

**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 2019**

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November 21, 2019

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This is the tenth monthly report of program year (PY) 2019. The purpose of this report is to consolidate activity for Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Programs and provide the Energy Division with all the necessary information to assist in analyzing the Low-Income Programs.

This report presents year-to-date ESA and CARE Program results and expenditures through October 2019 for Southern California Gas Company (SoCalGas).

Respectfully Submitted
on behalf of Southern California Gas Company,

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1. Energy Savings Assistance (ESA) Program Overview

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

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

Program Summary through October 2019			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$223,151,718	\$78,157,056	35.02%
Homes Treated	182,265	77,292	42.41%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	486,518	7.45%

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

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

In October 2019, SoCalGas processed and paid contractor invoices for 11,264 treated homes. Additionally, SoCalGas paid for the weatherization of 10,964 homes, 471 furnace repairs and replacements, 1,491 water heater repairs and replacements, and 471 High Efficiency (HE) clothes washers.

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

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

Ethnic and Mass Media Campaign

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

E- Newsletter

SoCalGas partnered with the Local Government Partnerships group to send ESA Program information to their contacts within the public sector during the month of October.

Energy Savings Assistance Program - Emails

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

Energy Saving Assistance Program - Direct Mailings

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

Energy Savings Assistance Program – Text Messaging

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

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 for program year (PY) 2020.

Energy Savings Assistance Program - Web Activities

There were 215 internet-generated leads for the ESA Program during the month of October from all channel activities. SoCalGas posted to its social media platforms as part of its current multi-channel media campaign, promoting the ESA Program on Facebook and Instagram. Results of these promoted posts will be reported at the end of the campaign.

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

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its

representatives attend. In addition to the ongoing and general outreach in the community, the events listed below represent specific outreach events that SoCalGas participated in during the month of October. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
October 1 (Fiesta Educativa)	Back to School Fair at El Milagro Charter School	Los Angeles	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 100 attendees.
October 1 (SCRS-IL)	Children Society Therapists	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
October 2 (Food Bank of Ventura County)	Senior Expo of Santa Barbara	Earl Warren Showgrounds – Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
October 2	Senior Expo of Santa Barbara	Earl Warren Showgrounds – Santa Barbara	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 customers.
October 3 (LA 211)	Managed Career Solutions Job & Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 90 of 150 attendees.
October 4 (SCRS-IL)	Senior Center Resource Fair	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
October 5 (LA 211)	Learn 4 Life Family Fall Festival	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 of 175 attendees.
October 5	Madison Park Walk A Thon and Resource Fair	Santa Ana	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 customers.
October 5	Golden Future 50+ Expo	Van Nuys	SoCalGas event representative provided information regarding SoCalGas' Customer

