

**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 OCTOBER 2018**

EDWARD L. HSU  
JOHNNY Q. TRAN

*Attorneys for:*

**SOUTHERN CALIFORNIA GAS COMPANY**  
555 West 5<sup>th</sup> Street, GT14E7  
Los Angeles CA 90013  
Telephone: (213) 244-8197  
Facsimile: (213) 629-9620  
E-Mail: [ehsu2@semprautilities.com](mailto:ehsu2@semprautilities.com)

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

**LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT**

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

#### 1.1 Energy Savings Assistance (ESA) Program Overview

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

Program Summary through October 2018			
	Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$194,044,551	\$68,116,537	35.10%
Homes Treated	164,175	71,147	43.34%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,540,000	1,156,163	17.68%

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

In October 2018, SoCalGas processed and paid contractor invoices for 8,017 treated homes. Additionally, SoCalGas paid for the weatherization of 8,132 homes, 191 furnace repairs and replacements, 916 water heater repairs and replacements, and 136 High Efficiency (HE) clothes washers.

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

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

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

**Ethnic and Mass Media Campaign**

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

**E- Newsletter**

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

**Energy Savings Assistance Program - Emails**

During the month of October, 10,158 emails were deployed to customers with a high probability of being eligible for the ESA Program as well as an additional 12,874 emails to newly enrolled CARE customers to generate interest in the ESA Program.

**Energy Savings Assistance Program - Direct Mailings**

During the month of October, SoCalGas deployed 16,813 direct mailings to new and existing CARE customers. The direct mailings included the standard ESA Program message and is intended to drive customers to the ESA Program web page at [www.socalgas.com](http://www.socalgas.com).

**Energy Savings Assistance Program - Outbound Dialing**

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

**Energy Savings Assistance Program - Web Activities**

There were 143 internet-generated leads for the ESA Program during the month of October. SoCalGas utilized social media platforms to post ESA Program messaging on Facebook which reached 408 people, resulting in 102 post clicks, and on Twitter reaching 4,528 people with 37 total engagements.

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

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

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
Oct 2	Baldwin Park Community Adult Education	Baldwin Park	Community Based Organization (CBO) event staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Presentation		materials were distributed to the approximately 40 in attendance.
Oct 3	Los Angeles County Office of Education Presentation	Downey	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
Oct 3	Clean Air Day Event	Inglewood	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 200 in attendance.
Oct 5	Los Angeles County Office of Education Area Meeting Presentation	Downey	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
Oct 6	Los Angeles Trade Tech Disaster Class	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 30 in attendance.
Oct 6	Crucial Catch Day / Health Fair	San Fernando Valley	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 of the 200 in attendance.
Oct 6	Golden Future 50+ Expo San Fernando Valley Edition	Van Nuys	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 700 in attendance.
Oct 6	Veteran's Breakfast	Los Alamitos	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 18 in attendance.
Oct 9	Mt. San Antonio College Emergency Preparedness Fair	Walnut	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 315 in attendance.
Oct 11	San Gabriel Pomona Regional Center for Independent Living Resource Fair	Pomona	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 80 in attendance.
Oct 12	Lakewood/	Lakewood	CBO event staff provided information regarding



<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
	Mayfair Park Resource Fair		SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 60 in attendance.
Oct 12	8th Annual SCE Hispanic Heritage Month Celebration	South Gate	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 of the 750 in attendance.
Oct 13	Maywood Education Fair	Maywood	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 of the 500 in attendance.
Oct 15	Pennylane Presentation	Commerce	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 22 in attendance.
Oct 15	Long Beach VA Planning Meeting	Long Beach	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.
Oct 16	Senior Flu Shot Clinic	San Juan Capistrano	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 of the 150 in attendance.
Oct 18	LA Trade Tech School Meeting	Los Angeles	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 17 in attendance.
Oct 19	County Offices of Education – Child Welfare and Attendance (COECWA)	Downey	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 40 in attendance.
Oct 19	St. Barnabas LAAAC Conference	Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 in attendance.
Oct 19	SCDC/HSA	Bell	SoCalGas staff provided training regarding SoCalGas' Customer Assistance Programs. CAP materials and training was provided to 15 people.
Oct 20	Bassett Adult Community Resource Fair	La Puente	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
Oct 20	George Sinatra	Palm	CBO staff provided information regarding

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
	Aids Walk	Springs	SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
Oct 20	Long Beach VA Health Resource Fair	Long Beach	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 320 in attendance.
Oct 20	City of Menifee Birthday Bash and Fall Festival	Menifee	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2,000 of 5,000 in attendance.
Oct 23	Torrance Unified School District Presentation	Torrance	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 26 in attendance.
Oct 24	Mt San Antonio College Consortium for Adult Education	Walnut	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 35 in attendance.
Oct 25	San Gabriel Kiwanis Club Presentation	San Gabriel	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
Oct 26	Trunk-or-Treat Event	Santa Ana	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 in attendance.
Oct 26	Loma Linda 14th Annual Senior Health & Fitness Fair	Loma Linda	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 in attendance.
Oct 27	Rosemead Unified School District Resource Event	Rosemead	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 60 in attendance.
Oct 27	23rd Annual Family Day in the Park	South Gate	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 350 of 750 in attendance.
Oct 27	12th Annual Native American Heritage Month Community	El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 of 100 in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Pow Wow		

### 1.3 Leveraging Success Evaluation, Including CSD

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

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

In 2018, SoCalGas maximized water measure leveraging agreements that provide co-funding of High Efficiency (HE) Clothes Washers. During the year, 1,512 HE Clothes Washers have been co-funded for an amount of \$140,578. The participating agencies for 2018 are:

- Eastern Municipal Water District
- Fontana Water Company<sup>1</sup>
- Liberty Utilities, formerly Park Water Company<sup>2</sup>
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company<sup>3</sup>

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

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

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

<b>Municipal Electric Provider</b>	<b>Participating Customers</b>
Anaheim Public Utilities	894
Colton Public Utilities	176
LADWP	5,052
Pasadena Water and Power	118
Riverside Public Utilities	0
<b>Total</b>	<b>6,240</b>

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

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.

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

*Footnote continued on next page*

## 1.4 Workforce Education & Training

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

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

<b>Skill Level Test</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>October</b>	<b>Total</b>
Attended Testing	73	55	58	13	199
Passed Test	47	43	48	11	149
Pass Rate	64%	78%	83%	85%	75%

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

<b>SoCalGas Enrollment and Assessment Training</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>October</b>	<b>Totals</b>
Attended Class	77	36	41	19	173
Tested	71	32	36	17	156
Passed Class	57	25	28	15	125
Badged	0	0	0	0	0
Census Attendees	0	0	0	0	0
Retention Rate*	80%	78%	78%	88%	80%

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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.

