1,707,674	4,419	0.26%	2,282	134	2,416	55%	0.14%
7	<b>March</b>	1,721,214	6,763	0.39%	3,261	228	3,489	52%	0.20%
8	<b>April</b>	1,736,826	6,041	0.35%	3,033	237	3,270	54%	0.19%
9	<b>May</b>	1,742,220	5,570	0.32%	2,814	170	2,984	54%	0.17%
10	<b>June</b>	1,738,557	5,551	0.32%	2,969	174	3,143	57%	0.18%
11	<b>July</b>	1,715,174	4,842	0.28%	1,776	153	1,929	40%	0.11%
12	<b>August</b>	1,719,024	5,328	0.31%	4	156	160	3%	0.01%
13	<b>September</b>	1,712,955	5,180	0.30%	2	151	153	3%	0.01%
14	<b>October</b>	1,718,091	5,105	0.30%	2	32	34	1%	0.00%
15	<b>November</b>								
16	<b>December</b>								
17	<b>Total for 2011</b>	<b>1,718,091</b>	<b>53,077</b>	<b>3.10%</b>	<b>18,336</b>	<b>1,598</b>	<b>19,934</b>	<b>38%</b>	<b>1.16%</b>
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>October 2011</b>						
4		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/ Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
5	<b>YTD Total</b>	7,501,551	973,779	740,698	30,058	203,023	
6	<b>Percentage</b>		100.00%	76.06%	3.09%	20.85%	0.00%
7	<sup>1</sup> Includes sub-metered customers.						
8	<sup>2</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	<sup>3</sup> Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	<sup>6</sup> SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						
13	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	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>October 2011</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban <sup>1</sup>	Rural <sup>1</sup>	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,156	24	11,180	12,040	16	12,056	108%	67%	108%
7	Imperial	33	17,241	17,274	25	13,772	13,797	75%	80%	80%
8	Kern	12,669	29,058	41,727	10,767	27,539	38,306	85%	95%	92%
9	Kings	13	13,571	13,584	16	14,611	14,627	125%	108%	108%
10	Los Angeles	997,882	2,019	999,901	928,627	1,164	929,791	93%	58%	93%
11	Orange	203,559	30	203,589	170,784	20	170,804	84%	0%	84%
12	Riverside	102,399	121,060	223,459	93,998	117,296	211,294	92%	97%	95%
13	San Bernardino	154,929	1,109	156,038	167,776	874	168,650	108%	79%	108%
14	San Luis Obispo	9,445	17,935	27,379	5,153	13,887	19,040	55%	77%	70%
15	Santa Barbara	37,423	1,238	38,661	29,970	695	30,665	80%	56%	79%
16	Tulare	11,055	43,987	55,041	11,391	47,456	58,847	103%	108%	107%
17	Ventura	57,594	1,869	59,463	48,760	1,454	50,214	85%	78%	84%
18										
19	<b>Total</b>	<b>1,598,157</b>	<b>249,139</b>	<b>1,847,296</b>	<b>1,479,307</b>	<b>238,784</b>	<b>1,718,091</b>	<b>93%</b>	<b>96%</b>	<b>93.0%</b>
20	<sup>1</sup> Define Urban vs Rural									
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>October 2011</b>							
4	<b>2011</b>	Total CARE Population	Participants Requested to Recertify <sup>1</sup>	% of Population Total	Participants Recertified <sup>2, 3</sup>	Participants Dropped <sup>3</sup>	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	<b>January</b>	1,720,017	18,700	1.09%	14,674	6,686	78%	0.39%
6	<b>February</b>	1,707,674	20,779	1.22%	17,171	6,982	83%	0.41%
7	<b>March</b>	1,721,214	31,482	1.83%	26,371	10,898	84%	0.63%
8	<b>April</b>	1,736,826	32,027	1.84%	25,387	12,281	79%	0.71%
9	<b>May</b>	1,742,220	29,200	1.68%	23,793	10,817	81%	0.62%
10	<b>June</b>	1,738,557	35,594	2.05%	26,678	14,170	75%	0.82%
11	<b>July</b>	1,715,174	26,601	1.55%	19,980	7,072	75%	0.41%
12	<b>August</b>	1,719,024	32,272	1.88%	20,582	605	64%	0.04%
13	<b>September</b>	1,712,955	23,455	1.37%	10,969	284	47%	0.02%
14	<b>October</b>	1,718,091	24,569	1.43%	2,918	85	12%	0.00%
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2011</b>	<b>1,718,091</b>	<b>274,679</b>	<b>15.99%</b>	<b>188,523</b>	<b>69,880</b>	<b>69%</b>	<b>4.07%</b>
18	<sup>1</sup> Participants requested to recertify.							