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			Assistance Programs. CAP materials were distributed to approximately 300 customers.
October 5 (MICOP)	Multicultural Festival at Plaza Park	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
October 5 – 6	26 th Annual Hart of the West Pow Wow	Newhall	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 50 customers.
October 6	Ciclaviva Los Angeles	Los Angeles	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 customers.
October 8	Hispanic Heritage Month Celebration at the Canyon	Montclair	SoCalGas Customer Assistance Program outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 customers.
October 8 (LA 211)	Mt. San Antonio College Emergency Preparedness Day & Resource Fair	Walnut	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
October 8 (Food Bank of Ventura County)	Pre-School Health Screening Fair	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.
October 9 (Food Bank of Ventura County)	Alma Cena Sana	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
October 9	Antelope Valley Vendor Fair	Palmdale	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 customers.
October 11 (MICOP)	Latinx/ Indigenous Student Speech Competition	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
October 12 (MICOP)	XIX Binational Health Week at Ventura Colleague Marketplace	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
October 12 (Fiesta Educativa)	Bullying 101	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 of 120 attendees.
October 12 (MICOP)	Community Health Fair at Bethel AME Church	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
October 12 (MICOP)	Romper el Silencio at Navarene Church	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
October 12 (MICOP)	The Resource Fair at Oxnard Adult School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.
October 12 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
October 12	Waterfest	Santa Anita Park – Arcadia	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 customers.
October 13 (Fiesta Educativa)	Resource Fair at Stevenson Middle School	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
October 15 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
October 16 (Food Bank of Ventura County)	Dick DeWeese Community Center Event	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
October 16 (Food Bank of Ventura County)	Brown Bag Cypress	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
October 17 (LA 211)	Animo James B Taylor Middle School – Presentation	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.
October 17 (Fiesta Educativa)	Resource Day at Everton Middle School	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
October 17 (SCDC)	Parent Conference at Maywood Center for Enriched Studies	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 of 500 attendees.
October 17 (LA 211)	Tri Community Adult School Showcase Night & Resource Fair	Covina	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 of 120 attendees.
October 18	Chino Valley Business Expo	Chino Hills	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 customers.
October 18 (Fiesta Educativa)	Fiestas Familiares – Intro to Transition at Luther Burbank Middle School	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
October 19	FACE Home Ownership Event	Pomona	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 customers.
October 19	Taste of Soul	South LA	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5,000 customers.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
October 22 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
October 23 (Cesar Chavez Foundation / Radio Campesina)	Class of the Month Event	Bakersfield County	CBO staff provided information to students that were awarded Class of the Month regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 students in gift bags given by radio station.
October 23 (SCRS-IL)	Norwalk Community Meeting	Norwalk	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
October 23 (SCRS-IL)	Donors Charity Events for LADWP	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
October 25	Pumpkin Walk	Palmdale	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 customers.
October 25 (Fiesta Eduativa)	Inland Empire Health Partners Expo	Rancho Cucamonga	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
October 25 (LA 211)	Veteran Stand Down & Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 of 500 attendees.
October 26 (SCDC)	13 th Annual Native American Pow Wow at Franklin High School	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 of 1,000 attendees.
October 26 (San Gabriel Local Partnership Team)	Claremont Village Venture	Claremont	Local Government Partnership staff representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 customers.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
October 26 (San Gabriel Local Partnership Team)	626 Golden Street Event	El Monte	Local Government Partnership staff representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 customers.
October 26	Tardeada de Mariachi	East Los Angeles	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs at SoCalGas Booth. CAP materials were distributed to approximately 700 customers.
October 26 (LA 211)	Tardeada de Mariachi	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at Organization booth. CAP materials were distributed to approximately 220 of 700 attendees.
October 26	LADWP Low Income Event	Los Angeles	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 customers.
October 27 (Fiesta Educativa)	Fall Fesitval – Inland Regional Center	Riverside	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 350 attendees.
October 29 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
October 30 (SCDC)	Halloween Event at Vernon City Hall	Vernon	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 of 400 attendees.

In August, a pilot program began to evaluate Special Supplemental Nutrition Programs for Women, Infants, and Children (WIC) offices in Los Angeles County. 18 physical applications were received by SoCalGas' operations and of those, three identified WIC as a categorical qualifier. Customer Assistance Programs outreach staff worked with the local district director to provide information on SoCalGas' Customer Assistance Programs and seek assistance and approval to provide information to the clients they serve. Following a brief discussion, approval was provided by the district director. Based on a GAP report, 18 offices were determined to be in underpenetrated areas for both ESA and CARE. Each office was given 150 ESA forms, and 150 CARE applications along with a display containing income guidelines and categorical information to be displayed in the resource areas. Talking points were also provided for a quick training of front desk staff. Since WIC is a categorical qualifier, this partnership is a natural fit. Based on an initial two month test phase, a road map will be created for dissemination to other underpenetrated offices in the rest of Los Angeles County and roll-out to the other 11 counties within SoCalGas' service territory. The pilot will run until the end of the year. Below is a list of the 18 offices offices that participated in the preliminary phase:

Culver City 4700 Inglewood Blvd. Culver City, CA 90230	Los Angeles Region 4303 N Figueroa St. Los Angeles, CA 90065	Los Angeles Region 3667 Crenshaw Blvd. Los Angeles, CA 90016	Rosemead 8923 E Mission Dr. Rosemead, CA 91770
Lawndale 15625 Hawthorne Blvd. Lawndale, CA 90260	Los Angeles Region 1801 S La Cienega Blvd. Los Angeles, CA 90035	Los Angeles Region 5940 Santa Monica Blvd. Los Angeles, CA 90038	Cypress 4470 Lincoln Ave. Cypress, CA 90630

San Pedro 312 N Gaffey St. San Pedro, CA 90731	Los Angeles Region 4214 Beverly Blvd. Los Angeles, CA 90004	City of Industry 15942 Amar Rd. City of Industry, CA 91744	La Habra 131 S Harbor Blvd. La Habra, CA 90631
Torrance 1640 W Carson St. Torrance, CA 90501	Los Angeles Region 4100 W. Pico Blvd. Los Angeles, CA 90019	La Puente 417 S Azusa Ave. La Puente, CA 91744	La Mirada 14539 Telegraph Rd. La Mirada, CA 90638
Placentia 618 W Chapman Ave. Placentia, CA 92870	Santa Ana 1701 S Grand Ave. Santa Ana, CA 92705		

1.3. Leveraging Success Evaluation Including CSD

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

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

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

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding. To date, \$132,531 has been co-funded to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

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

In October of 2019, SoCalGas has engaged new water agency partnerships with American California Water, Moulton Niguel Water District, Elsiore Valley Municipal Water District and Western Municipal Water District.