*Retention Rate is Passed/Tested
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A 5-day class covers utility-specific items related to policies, security processes and overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Due to market conditions, the year-to-date total for badged outreach specialists for SoCalGas is 0. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2018.

Class Type	Q1		Q2		Q3		October		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
Wx / NGAT Initial	2	7	5	23	4	37	2	20	13	87
HVAC Initial	3	9	2	9	3	23	1	8	9	49
Wx / NGAT Refresher	3	17	9	223	2	39	1	13	15	292
HVAC Refresher	1	7	5	50	1	1	1	12	8	70
<b>Grand Total</b>	<b>9</b>	<b>40</b>	<b>21</b>	<b>305</b>	<b>10</b>	<b>100</b>	<b>5</b>	<b>53</b>	<b>45</b>	<b>498</b>

**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 – October**

**2.1.1 Please provide CARE Program summary costs.**

<b>CARE Budget Categories</b>	<b>Authorized Budget*</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$4,004,885	\$2,932,112	73.21%
Proc., Certification and Verification	\$3,121,351	\$1,366,108	43.77%
Information Tech./Programming	\$1,037,796	\$742,711	71.57%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$139,933	31.98%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$360,504	75.76%
General Administration	\$953,729	\$712,689	74.73%
CPUC Energy Division Staff	\$60,000	\$24,410	40.68%
<b>Total Expenses</b>	<b>\$10,091,122</b>	<b>\$6,278,466</b>	<b>62.22%</b>
<b>Subsidies and Benefits</b>	<b>\$132,351,979</b>	<b>\$87,356,117</b>	<b>66.00%</b>
<b>Total Program Costs and Discounts</b>	<b>\$142,443,101</b>	<b>\$93,634,583</b>	<b>65.73%</b>

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

**CARE My Account Activity & Enrollments**

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

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 76,747 successful enrollments, 24,588 recertifications, 2,519 post-enrollment verifications, and 2,146 opt-outs. Activity for October is as follows:

<b>CARE My Account Activity</b>		
	<b>Transactions</b>	<b>Approved</b>
Self-certification	4,137	3,555
Re-certification	2,350	2,293
PEV	92	89
Customer opt-out	188	188

**CARE CSR Enrollment Initiative**

In its PY2015-2017 Application, SoCalGas requested CARE enrollment through Customer Service Representatives (CSRs) when customers call the Customer Contact Center (CCC) to turn-on or back-on service, or to make payment



arrangements. D.16-11-022 was issued November of 2016 and in January 2017, SoCalGas' CARE and IT departments began the planning, design, and creation of a CARE template adjacent to both the turn-on and payment extension templates, and used specifically by the CCC. Thorough testing, and training of the CSRs took place during the fourth quarter of 2017.

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

During the month of October, CSRs successfully enrolled over 13,300 customers in CARE. An additional 5,969 customers preferred to receive a CARE application in the mail. Through this effort, year-to-date CARE enrollments via the CCC is at 118,258 and 54,615 mailed applications.

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

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

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,617,107	1,793,870	90.15%

## **2.2 Outreach**

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

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

To encourage recertification onto the CARE Program, SoCalGas sends hard-copy letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas sends a second hard-copy letter. To reduce the need to send hard-copy letters, SoCalGas determines which CARE customers have an email address on file and sends an email several months in advance of the customer's recertification date. This email directs the customer to renew by means of an on-line form.

During the month of October, SoCalGas did not send any recertification reminder emails to customers whose renewal date was approaching but processed a total of 1,081 on-line renewals.

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

SoCalGas references its website in nearly all communications. Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of October, SoCalGas sent 6,079 emails to customers with a probability of being eligible for the CARE program and processed 1,248 on-line enrollments. A total of 19,439

emails were sent to existing SoCalGas customers who may qualify for the CARE program.

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

SoCalGas employs third-party contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers are bilingual (English and Spanish) and generated 1,865 approved enrollments in October. 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 October, 660 callers were informed about the CARE Program, with 18 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles and neighboring communities. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program.

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

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

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

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

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

During the month of October, SoCalGas sent 19,404 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas enrolled 543 customers via direct mail/new customer applications onto the CARE Program. Because of SoCalGas' ongoing concern with customers who fail to recertify, SoCalGas sends direct mail applications to customers who were previously participating in the CARE Program and have fallen off of the program

due to failure to recertify. SoCalGas mailed 11,377 letters to customers who have failed to renew their CARE eligibility. As a result of these direct mailings, 246 customers were enrolled onto the CARE Program. Additionally, SoCalGas mailed 25,000 letters to customers who are not on CARE but who have a high probability of being qualified for CARE resulting in 280 customer enrollments.

### **CARE Bill Inserts**

No bill inserts were deployed during the month of October, however, a Customer Assistance message was included on customers' bills. To date, SoCalGas has processed 78 bill insert applications.

### **Outreach by Field Employees**

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, CARE Outreach has distributed supplemental deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued through the month of October. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

### **CARE Mass Media Campaign**

On June 15<sup>th</sup>, SoCalGas launched its "Moments that Matter" advertising campaign designed to raise awareness of the CARE 20% discount, and promote

the new, expedited online application to help increase program participation. The campaign, which is now scheduled to run through the end of November, targets top zip codes with the lowest CARE penetration and includes a mix of online advertising, search terms, out-of-home and paid social media. The strategy behind the media plan is designed to align with the messaging, promoting the new online application and helping drive customers to enroll immediately.

From a messaging standpoint, the campaign provides a glimpse into a mother's balancing act of ensuring her family is taken care of and managing the upkeep of her home. With so much on her plate, SoCalGas can lighten her load of responsibilities through the CARE discount, giving her more time for "Moments that Matter" most. The campaign continues to engage our targeted CARE audience garnering 16 million impressions as well as reaching 38,100 clicks to the program landing site through the end of October.

### **Disability**

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Oct 3	Hollywood WorkSource Center Disabilities Job Fair	Hollywood	CBO event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 110 in attendance.
Oct 6	Annual Day at the Park	Downey	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs to 200 in attendance.
Oct 7	3rd Annual Disability Parade	East Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 2,000 in attendance.
Oct 20	Over the Line Baseball	Van Nuys	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 150 in attendance.
Oct 20	Hawthorne 19th Annual VIP Handicap Soccer Friendship Festival	Hawthorne	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 in attendance.
Oct 31	PASC's Annual Open House	Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 of the 300 in attendance.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of October, 4,137 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 October, generated 3,675 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase PEV activities when customer information is shared with programs such as the Low-Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre-enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during October, 67 LIHEAP customers were enrolled in SoCalGas' CARE Program.