19	<sup>2</sup> Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	<sup>3</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							



	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors</b>							
2	<b>Southern California Gas Company</b>							
3	<b>October 2011</b>							
4		Contractor Type				Year-to-Date		
5	Contractor Name <sup>1</sup>	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	0	0
7	ELA Communications Energy ED Program		X			0	0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	1	1
9	Proteus, Inc.		X			0	11	11
10	Community Pantry of Hemet		X			0	4	4
11	Community Action Partnership of San Bernardino		X		X	0	89	89
12	LA Works		X			0	0	0
13	Children’s Hospital of Orange County		X			0	0	0
14	The Companion Line		X			0	2	2
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	0	0
17	LA County 211		X			0	31	31
18	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
19	Coachella Valley Housing Coalition		X			0	0	0
20	HABBM		X			0	0	0
21	Second Harvest Food Bank of Orange County		X			0	0	0
22	Southeast Community Development Corp.		X			0	2	2
23	Latino Resource Organization		X			0	0	0
24	Independent Living Center of Southern California		X			0	0	0
25	Community Action Partnership - Kern County		X			0	0	0
26	El Concilio del Condado de Ventura		X			0	1	1
27	Blessed Sacrament Church		X			0	0	0
28	Starbright Management Services		X			0	0	0
29	Hermanidad Mexicana		X			0	0	0
30	CSET		X			0	17	17
31	Crest Forest Family and Community Service		X			0	0	0
32	CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
33	Veterans in Community Service		X	X	X	0	0	0
34	Chinatown Service Center		X			0	18	18
35	Koreatown Youth and Community Center		X			0	2	2
36	MEND		X			0	0	0
37	Armenian Relief Society		X			0	0	0
38	Catholic Charities of LA – Brownson House		X			0	0	0
39	BroadSpectrum		X			0	0	0
40	OCCC, Inc. (Orange County Community Center)		X			0	9	9
41	Green Light Shipping	X				0	0	0
42	APAC Service Center		X			0	116	116
43	Visalia Emergency Aid Council		X			0	0	0
44	<b>Total Enrollments</b>					<b>0</b>	<b>303</b>	<b>303</b>
45	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or							
46	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>October 2011</b>							
4	<b>2011</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change<sup>1</sup></b>
5	<b>January</b>	n/a	1,720,017	n/a	1,720,017	1,842,984	93.3%	10.2%
6	<b>February</b>	n/a	1,707,674	n/a	1,707,674	1,842,984	92.7%	-0.7%
7	<b>March</b>	n/a	1,721,214	n/a	1,721,214	1,842,984	93.4%	0.8%
8	<b>April</b>	n/a	1,736,826	n/a	1,736,826	1,847,383	94.0%	0.9%
9	<b>May</b>	n/a	1,742,220	n/a	1,742,220	1,847,383	94.3%	0.3%
10	<b>June</b>	n/a	1,738,557	n/a	1,738,557	1,847,383	94.1%	-0.2%
11	<b>July</b>	n/a	1,715,174	n/a	1,715,174	1,845,587	92.9%	-1.3%
12	<b>August</b>	n/a	1,719,024	n/a	1,719,024	1,845,587	93.1%	0.2%
13	<b>September</b>	n/a	1,712,955	n/a	1,712,955	1,845,587	92.8%	-0.4%
14	<b>October</b>	n/a	1,718,091	n/a	1,718,091	1,847,296	93.0%	0.3%
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2011</b>							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							