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

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

³ San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

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

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

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	1,451
Colton Public Utilities	0
LADWP	2,800
Pasadena Water and Power	89
Riverside Public Utilities	1,480
Total	5,820

Providers have reported the activity noted above for 2019 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.

1.4. Workforce Education & Training

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

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

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

SoCalGas Enrollment and Assessment Training					
	Q1	Q2	Q3	October	Total
Attended Class	98	89	136	35	358
Tested	94	86	134	33	347
Passed Class	77	63	116	25	281
Retention Rate*	82%	73%	87%	76%	81%
*Retention Rate is Passed/Tested					

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

SoCalGas Field Operations Training										
Class Type	Q1		Q2		Q3		October		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	5	23	4	23	5	42	3	12	17	100
HVAC Initial	2	13	1	1	5	28	4	14	12	56
Wx / NGAT Refresher	1	1	8	199	8	103	3	7	20	310
HVAC Refresher	2	18	6	56	4	30	2	17	14	121
Grand Total	10	55	19	279	22	203	12	50	63	587

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.

CARE Budget Categories	Authorized Budget*	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,004,885	\$2,318,526	57.89%
Proc., Certification and Verification	\$3,121,351	\$1,264,511	40.51%
Information Tech./Programming	\$1,037,796	\$566,594	54.60%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$310,521	70.98%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$302,264	63.52%
General Administration	\$953,729	\$675,153	70.79%
CPUC Energy Division Staff	\$60,000	\$71,988	119.98%
Total Expenses	\$10,091,122	\$5,509,558	54.60%
Subsidies and Benefits	\$132,351,979	\$106,865,319	80.74%
Total Program Costs and Discounts	\$142,443,101	\$112,374,877	78.89%

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

CARE My Account Activity & Enrollments

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

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 130,816 successful enrollments, 53,569 recertifications, 4,601 post-enrollment verifications and 4,364 opt-outs. Activity for October is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	4,537	3,828
Re-certification	2,710	2,653
PEV	210	111
Customer opt-out	186	186

CARE CSR Enrollment Initiative

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

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

During the month of October 2019, CSRs successfully enrolled 11,998 customers in CARE. An additional 4,521 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 263,500 and 114,060 mailed applications.

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of October, SoCalGas processed a total of 913 on-line renewals.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,600,888	1,685,526	94.98%

2.2. Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of October, SoCalGas sent 11,684 emails to new customers with a probability of being eligible for the CARE program. A total of 16,325 emails were sent to existing SoCalGas customers who may qualify for the CARE program. And to recapture those customers that have fallen off CARE, SoCalGas sent 5,616 emails encouraging these customers to reapply. All three categories of emails contribute to the 1,479 on-line enrollments that were processed in October.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 1,432 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, 121 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. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In October 2019, Worksite Wellness staff facilitated presentations, and provided health education materials and SoCalGas Customer Assistance Information to 611 individuals through classes and health fairs. Events included: a monthly resource table at Best Start Metro LA, classes at Central City Neighborhood Partner (CCNP) in

downtown Los Angeles, a health fair at South Central Family Health Center and a ribbon cutting ceremony at the Latino Kids Health Center in Montebello. Staff made weekly visits to South Central Family Health Center in Huntington Park, Venice Family Clinic, Maternal and Child Health Center, The Saint Louise Family Resource Center and LA Care Family Resource Center in Lynwood, LA Care Family Resource Center in Downtown LA, and Best Start Metro LA Neighborhood Leadership group. Staff provided enrollment assistance to 58 new clients for medical and MyHealth LA, and during the enrollment process provided enrollment assistance for SoCalGas Customer Assistance Programs – CARE, ESA and Medical Baseline.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer

Assistance Programs. This month, LIFT worked with 258 members, providing them with SoCalGas' Customer Assistance Program information.

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

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month Unity Shoppe introduced Customer Assistance Programs to 4 of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed and the agencies were also provided with information via email that contained links to program applications as well as printed pamphlets. This month the agencies were as follows: Brandon School, Front Porch Project, Carpinteria Head Start and Aliso's Pre School.

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

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation’s largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of October, Food Share Ventura county distributed approximately 3,250 “Senior Kits” with SoCalGas’ Customer Assistance Programs materials and also distributed an additional 700 brochures at food pantries in various locations throughout Ventura County.