### **2.3 CARE Recertification Complaints**

There was one recertification complaint in the month of October. The customer stated she had difficulty with the recertification interactive voice response system. A CARE representative called the customer and recertified her CARE eligibility over the phone. The customer was satisfied.

## **3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES**

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

**ESA Program** - Table 1A – Unspent Funds

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

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

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

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

**ESA Program** - Table 4A – Homes / Buildings Treated

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

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

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

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

  

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

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

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

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

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

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

**CARE** - Table 6 - Recertification Results

**CARE** - Table 7 - Capitation Contractors

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

**CARE** - Table 9 - Expenditures for Pilot

**CARE** - Table 10 - CHANGES Individual Customer Assistance

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



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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Appliances	N/A	\$ 4,251,507	\$ 4,251,507	N/A	\$ 58,555	\$ 58,555	N/A	\$ 2,969,542	\$ 2,969,542	N/A	69.85%	69.85%
Domestic Hot Water	N/A	\$ 32,202,646	\$ 32,202,646	N/A	\$ (173,471)	\$ (173,471)	N/A	\$ 10,262,749	\$ 10,262,749	N/A	31.87%	31.87%
Enclosure	N/A	\$ 9,123,929	\$ 9,123,929	N/A		\$ -	N/A	\$ 9,123,929	\$ 9,123,929	N/A	100.00%	100.00%
HVAC	N/A	\$ 8,584,066	\$ 8,584,066	N/A		\$ -	N/A	\$ 8,584,066	\$ 8,584,066	N/A	100.00%	100.00%
Maintenance	N/A	\$ 749,539	\$ 749,539	N/A		\$ -	N/A	\$ 749,539	\$ 749,539	N/A	100.00%	100.00%
Customer Enrollment	N/A	\$ 5,480,503	\$ 5,480,503	N/A		\$ -	N/A	\$ 5,480,503	\$ 5,480,503	N/A	100.00%	100.00%
In Home Education	N/A	\$ 6,218,260	\$ 6,218,260	N/A	\$ 52,680	\$ 52,680	N/A	\$ 917,623	\$ 917,623	N/A	14.76%	14.76%
Training Center	N/A	\$ 92,337	\$ 92,337	N/A		\$ -	N/A	\$ 92,337	\$ 92,337	N/A	100.00%	100.00%
Inspections	N/A	\$ 916,590	\$ 916,590	N/A		\$ -	N/A	\$ 916,590	\$ 916,590	N/A	100.00%	100.00%
Multi-Family Common Area Measures	N/A	\$ 18,000,000	\$ 18,000,000	N/A	\$ 34,066	\$ 34,066	N/A	\$ 152,262	\$ 152,262	N/A	0.85%	0.85%
Leveraging - CSD	N/A	\$ 522,072	\$ 522,072	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 332,828	\$ 332,828	N/A	\$ 32,681	\$ 32,681	N/A	\$ 332,828	\$ 332,828	N/A	100.00%	100.00%
<b>TOTAL UNSPENT PROGRAM COSTS <sup>1</sup></b>	N/A	<b>\$ 86,474,277</b>	<b>\$ 86,474,277</b>	N/A	<b>\$ 4,510</b>	<b>\$ 4,510</b>	N/A	<b>\$ 39,581,969</b>	<b>\$ 39,581,969</b>	N/A	<b>45.77%</b>	<b>45.77%</b>