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast’s eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park,

Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources, SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has administered bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the city of Huntington Park, administered a 2000 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. Along with promoting programs at several community events listed in sections above, during the month of October, SCDC had 121 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services

headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In October, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 141 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties received information during outreach contract visits with the city of LA. Approximately 30 percent of the tenants visited in October said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

CARE Direct Mail Activity & Enrollments

During the month of October, SoCalGas sent 16,872 applications via direct mail to new customers deemed likely to be eligible for the CARE Program. SoCalGas also sent 70,969 direct mail letters in September that were not previously reported. SoCalGas enrolled 13 new customers via direct mail onto the CARE Program. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online. SoCalGas mailed 10,060 letters to customers who have failed to renew their CARE eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but still re-enrolled 87 customers who submitted previously mailed applications. Additionally, SoCalGas mailed 25,000 letters directing customers, who are not on CARE, but who have a high

probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE, but still enrolled 10 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contributed to the 1,479 online enrollments processed in October. SoCalGas is exploring enhancing the online application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.

CARE Bill Inserts

No bill inserts were deployed during the month of October, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 7 bill insert applications from prior months in October.

Outreach by Field Employees

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

CARE Social & Mass Media Campaign

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

Disability

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

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services

to individuals who are blind or visually impaired on a one-on-one basis. The organization provides assistance in Riverside and San Bernardino counties and works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas' programs.

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through comprehensive Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 1,500 clients and worked with new clients one-on-one in regards to SoCalGas' Customer Assistance Programs.

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
October 4 (SCRS-IL)	Disability Support Group at Cal State LA Mobility Center	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
October 5 (Fiesta Educativa)	Autism Parent Education Program	Monrovia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
October 6	4 th Annual Disability Pride Parade	Los Angeles	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 customers.
October 6 (Fiesta Educativa)	4 th Annual Disability Pride Parade	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,900 attendees.
October 7 (Fiesta Educativa)	Disability Awareness at Mexican Consulate	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees.
October 11 (SCRS-IL)	UCLA Disability Awareness Week	Westwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
October 13 (SCRS-IL)	Annual Wheel Chair Wash Event	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.
October 17 (SCRS-IL)	Kaiser Permanente Disability Awareness	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
October 17 (Fiesta Educativa)	Autism Parent Education Program Orientation at South Central LA Regional Center	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
October 18 (Fiesta Educativa)	Fiestas Familiares – Intro to Transition at	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Luther Burbank Middle School		
October 29 (Fiesta Educativa)	Autism Parent Education Program – South Central LA Regional Center	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of October, 3,893 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 2,016 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase PEV activities when customer information is shared with programs such as the Low-Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their “pre-enrollment verification” is used by SoCalGas to meet CARE’s PEV requirements. There were 72 customers enrolled through leveraging during the month of October.

2.3. CARE Recertification Complaints

There were no recertification complaints in the month of October.

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

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

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

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

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

ESA Program – Table 2B-1 – Eligible Multifamily Common Area Measures

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

**Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses
Southern California Gas Company
October 2019**

ESA Program:	Authorized Budget ¹			Current Month Expenses ²			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ 95,726	\$ 95,726	N/A	\$ 1,964,344	\$ 1,964,344	N/A	11.25%	11.25%
Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ (694,073)	\$ (694,073)	N/A	\$ 10,376,399	\$ 10,376,399	N/A	50.27%	50.27%
Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ (345,659)	\$ (345,659)	N/A	\$ 23,038,514	\$ 23,038,514	N/A	69.77%	69.77%
HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ (290,944)	\$ (290,944)	N/A	\$ 13,100,529	\$ 13,100,529	N/A	54.68%	54.68%
Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 10,759	\$ 10,759	N/A	\$ 1,286,975	\$ 1,286,975	N/A	65.11%	65.11%
Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 18,886,236	\$ 18,886,236	N/A	\$ 881,127	\$ 881,127	N/A	\$ 17,715,471	\$ 17,715,471	N/A	93.80%	93.80%
In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ (7,664)	\$ (7,664)	N/A	\$ 1,401,463	\$ 1,401,463	N/A	36.18%	36.18%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Energy Efficiency TOTAL	N/A	\$ 119,817,199	\$ 119,817,199	N/A	\$ (350,728)	\$ (350,728)	N/A	\$ 68,883,696	\$ 68,883,696	N/A	57.49%	57.49%
Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 64,833	\$ 64,833	N/A	\$ 613,635	\$ 613,635	N/A	66.23%	66.23%
Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ (50,012)	\$ (50,012)	N/A	\$ 1,193,869	\$ 1,193,869	N/A	49.15%	49.15%
Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 60,160	\$ 60,160	N/A	\$ 557,270	\$ 557,270	N/A	38.43%	38.43%
Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ 10,539	\$ 10,539	N/A	\$ 79,111	\$ 79,111	N/A	68.42%	68.42%
Regulatory Compliance	N/A	\$ 351,194	\$ 351,194	N/A	\$ 50,012	\$ 50,012	N/A	\$ 357,701	\$ 357,701	N/A	101.85%	101.85%
General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 658,382	\$ 658,382	N/A	\$ 5,073,067	\$ 5,073,067	N/A	76.16%	76.16%
CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 13,214	\$ 13,214	N/A	\$ 74,338	\$ 74,338	N/A	86.44%	86.44%
TOTAL PROGRAM COSTS	N/A	\$ 131,836,750	\$ 131,836,750	N/A	\$ 456,400	\$ 456,400	N/A	\$ 76,832,688	\$ 76,832,688	N/A	58.28%	58.28%
Funded Outside of ESA Program Budget												
Indirect Costs				N/A	\$ 319,782	\$ 319,782	N/A	\$ 2,483,069	\$ 2,483,069			
NGAT Costs					\$ 357,214	\$ 357,214		\$ 1,589,646	\$ 1,589,646			

¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.

² Current month and YTD expenditures include a quarterly accrual/reversal of (\$10,016,871) in the following reporting categories: Appliances (\$283,334), Domestic Hot Water (\$2,125,915), Enclosure (\$3,342,664), HVAC (\$2,072,550), Maintenance (\$161,415), Customer Enrollment (\$1,738,279), In Home Energy Education (\$113,390), Inspections (\$179,325).

Note: In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December 2018 activities. This amount will be incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019.

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

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ 79,470	\$ 79,470	N/A	\$ 194,602	\$ 194,602	N/A	38.92%	38.92%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 69,413	\$ 69,413	N/A	\$ 1,129,767	\$ 1,129,767	N/A	25.11%	25.11%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
TOTAL PROGRAM BUDGET/EXPENSES¹	N/A	\$ 76,263,219	\$ 76,263,219	N/A	\$ 148,883	\$ 148,883	N/A	\$ 1,324,369	\$ 1,324,369	N/A	1.74%	1.74%

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

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

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

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

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ¹ (Annual)	kW ¹ (Annual)	Therms ¹ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home						0.0%
Microwaves ²	Home						0.0%
Refrigerators	Each						0.0%
Freezers	Each						0.0%
Domestic Hot Water							
Other Hot Water ³	Home						0.0%
Tank and Pipe Insulation ⁴	Home						0.0%
Water Heater Repair/Replace	Home						0.0%
Thermostatic Shower Valve	Each						0.0%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
Tub Diverter/Spout	Each						0.0%
Enclosure							
Air Sealing / Envelope ⁵	Home						0.0%
Attic Insulation	Home						0.0%
HVAC							
Furnace Repair/Replacement	Home						0.0%
Room A/C Replacement	Home						0.0%
Central A/C replacement	Home						0.0%
Heat Pump Replacement	Home						0.0%
Evaporative Cooler	Home						0.0%
Duct Testing and Sealing	Home						0.0%
Energy Efficient Fan Control A/C Time Delay	Home						0.0%
Prescriptive Duct Sealing	Home						0.0%
High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - Blower Motor Retrofit	Home						0.0%
Maintenance							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
Lighting							
Lighting	Home						0.0%
New - LED Diffuse A-Lamps	Each						0.0%
New - LED Reflector Bulbs (PAR/BR)	Each						0.0%
New - LED Torchieres	Each						0.0%
New - LED Exterior Hardwired Fixtures	Each						0.0%
New - LED Internal Hardwire	Each						0.0%
Miscellaneous							
Pool Pumps	Home						0.0%
Smart Power Strips - Tier 1	Home						0.0%
New - Smart Power Strips - Tier 2	Each						0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home					\$ -	0.0%
In-Home Education	Home					\$ -	0.0%
Total Savings/Expenditures			-	-	-	\$ -	0.0%
Total Households Weatherized⁶							
CSD MF Tenant Units Treated							
			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

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

ESA Program - Multifamily Common Area ¹							
ESA CAM Measures ^{2,3}	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$) ⁴	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
Large Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Lighting							
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ^{9,10}	Home	-	-	-	-	\$ (1,499)	-17.0%
Pilots							
Customer Enrollment							
Outreach & Assessment ¹⁰	Home	-	-	-	-	\$ 10,293	117.0%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures						\$ 8,794	100.0%

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

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ (1,499)	\$ (1,499)
Direct Implementation (Non-Incentive)	\$ -	\$ 10,293	\$ 10,293
Direct Implementation	\$ -	\$ 1,120,973	\$ 1,120,973
TOTAL MF CAM COSTS	\$ -	\$ 1,129,767	\$ 1,129,767

<<Includes measures costs

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

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

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

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

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

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

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

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

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

¹⁰ Includes a credit amount related to prior period corrections.