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

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

	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	<b>Energy Savings Assistance Program Table 2</b>																																
2	<b>Southern California Gas Company</b>																																
3	<b>October 2018</b>																																
4																																	
5	<b>ESA Program (Summary) Total<sup>1</sup></b>															<b>ESA Program (First Touch Homes Treated)</b>						<b>ESA Program (Re-Treated Homes/Go Backs)</b>						<b>ESA Program (Aliso Canyon - SCG &amp; SCE)<sup>7</sup></b>					
6	<b>Year-To-Date Completed &amp; Expensed Installation</b>															<b>Year-To-Date Completed &amp; Expensed Installation<sup>8</sup></b>						<b>Year-To-Date Completed &amp; Expensed Installation<sup>8</sup></b>						<b>Year-To-Date Completed &amp; Expensed Installation<sup>8</sup></b>					
7	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>2</sup> (Annual)</b>	<b>kW<sup>2</sup> (Annual)</b>	<b>Therms<sup>2</sup> (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>				
8	<b>Appliances</b>		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																										
9	High Efficiency Clothes Washer	Each	3,816	-	-	117,838	\$ 3,108,049	6.4%	Each	2,033	-	-	62,779	\$ 1,648,471	7.9%	Each	1,783	-	-	55,059	\$ 1,459,578	5.3%	Each	1,602	-	-	49,470	\$ 1,309,782	5.3%				
10	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
11	Microwaves <sup>3</sup>	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
12	<b>Domestic Hot Water</b>																																
13	Water Heater Blanket	Home	1,684	-	-	4,028	\$ 96,537	0.2%	Home	853	-	-	2,044	\$ 48,891	0.2%	Home	831	-	-	1,984	\$ 47,646	0.2%	Home	506	-	-	1,242	\$ 29,023	0.2%				
14	Low Flow Shower Head	Home	63,318	-	-	93,377	\$ 2,977,168	6.1%	Home	23,594	-	-	33,954	\$ 1,141,509	5.5%	Home	39,724	-	-	59,424	\$ 1,835,658	6.6%	Home	30,903	-	-	42,846	\$ 1,311,935	6.6%				
15	Water Heater Pipe Insulation	Home	1,267	-	-	2,242	\$ 28,086	0.1%	Home	433	-	-	786	\$ 9,580	0.0%	Home	834	-	-	1,456	\$ 18,506	0.1%	Home	597	-	-	1,069	\$ 13,220	0.1%				
16	Faucet Aerator	Home	51,623	-	-	173,675	\$ 726,791	1.5%	Home	18,652	-	-	60,481	\$ 269,016	1.3%	Home	32,971	-	-	113,194	\$ 457,775	1.7%	Home	24,926	-	-	77,099	\$ 333,699	1.7%				
17	Water Heater Repair/Replacement	Each	2,236	-	-	7,603	\$ 2,487,633	5.1%	Each	993	-	-	3,365	\$ 1,222,280	5.8%	Each	1,243	-	-	4,238	\$ 1,265,353	4.6%	Each	719	-	-	5,949	\$ 77,324	4.6%				
18	Thermostatic Shower Valve	Each	74,736	-	-	179,466	\$ 3,325,418	6.9%	Each	27,974	-	-	65,698	\$ 1,244,178	5.9%	Each	46,762	-	-	113,768	\$ 2,081,240	7.5%	Each	713	-	-	2,341	\$ 716,394	7.5%				
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
21	New - Tub Diverter/ Tub Spout	Each	3,311	-	-	26,471	\$ 356,083	0.7%	Each	1,255	-	-	10,165	\$ 136,145	0.7%	Each	2,056	-	-	16,305	\$ 219,938	0.8%	Each	33,915	-	-	75,310	\$ 1,509,076	0.8%				
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
23	<b>Enclosure</b>																																
24	Air Sealing / Envelope <sup>4</sup>	Home	56,182	-	-	252,007	\$ 14,225,664	29.3%	Home	19,321	-	-	75,598	\$ 4,858,418	23.2%	Home	36,861	-	-	176,409	\$ 9,367,245	33.9%	Home	25,770	-	-	22,408	\$ 6,410,386	33.9%				
25	Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%				
26	Attic Insulation	Home	3,933	-	-	104,964	\$ 5,366,155	11.1%	Home	1,784	-	-	48,074	\$ 2,513,291	12.0%	Home	2,149	-	-	56,890	\$ 2,852,865	10.3%	Home	2,544	-	-	70,832	\$ 3,240,095	10.3%				
27	<b>HVAC</b>																																
28	FAU Standing Pilot Conversion	Each	2	-	-	84	\$ 1,076	0.0%	Each	1	-	-	42	\$ 347	0.0%	Each	1	-	-	42	\$ 729	0.0%	Each	1	-	-	42	\$ 311	0.0%				
29	Furnace Repair/Replacement	Each	6,003	-	-	-	\$ 9,193,468	18.9%	Each	3,470	-	-	0	\$ 5,999,325	28.7%	Each	2,533	-	-	0	\$ 3,194,143	11.6%	Each	2,813	-	-	0	\$ 4,592,178	11.6%				
30	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
31	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
32	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
34	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
35	Duct Testing and Sealing	Home	3,917	-	-	58,584	\$ 737,063	1.5%	Home	1,904	-	-	28,518	\$ 373,199	1.8%	Home	2,013	-	-	30,066	\$ 363,864	1.3%	Home	911	-	-	13,652	\$ 180,720	1.3%				
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%				
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%				
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%				
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%				
40	<b>Maintenance</b>																																
41	Furnace Clean and Tune	Home	22,477	-	-	135,823	\$ 1,260,717	2.6%	Home	8,299	-	-	53,528	\$ 479,703	2.3%	Home	14,178	-	-	82,295	\$ 781,013	2.8%	Home	9,495	-	-	68,247	\$ 504,076	2.8%				
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%				
43	<b>Lighting</b>																																
44	Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
45	Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
46	Torchiere LED	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
47	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
48	LED Night Lights	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
49	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
50	New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
51	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
52	New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
53	<b>Miscellaneous</b>																																
54	Pool Pumps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
55	Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%				
56	New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-						

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

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

<sup>1</sup> All savings are calculated based on the following sources:

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

<sup>2</sup> Microwave savings are from ECONorthWest Studies received in December of 2011.

<sup>3</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

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

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

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

Measures	ESA Program - Multifamily Common Area <sup>1</sup>							
	Units	Year-To-Date Completed & Expensed Installation					Expenses (\$) <sup>8</sup>	% of Expenditure
		Quantity Installed	kWh <sup>2</sup> (Annual)	kW <sup>2</sup> (Annual)	Therms <sup>2</sup> (Annual)			
<b>Appliances</b>								
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%	
Refrigerators	Each	-	-	-	-	\$ -	0.0%	
Microwaves <sup>3</sup>	Each	-	-	-	-	\$ -	0.0%	
<b>Domestic Hot Water</b>								
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%	
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%	
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%	
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%	
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%	
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%	
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%	
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	
<b>Enclosure</b>								
Air Sealing / Envelope <sup>4</sup>	Home	-	-	-	-	\$ -	0.0%	
Caulking	Home	-	-	-	-	\$ -	0.0%	
Attic Insulation	Home	-	-	-	-	\$ -	0.0%	
<b>HVAC</b>								
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%	
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%	
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%	
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	
<b>Maintenance</b>								
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%	
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	
<b>Lighting</b>								
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	
Torchiere LED	Each	-	-	-	-	\$ -	0.0%	
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	
LED Night Lights	Each	-	-	-	-	\$ -	0.0%	
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%	
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%	
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	
<b>Miscellaneous</b>								
Pool Pumps	Each	-	-	-	-	\$ -	0.0%	
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%	
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	
<b>Ancillary Services</b>								
Commissioning <sup>5</sup>	Home	-	-	-	-	\$ -	0.0%	
Audit	Home	-	-	-	-	\$ -	0.0%	
Administration <sup>6</sup>	Home	-	-	-	-	\$ 39,134	28.5%	
<b>Pilots</b>								
<b>Customer Enrollment</b>								
Outreach & Assessment	Home	-	-	-	-	\$ 98,096	71.5%	
In-Home Education	Home	-	-	-	-	\$ -	0.0%	
<b>Total Savings/Expenditures</b>						\$ 137,230	100.0%	
Total Multifamily Buildings Weatherized <sup>7</sup>								
<b>Multifamily Buildings Treated</b>	<b>Total</b>							
- Multifamily	-							

<sup>1</sup> 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.

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

<sup>3</sup> Microwave savings are from ECONorthWest Studies received in December of 2011.

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

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

<sup>6</sup> 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.

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

<sup>8</sup> Costs related to direct implementation (DI) in the amount of \$15,032 are currently excluded from this table due to the fact that no (DI) category exist in this current table format. Total MF CAM amount including DI costs are \$152,262.