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

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

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

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

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

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

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

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

² Only complete if measure is canceled or discontinued

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

Energy Savings Assistance Program Tables 3A-B
Energy Savings and Average Bill Savings per Treated Home/Common
Area
Southern California Gas Company
October 2019

Table 3A-1, ESA Program	
Annual kWh Savings	N/A
Annual Therm Savings	486,518
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	2,591,768
Current kWh Rate	N/A
Current Therm Rate	\$0.61
Average 1st Year Bill Savings / Treated Households	\$3.84
Average Lifecycle Bill Savings / Treated Households	\$19.10

Table 3A-2, ESA Program - CSD Leveraging	
Annual kWh Savings	N/A
Annual Therm Savings	-
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	-
Current kWh Rate	N/A
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Households	\$ -
Average Lifecycle Bill Savings / Treated Households	\$ -

Table 3A-3, Summary - ESA Program/CSD Leveraging	
Annual kWh Savings	N/A
Annual Therm Savings	486,518
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	2,591,768
Current kWh Rate	N/A
Current Therm Rate	\$ 0.61
Average 1st Year Bill Savings / Treated Households	\$ 3.84
Average Lifecycle Bill Savings / Treated Household	\$ 19.10

Table 3B, ESA Program - Multifamily Common Area	
Annual kWh Savings	N/A
Annual Therm Savings	-
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	-
Current kWh Rate	N/A
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Properties	\$ -
Average Lifecycle Bill Savings / Treated Properties	\$ -

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 4 - Homes / Buildings Treated
Southern California Gas Company
October 2019**

Table 4A-1, ESA Program						
County	Eligible Households			Households Treated YTD		
	Rural	Urban	Total	Rural	Urban	Total
Fresno	15	11,641	11,656	28	970	998
Imperial	17,084	0	17,084	263	1	264
Kern	29,886	15,030	44,916	2,235	260	2,495
Kings	13,725	11	13,736	929	0	929
Los Angeles	2,526	997,368	999,894	398	34,536	34,934
Orange	10	235,276	235,286	0	5,595	5,595
Riverside	131,956	107,940	239,896	2,110	10,789	12,899
San Bernardino	1,046	163,216	164,262	169	13,570	13,739
San Luis Obispo	14,372	8,245	22,617	314	0	314
Santa Barbara	1,188	37,199	38,387	519	366	885
Tulare	47,331	11,227	58,558	2,253	710	2,963
Ventura	2,420	59,163	61,583	59	1,218	1,277
Total	261,559	1,646,316	1,907,875	9,277	68,015	77,292

Table 4B, ESA Program - CSD Leveraging						
County				Households Treated YTD		
				Rural	Urban	Total
Fresno			0			0
Imperial			0			0
Kern			0			0
Kings			0			0
Los Angeles			0			0
Orange			0			0
Riverside			0			0
San Bernardino			0			0
San Luis Obispo			0			0
Santa Barbara			0			0
Tulare			0			0
Ventura			0			0
Total	0	0	0	0	0	0

Table 4C, ESA Program - Multi-Family Common Area						
County				Properties Treated YTD		
				Rural	Urban	Total
Fresno			0			0
Imperial			0			0
Kern			0			0
Kings			0			0
Los Angeles			0			0
Orange			0			0
Riverside			0			0
San Bernardino			0			0
San Luis Obispo			0			0
Santa Barbara			0			0
Tulare			0			0
Ventura			0			0
Total	0	0	0	0	0	0

[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

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

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	83	321	0	0	1	0	1
Imperial	32	74	1	11	3	0	11
Kern	122	343	6	9	25	4	3
Kings	214	305	1	6	10	2	1
Los Angeles	9,817	4,144	12	260	747	159	99
Orange	6,659	888	3	839	240	25	82
Riverside	2,886	1,981	9	49	240	84	68
San Bernardino	11,702	2,012	5	26	322	90	64
San Luis Obispo	19	14	0	0	14	0	1
Santa Barbara	31	74	0	0	16	0	2
Tulare	490	704	3	184	26	7	38
Ventura	7,327	220	0	6	83	2	6
Total¹	39,382	11,080	40	1,390	1,727	373	376

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 5 - Energy Savings Assistance Program Customer Summary
Southern California Gas Company
October 2019

Table 5A, ESA Program																
Month	Gas & Electric					Gas Only ¹			Electric Only			Total				
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)				
		Therm	kWh	kW		Therm	kWh		kW	Therm		kWh	kW	Therm	kWh	kW
January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
February	-	-	-	-	4,646	73,560	-	-	-	-	-	-	4,646	73,560	-	-
March	-	-	-	-	8,224	171,078	-	-	-	-	-	-	8,224	171,078	-	-
April	-	-	-	-	11,123	168,417	-	-	-	-	-	-	11,123	168,417	-	-
May	-	-	-	-	6,835	119,981	-	-	-	-	-	-	6,835	119,981	-	-
June	-	-	-	-	6,907	103,439	-	-	-	-	-	-	6,907	103,439	-	-
July	-	-	-	-	10,099	128,692	-	-	-	-	-	-	10,099	128,692	-	-
August	-	-	-	-	9,507	110,843	-	-	-	-	-	-	9,507	110,843	-	-
September	-	-	-	-	8,687	(465,963)	-	-	-	-	-	-	8,687	(465,963)	-	-
October	-	-	-	-	11,264	76,470	-	-	-	-	-	-	11,264	76,470	-	-
November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
YTD Total	-	-	-	-	77,292	486,518	-	-	-	-	-	-	77,292	486,518	-	-

¹ As of September 2019, all savings are calculated based on the following source:
 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.
 YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

Table 5B, ESA Program - CSD Leveraging																
Month	Gas & Electric					Gas Only			Electric Only			Total				
	# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		Household Treated by Month	(Annual)				
		Therm	kWh	kW		Therm	kWh		kW	Therm		kWh	kW	Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

Table 5C, ESA Program - Multi-Family Common Area																
Month	Gas & Electric					Gas Only			Electric Only			Total				
	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		# of Properties Treated by Month	(Annual)		# of Properties Treated by Month	(Annual)				
		Therm	kWh	kW		Therm	kWh		kW	Therm		kWh	kW	Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.
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 6 - Expenditures for Pilots and Studies
Southern California Gas Company
October 2019**

	Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 79,470	\$ 79,470	N/A	\$ 194,602	\$ 194,602	N/A	19.46%	19.46%
Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 79,470	\$ 79,470	N/A	\$ 194,602	\$ 194,602	N/A	19.46%	19.46%
Studies												
Low Income Impact Evaluation ^{2,3}	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 173,774	\$ 173,774	N/A	139.02%	139.02%
Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ 10,539	\$ 10,539	N/A	\$ 21,697	\$ 21,697	N/A	10.85%	10.85%
Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ 10,539	\$ 10,539	N/A	\$ 372,518	\$ 372,518	N/A	74.50%	74.50%

¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .

² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.

³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.

⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.

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

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

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

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	4,805

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
35,100	45,790	852

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

CARE Table 1 - CARE Program Expenses
Southern California Gas Company
October 2019

CARE Program:	Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 208,765	\$ 208,765	N/A	\$ 2,318,526	\$ 2,318,526	N/A	57.89%	57.89%
Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 114,215	\$ 114,215	N/A	\$ 1,190,472	\$ 1,190,472	N/A	40.13%	40.13%
Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 7,059	\$ 7,059	N/A	\$ 74,040	\$ 74,040	N/A	47.82%	47.82%
IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 28,866	\$ 28,866	N/A	\$ 566,594	\$ 566,594	N/A	54.60%	54.60%
Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ 20,260	\$ 20,260	N/A	\$ 310,521	\$ 310,521	N/A	70.98%	70.98%
Measurement and Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 475,858	\$ 475,858	N/A	\$ 36,784	\$ 36,784	N/A	\$ 302,264	\$ 302,264	N/A	63.52%	63.52%
General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 85,064	\$ 85,064	N/A	\$ 675,153	\$ 675,153	N/A	70.79%	70.79%
CPUC Energy Division ²	N/A	\$ 60,000	\$ 60,000	N/A	\$ 30,834	\$ 30,834	N/A	\$ 71,988	\$ 71,988	N/A	119.98%	119.98%
SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 531,846	\$ 531,846	N/A	\$ 5,509,558	\$ 5,509,558	N/A	54.60%	54.60%
CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 7,640,246	\$ 7,640,246	N/A	\$ 106,865,319	\$ 106,865,319	N/A	80.74%	80.74%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 8,172,092	\$ 8,172,092	N/A	\$ 112,374,877	\$ 112,374,877	N/A	78.89%	78.89%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption												
- CARE PPP Exemption				N/A	\$ 677,644	\$ 677,644	N/A	\$ 11,052,665	\$ 11,052,665			
- California Solar Initiative Exemption												
- kWh Surcharge Exemption												
Total Other CARE Rate Benefits				N/A	\$ 677,644	\$ 677,644	N/A	\$ 11,052,665	\$ 11,052,665			
Indirect Costs				N/A	\$ 153,110	\$ 153,110	N/A	\$ 1,367,375	\$ 1,367,375			

¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.