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

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area Southern California Gas Company October 2018</b>	
2		
3		
4		
5	<b>ESA Program</b>	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	1,156,153
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	14,312,812
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 11.10
13	Average Lifecycle Bill Savings / Treated Households	\$ 92.00
14		
15		
16	<b>ESA Program - CSD Leveraging</b>	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	<b>ESA Program - Multifamily Common Area</b>	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	<b>Summary - ESA Program/CSD Leveraging/ Multifamily Common Area<sup>1</sup></b>	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	1,156,153
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	14,312,812
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 11.10
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 92.00
47		
48	<sup>1</sup> Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	



	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4a - Homes / Buildings Treated</b>						
2	<b>Southern California Gas Company</b>						
3	<b>October 2018</b>						
4	<b>ESA Program</b>						
5	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
6	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	12	11,398	11,410	29	792	821
8	Imperial	17,940	0	17,940	465	2	467
9	Kern	29,798	13,387	43,185	3,003	279	3,282
10	Kings	12,745	10	12,755	649	0	649
11	Los Angeles	3,112	1,088,592	1,091,704	506	31,812	32,318
12	Orange	24	231,776	231,800	0	4,700	4,700
13	Riverside	136,480	111,962	248,442	1,335	10,391	11,726
14	San Bernardino	1,051	181,496	182,547	152	12,667	12,819
15	San Luis Obispo	15,004	8,991	23,995	417	1	418
16	Santa Barbara	1,188	40,723	41,911	394	223	617
17	Tulare	47,667	11,421	59,088	2,154	445	2,599
18	Ventura	2,546	62,132	64,678	133	598	731
19	<b>Total</b>	<b>267,567</b>	<b>1,761,888</b>	<b>2,029,455</b>	<b>9,237</b>	<b>61,910</b>	<b>71,147</b>
20							
21							
22	<b>ESA Program - CSD Leveraging</b>						
23	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
24	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
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	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
38							
39							
40	<b>ESA Program - Multi-Family Common Area</b>						
41	<b>Eligible Households</b>			<b>Buildings Treated YTD</b>			
42	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0			0
48	Orange			0			0
49	Riverside			0			0
50	San Bernardino			0			0
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
56							
57	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

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

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	22	102	0	0	6	0	3
Imperial	11	2	0	0	10	1	3
Kern	90	37	0	0	18	4	3
Kings	100	82	0	0	6	1	5
Los Angeles	1,899	879	0	0	186	62	78
Orange	633	181	0	0	113	20	49
Riverside	1,931	307	0	0	216	77	74
San Bernardino	2,734	545	0	0	58	23	12
San Luis Obispo	8	2	0	0	1	0	2
Santa Barbara	2	4	0	0	1	0	0
Tulare	473	322	0	0	13	1	14
Ventura	66	55	0	0	11	2	14
<b>Total</b>	<b>7,969</b>	<b>2,518</b>	<b>0</b>	<b>0</b>	<b>639</b>	<b>191</b>	<b>257</b>

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																	
2	<b>Southern California Gas Company</b>																	
3	<b>October 2018</b>																	
4	<b>ESA Program</b>																	
5		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>				
6		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			
7	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Therm</b>
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
9	February	-	-	-	-	3,470	83,076	-	-	-	-	-	-	-	3,470	83,076	-	-
10	March	-	-	-	-	7,553	129,460	-	-	-	-	-	-	-	7,553	129,460	-	-
11	April	-	-	-	-	11,447	190,043	-	-	-	-	-	-	-	11,447	190,043	-	-
12	May	-	-	-	-	6,854	114,452	-	-	-	-	-	-	-	6,854	114,452	-	-
13	June	-	-	-	-	8,933	143,174	-	-	-	-	-	-	-	8,933	143,174	-	-
14	July	-	-	-	-	7,651	132,041	-	-	-	-	-	-	-	7,651	132,041	-	-
15	August	-	-	-	-	8,896	79,504	-	-	-	-	-	-	-	8,896	79,504	-	-
16	September	-	-	-	-	8,272	174,902	-	-	-	-	-	-	-	8,272	174,902	-	-
17	October	-	-	-	-	8,071	109,514	-	-	-	-	-	-	-	8,071	109,514	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	<b>YTD Total</b>	-	-	-	-	<b>71,147</b>	<b>1,156,163</b>	-	-	-	-	-	-	-	<b>71,147</b>	<b>1,156,163</b>	-	-
21																		
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																	
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
24																		
25	<b>ESA Program - CSD Leveraging</b>																	
26		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>				
29		<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b>Household Treated by Month</b>	<b>(Annual)</b>			
30	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Therm</b>
31	January																	
32	February																	
33	March																	
34	April																	
35	May																	
36	June																	
37	July																	
38	August																	
39	September																	
40	October																	
41	November																	
42	December																	
43	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
44																		
45	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																	
46	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
47																		
48																		
49	<b>ESA Program - Multi-Family Common Area</b>																	
50		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>				
51		<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			
52	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Therm</b>
53	January																	
54	February																	
55	March																	
56	April																	
57	May																	
58	June																	
59	July																	
60	August																	
61	September																	
62	October																	
63	November																	
64	December																	
65	<b>YTD Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
66																		
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																	
68	<b>Note:</b> 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 2018</b>												
4													
5		<b>Authorized 4-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2017</b>			<b>% of 4-Year Budget Expended</b>		
6		<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>
7	<b>Pilots</b>												
8	Smart Thermostat Pilot <sup>1</sup>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	<b>Total Pilots</b>	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	<b>Studies</b>												
11	Low Income Impact Evaluation <sup>2</sup>	N/A	\$ 137,500	\$ 137,500	N/A	\$ 5,357	\$ 5,357	N/A	\$ 115,987	\$ 115,987	N/A	84.35%	84.35%
12	Low Income Needs Assessment <sup>2</sup>	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 124,711	\$ 124,711	N/A	99.77%	99.77%
13	Cost-Effectiveness/NEBs <sup>2</sup>	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Potential Ad Hoc Tasks <sup>3</sup>	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	<b>Total Studies</b>	N/A	\$ 500,000	\$ 500,000	N/A	\$ 5,357	\$ 5,357	N/A	\$ 240,698	\$ 240,698	N/A	48.14%	48.14%
16													
17	<sup>1</sup> Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	<sup>2</sup> Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation for the original Low Income Governing Board approved by Resolution E-3585.												
19	<sup>3</sup> The \$200,000 budget is for potential data analysis, small scale studies, etc. that SoCal Gas will conduct, as needed,during the program years. This budget may be used for one or multiple tasks and may be conducted Statewide or solely by SoCalGas.												
20	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

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

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

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	1,580

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>October 2018</b>												
4													
5		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
6	<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>
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 194,393	\$ 194,393	N/A	\$ 2,932,112	\$ 2,932,112	N/A	73.21%	73.21%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 170,239	\$ 170,239	N/A	\$ 1,268,790	\$ 1,268,790	N/A	42.77%	42.77%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 12,707	\$ 12,707	N/A	\$ 97,317	\$ 97,317	N/A	62.85%	62.85%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 1,535	\$ 1,535	N/A	\$ 742,711	\$ 742,711	N/A	71.57%	71.57%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 139,933	\$ 139,933	N/A	31.98%	31.98%
14	Measurement and Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	N/A	\$ 475,858	\$ 475,858	N/A	\$ 34,439	\$ 34,439	N/A	\$ 360,504	\$ 360,504	N/A	75.76%	75.76%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 130,595	\$ 130,595	N/A	\$ 712,689	\$ 712,689	N/A	74.73%	74.73%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ 5,092	\$ 5,092	N/A	\$ 24,410	\$ 24,410	N/A	40.68%	40.68%
18													
19	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>N/A</b>	<b>\$ 10,091,122</b>	<b>\$ 10,091,122</b>	<b>N/A</b>	<b>\$ 549,000</b>	<b>\$ 549,000</b>	<b>N/A</b>	<b>\$ 6,278,466</b>	<b>\$ 6,278,466</b>	<b>N/A</b>	<b>62.22%</b>	<b>62.22%</b>
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 7,206,625	\$ 7,206,625	N/A	\$ 87,356,117	\$ 87,356,117	N/A	66.00%	66.00%
22													
23	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>N/A</b>	<b>\$ 142,443,101</b>	<b>\$ 142,443,101</b>	<b>N/A</b>	<b>\$ 7,755,625</b>	<b>\$ 7,755,625</b>	<b>N/A</b>	<b>\$ 93,634,583</b>	<b>\$ 93,634,583</b>	<b>N/A</b>	<b>65.73%</b>	<b>65.73%</b>
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 676,921	\$ 676,921	N/A	\$ 9,545,444	\$ 9,545,444			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 676,921	\$ 676,921	N/A	\$ 9,545,444	\$ 9,545,444			
31													
32	Indirect Costs				N/A	\$ 186,490	\$ 186,490	N/A	\$ 1,704,445	\$ 1,704,445			
33													
34	<sup>1</sup> 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	<b>Note:</b> 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	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																											
2	<b>Southern California Gas Company</b>																											
3	<b>October 2018</b>																											
4																												
5		<b>New Enrollment</b>										<b>Recertification</b>				<b>Attrition (Drop Offs)</b>					<b>Enrollment</b>							
6		<b>Automatic Enrollment</b>				<b>Self-Certification (Income or Categorical)</b>																						
7	<b>2018</b>	<b>Inter-Utility<sup>1</sup></b>	<b>Intra-Utility<sup>2</sup></b>	<b>Leveraging<sup>3</sup></b>	<b>Combined (B+C+D)</b>	<b>Online</b>	<b>Paper</b>	<b>Phone</b>	<b>Capitation</b>	<b>Combined (F+G+H+I)</b>	<b>Total New Enrollment (E+J)</b>	<b>Scheduled</b>	<b>Non-Scheduled (Duplicates)</b>	<b>Automatic</b>	<b>Total Recertification (L+M+N)</b>	<b>No Response</b>	<b>Failed PEV</b>	<b>Failed Recertification</b>	<b>Other</b>	<b>Total Attrition (P+Q+R+S)</b>	<b>Gross (K+O)</b>	<b>Net Adjusted (K-T)</b>	<b>Total CARE Participants</b>	<b>Estimated CARE Eligible</b>	<b>Penetration Rate % (W/X)</b>			
8	<b>January</b>	4,759	1,778	109	6,646	8,414	10,469	253	1	19,137	25,783	14,159	14,914	11,886	40,959	12,502	1,410	320	9,695	23,927	66,742	1,856	1,565,982	1,789,906	87.49%			
9	<b>February</b>	4,063	1,858	149	6,070	8,749	8,891	451	1	18,092	24,162	18,652	13,182	14,523	46,357	9,687	1,557	484	9,540	21,268	70,519	2,894	1,568,876	1,789,906	87.65%			
10	<b>March</b>	3,952	2,105	194	6,251	8,663	10,294	4,127	4	23,088	29,339	22,632	18,483	19,190	60,305	4,833	1,801	555	11,684	18,873	89,644	10,466	1,579,342	1,789,906	88.24%			
11	<b>April</b>	4,144	1,758	228	6,130	7,712	11,551	6,598	4	25,865	31,995	14,550	14,959	18,364	47,873	19,590	1,428	551	5,113	26,682	79,868	5,313	1,584,655	1,793,233	88.37%			
12	<b>May</b>	4,878	2,705	194	7,777	5,664	11,510	6,811	1	23,986	31,763	14,975	15,009	18,100	48,084	10,973	1,676	416	5,494	18,559	79,847	13,204	1,597,859	1,793,233	89.10%			
13	<b>June</b>	3,135	2,863	217	6,215	4,897	12,075	5,991	1	22,964	29,179	14,495	14,982	24,052	53,529	12,344	2,033	413	6,233	21,023	82,708	8,156	1,606,015	1,793,233	89.56%			
14	<b>July</b>	2,811	1,837	151	4,799	4,852	9,511	5,671	0	20,034	24,833	11,692	26,520	16,847	55,059	11,683	2,228	463	8,067	22,441	79,892	2,392	1,608,407	1,792,502	89.73%			
15	<b>August</b>	4,453	1,584	129	6,166	5,064	8,349	5,768	3	19,184	25,350	16,374	29,129	17,435	62,938	11,401	3,111	581	7,352	22,445	88,288	2,905	1,611,312	1,792,502	89.89%			
16	<b>September</b>	5,116	1,563	108	6,787	4,678	7,551	5,628	0	17,857	24,644	12,395	19,213	17,032	48,640	11,367	2,840	489	6,337	21,033	73,284	3,611	1,614,923	1,792,502	90.09%			
17	<b>October</b>	4,137	3,675	67	7,879	4,462	6,505	5,973	3	16,943	24,822	16,203	15,607	21,321	53,131	14,300	3,069	482	4,784	22,635	77,953	2,187	1,617,107	1,793,870	90.15%			
18	<b>November</b>																											
19	<b>December</b>																											
20	<b>YTD Total</b>	<b>41,448</b>	<b>21,726</b>	<b>1,546</b>	<b>64,720</b>	<b>63,155</b>	<b>96,706</b>	<b>47,271</b>	<b>18</b>	<b>207,150</b>	<b>271,870</b>	<b>156,127</b>	<b>181,998</b>	<b>178,750</b>	<b>516,875</b>	<b>118,680</b>	<b>21,153</b>	<b>4,754</b>	<b>74,299</b>	<b>218,886</b>	<b>788,745</b>	<b>52,984</b>	<b>1,617,107</b>	<b>1,793,870</b>	<b>90.15%</b>			
21																												
22	<sup>1</sup> Enrollments via data sharing between the IOUs.																											
23	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																											
24	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																											
25	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																											

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>October 2018</b>								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% 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 <sup>2</sup>	% De-enrolled through Post Enrollment Verification <sup>3</sup>	% of Total CARE Households De-enrolled
6	January	1,565,982	3,479	0.22%	1,909	236	2,145	61.66%	0.14%
7	February	1,568,876	4,147	0.26%	2,345	278	2,623	63.25%	0.17%
8	March	1,579,342	3,998	0.25%	2,245	213	2,458	61.48%	0.16%
9	April	1,584,655	5,614	0.35%	3,498	321	3,819	68.03%	0.24%
10	May	1,597,859	5,466	0.34%	3,494	310	3,804	69.59%	0.24%
11	June	1,606,015	5,063	0.32%	3,230	336	3,566	70.43%	0.22%
12	July	1,608,407	5,241	0.33%	2,402	356	2,758	52.62%	0.17%
13	August	1,611,312	5,371	0.33%	18	297	315	5.86%	0.02%
14	September	1,614,923	5,143	0.32%	13	162	175	3.40%	0.01%
15	October	1,617,107	5,091	0.31%	8	55	63	1.24%	0.00%
16	November	0			0	0	0		
17	December	0			0	0	0		
18	<b>YTD Total</b>	<b>1,617,107</b>	<b>48,613</b>	<b>3.01%</b>	<b>19,162</b>	<b>2,564</b>	<b>21,726</b>	<b>44.69%</b>	<b>1.34%</b>

19

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

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

22 <sup>3</sup> 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	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
26	<b>Southern California Gas Company</b>								
27	<b>Not Applicable to SoCalGas</b>								

28	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% 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 <sup>2</sup>	% De-enrolled through HUV Post Enrollment Verification <sup>3</sup>	% 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	<b>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>

42

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

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

45 <sup>3</sup> 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	<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 2018</b>						
4							
5		<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>
6	<b>Total (Y-T-D)</b>	5,997,214	608,467	448,230	62,294	25,987	71,956
7	<b>Percentage</b>		100.00%	73.67%	10.24%	4.27%	11.83%
8							
9	<sup>1</sup> Includes sub-metered customers.						
10	<sup>2</sup> 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	<sup>3</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	<sup>6</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	<b>Note:</b> 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 2018</b>									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,016	12	11,028	11,207	18	11,225	101.73%	145.78%	101.78%
8	Imperial	0	16,418	16,418	1	15,062	15,063	N/A	91.74%	91.75%
9	Kern	12,611	28,990	41,601	11,988	29,027	41,015	95.06%	100.13%	98.59%
10	Kings	10	12,566	12,575	17	14,614	14,631	178.46%	116.30%	116.35%
11	Los Angeles	931,482	3,093	934,575	841,969	1,124	843,093	90.39%	36.34%	90.21%
12	Orange	193,513	24	193,538	155,300	18	155,318	80.25%	73.85%	80.25%
13	Riverside	106,618	130,319	236,937	94,783	120,649	215,432	88.90%	92.58%	90.92%
14	San Bernardino	168,269	1,025	169,295	168,023	859	168,882	99.85%	83.80%	99.76%
15	San Luis Obispo	7,849	14,367	22,216	3,570	11,015	14,585	45.48%	76.67%	65.65%
16	Santa Barbara	36,222	1,150	37,372	27,489	562	28,051	75.89%	48.88%	75.06%
17	Tulare	11,496	46,608	58,104	12,036	48,999	61,035	104.69%	105.13%	105.04%
18	Ventura	57,949	2,261	60,210	47,256	1,521	48,777	81.55%	67.28%	81.01%
19	<b>Total</b>	<b>1,537,037</b>	<b>256,834</b>	<b>1,793,870</b>	<b>1,373,639</b>	<b>243,468</b>	<b>1,617,107</b>	<b>89.37%</b>	<b>94.80%</b>	<b>90.15%</b>
20										
21	<b>Note:</b> 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 2018</b>							
4								
5	Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,565,982	37,134	2.37%	26,159	13,831	70.44%	0.88%
7	February	1,568,876	35,608	2.27%	24,628	13,135	69.16%	0.84%
8	March	1,579,342	31,777	2.01%	20,618	13,119	64.88%	0.83%
9	April	1,584,655	33,160	2.09%	21,039	14,064	63.45%	0.89%
10	May	1,597,859	31,101	1.95%	19,958	12,831	64.17%	0.80%
11	June	1,606,015	37,743	2.35%	24,488	16,176	64.88%	1.01%
12	July	1,608,407	34,023	2.12%	22,273	10,592	65.46%	0.66%
13	August	1,611,312	34,476	2.14%	18,477	751	53.59%	0.05%
14	September	1,614,923	28,900	1.79%	10,097	396	34.94%	0.02%
15	October	1,617,107	41,593	2.57%	3,474	123	8.35%	0.01%
16	November							
17	December							
18	<b>YTD Total</b>	<b>1,617,107</b>	<b>345,515</b>	<b>21.37%</b>	<b>191,211</b>	<b>95,018</b>	<b>55.34%</b>	<b>5.88%</b>
19								
20	<sup>1</sup> Excludes count of customers recertified through the probability model.							
21	<sup>2</sup> 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	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
23	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7 - Capitation Contractors <sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>October 2018</b>						
4							
5	<b>Contractor</b>	<b>Contractor Type</b>				<b>Total Enrollments</b>	
6		<b>(Check one or more if applicable)</b>				<b>Current</b>	<b>Year-to-Date</b>
7		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Month</b>	
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	Hermandad 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			3	15
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	3
45	Visalia Emergency Aid Council		X			0	0
46	<b>Total Enrollments</b>					<b>3</b>	<b>18</b>
47							
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>October 2018</b>								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change <sup>1</sup>	Total Residential Accounts <sup>2</sup>
6	January	N/A	1,565,982	N/A	1,565,982	1,789,906	87.49%	0.12%	5,576,632
7	February	N/A	1,568,876	N/A	1,568,876	1,789,906	87.65%	0.18%	5,582,512
8	March	N/A	1,579,342	N/A	1,579,342	1,789,906	88.24%	0.67%	5,585,251
9	April	N/A	1,584,655	N/A	1,584,655	1,793,233	88.37%	0.34%	5,586,896
10	May	N/A	1,597,859	N/A	1,597,859	1,793,233	89.10%	0.83%	5,587,086
11	June	N/A	1,606,015	N/A	1,606,015	1,793,233	89.56%	0.51%	5,586,345
12	July	N/A	1,608,407	N/A	1,608,407	1,793,870	89.66%	0.15%	5,585,258
13	August	N/A	1,611,312	N/A	1,611,312	1,792,502	89.89%	0.18%	5,584,775
14	September	N/A	1,614,923	N/A	1,614,923	1,792,502	90.09%	0.22%	5,587,264
15	October	N/A	1,617,107	N/A	1,617,107	1,793,870	90.15%	0.14%	5,589,784
16	November								
17	December								
18	<b>YTD Total</b>	<b>N/A</b>	<b>1,617,107</b>	<b>N/A</b>	<b>1,617,107</b>	<b>1,793,870</b>	<b>90.15%</b>	<b>3.34%</b>	<b>5,589,784</b>
19									
20	<sup>1</sup> The YTD amount represents a sum of all the total CARE participant changes each month.								
21	<sup>2</sup> Data represents total residential gas households. This includes submetered households.								
22	<b>Note:</b> 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>CARE Program Table 9 - Expenditures for Pilots Southern California Gas Company October 2018</b>				
2					
3					
4					
5	<b>2018</b>	<b>Authorized Budget <sup>1</sup></b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2018</b>	<b>% of 2018 Budget Expended</b>
6		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
7	<b>Pilots</b>				
8	CHANGES	\$ 437,502	\$ -	\$ 139,933	31.98%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	<b>Total Pilots</b>	<b>\$ 437,502</b>	<b>\$ -</b>	<b>\$ 139,933</b>	<b>31.98%</b>
11					
12	<sup>1</sup> 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	<b>Note:</b> 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 services**

**Southern California Gas Company  
Reporting Period: September 2018**

**No. of attendees at Consumer Education sessions**

**462**

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

<b>SCG -- Disputes Resolved by Language</b>	
Spanish	1
<b>TOTAL</b>	<b>1</b>

<b>SCG -- Needs Assistance</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	1
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	3
Gas Assistance Fund (SCG)	1
HEAP	16
Medical Baseline	1
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 <sup>rd</sup> Party Notification	0
Set Up New Account	0
Payment Extension	0
Payment Plan	0
Wildfire Related Issue	0
<b>TOTAL</b>	<b>22</b>

<b>SCG -- Needs Assistance by Language</b>	
Armenian	16
English	1
Korean	2
Spanish	2
Vietnamese	1
<b>TOTAL</b>	<b>22</b>

**CARE Table 11 - CHANGES Group Customer Assistance Sessions <sup>1</sup>**  
**Southern California Gas Company**  
**May 1, 2018 through July 31, 2018**

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length <sup>2</sup> (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Cantonese	Avoiding Disconnection	3	N/A	48	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	5	N/A	27	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	2	N/A	6	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	6	N/A	90	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	4	N/A	80	CHANGES Ed Handout
		<b>Total</b>	<b>20</b>		<b>251</b>	
N/A	Armenian	CARE/FERA and Other Assistance Programs	9	N/A	108	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	2	N/A	34	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	11	N/A	42	CHANGES Ed Handout
N/A	Japanese	CARE/FERA and Other Assistance Programs	1	N/A	4	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	2	N/A	11	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	6	N/A	10	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	14	N/A	114	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	69	CHANGES Ed Handout
		<b>Total</b>	<b>48</b>		<b>392</b>	
N/A	Cantonese	Electric and Natural Gas Safety	4	N/A	63	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	9	N/A	34	CHANGES Ed Handout
N/A	Japanese	Electric and Natural Gas Safety	1	N/A	22	CHANGES Ed Handout
N/A	Korean	Electric and Natural Gas Safety	2	N/A	21	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	5	N/A	13	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	10	N/A	80	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	2	N/A	46	CHANGES Ed Handout
		<b>Total</b>	<b>33</b>		<b>279</b>	
N/A	Cantonese	Energy Conservation	4	N/A	59	CHANGES Ed Handout
N/A	English	Energy Conservation	10	N/A	36	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	3	N/A	11	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	6	N/A	38	CHANGES Ed Handout
N/A	Tagalog	Energy Conservation	8	N/A	172	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	2	N/A	36	CHANGES Ed Handout
		<b>Total</b>	<b>33</b>		<b>352</b>	
N/A	Cambodian	Gas Aggregation	3	N/A	44	CHANGES Ed Handout
N/A	Mandarin	Gas Aggregation	3	N/A	21	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	8	N/A	127	CHANGES Ed Handout
N/A	Tagalog	Gas Aggregation	4	N/A	100	CHANGES Ed Handout
		<b>Total</b>	<b>18</b>		<b>292</b>	
N/A	Armenian	High Energy Use	9	N/A	97	CHANGES Ed Handout
N/A	Spanish	High Energy Use	7	N/A	147	CHANGES Ed Handout
		<b>Total</b>	<b>16</b>		<b>244</b>	
N/A	Cantonese	Level Pay Plan	2	N/A	26	CHANGES Ed Handout
N/A	English	Level Pay Plan	3	N/A	13	CHANGES Ed Handout
N/A	Mandarin	Level Pay Plan	2	N/A	13	CHANGES Ed Handout
N/A	Spanish	Level Pay Plan	1	N/A	15	CHANGES Ed Handout
N/A	Tagalog	Level Pay Plan	4	N/A	39	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	1	N/A	22	CHANGES Ed Handout
		<b>Total</b>	<b>13</b>		<b>128</b>	
N/A	Armenian	Understanding Your Bill	8	N/A	103	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	2	N/A	27	CHANGES Ed Handout
N/A	English	Understanding Your Bill	14	N/A	61	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	10	N/A	118	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	2	N/A	8	CHANGES Ed Handout
N/A	Russian	Understanding Your Bill	1	N/A	12	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	10	N/A	111	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	9	N/A	145	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	5	N/A	95	CHANGES Ed Handout
		<b>Total</b>	<b>61</b>		<b>680</b>	
		<b>Second Quarter Total</b>	<b>242</b>		<b>2,618</b>	
		<b>Year-to-Date Total <sup>3</sup></b>	<b>622</b>		<b>8,068</b>	

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

<sup>2</sup> Contractor states all sessions at least 30 minutes.

<sup>3</sup> Year-to-date total is the Second Quarter total plus the reported totals through April 30, 2018.

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