² Over budget due to overallocation of CPUC oversight billing to CARE. Correction pending.

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

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Southern California Gas Company
October 2019**

2019	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
	Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)				
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%	
February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%	
March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	44,168	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%	
April	1,429	1,764	221	3,414	6,748	6,979	11,476	3	25,206	28,620	9,990	11,081	20,069	41,140	8,740	1,966	333	10,923	21,962	69,760	6,658	1,620,797	1,683,842	96.26%	
May	1,409	1,799	156	3,364	5,032	6,175	10,433	0	21,640	25,004	15,955	11,395	18,471	45,821	8,372	2,297	387	13,183	24,239	70,825	765	1,621,562	1,683,842	96.30%	
June	1,445	1,793	137	3,375	3,930	5,223	10,624	5	19,782	23,157	11,412	12,543	17,627	41,582	10,562	2,704	471	13,131	26,868	64,739	-3,711	1,617,851	1,683,842	96.08%	
July	2,085	1,803	134	4,022	4,414	4,050	11,085	0	19,549	23,571	13,488	11,305	15,807	40,600	12,168	2,674	370	15,968	31,180	64,171	-7,609	1,610,242	1,683,537	95.65%	
August	2,298	1,731	89	4,118	4,528	4,228	11,175	0	19,931	24,049	12,737	12,174	20,587	45,498	10,751	2,442	359	15,400	28,952	69,547	-4,903	1,605,339	1,683,537	95.36%	
September	2,719	1,912	69	4,700	4,557	3,896	11,643	0	20,096	24,796	10,866	11,218	18,819	40,903	10,593	2,357	306	15,057	28,313	65,699	-3,517	1,601,822	1,683,537	95.15%	
October	3,893	2,016	72	5,981	4,393	3,725	11,601	0	19,719	25,700	8,901	15,623	21,200	45,724	10,841	2,391	281	13,121	26,634	71,424	-934	1,600,888	1,685,526	94.98%	
November																									
December																									
YTD Total	20,182	18,420	1,161	39,763	55,034	56,105	103,940	8	215,087	254,850	118,578	119,235	181,221	419,034	110,197	24,868	3,771	130,653	269,489	673,884	-14,639	1,600,888	1,685,526	94.98%	

¹ Enrollments via data sharing between the IOUs.

² Enrollments via data sharing between departments and/or programs within the utility.

³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.

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

CARE Table 3A - Post-Enrollment Verification Results (Model)
Southern California Gas Company
October 2019

Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
January	1,613,195	4,921	0.31%	2,660	279	2,939	59.72%	0.18%
February	1,613,054	4,718	0.29%	2,579	287	2,866	60.75%	0.18%
March	1,614,139	5,341	0.33%	2,857	296	3,153	59.03%	0.20%
April	1,620,797	5,166	0.32%	2,906	297	3,203	62.00%	0.20%
May	1,621,562	4,530	0.28%	2,591	245	2,836	62.60%	0.17%
June	1,617,851	4,425	0.27%	2,660	266	2,926	66.12%	0.18%
July	1,610,242	4,470	0.28%	1,903	261	2,164	48.41%	0.13%
August	1,605,339	4,514	0.28%	10	222	232	5.14%	0.01%
September	1,601,822	4,042	0.25%	6	121	127	3.14%	0.01%
October	1,600,888	4,596	0.29%	5	32	37	0.81%	0.00%
November								
December								
YTD Total	1,600,888	46,723	2.92%	18,177	2,306	20,483	43.84%	1.28%

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

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

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

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

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

Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through HUV Post Enrollment Verification ³	% of Total CARE Households De-enrolled
January								
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%

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

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

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

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

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹
Southern California Gas Company
October 2019

	Provided ²	Received	Approved ³	Denied ⁴	Pending/Never Completed ⁵	Duplicates ⁶
Total (Y-T-D)	1,221,344	448,640	357,674	60,723	17,625	12,618
Percentage		100.00%	79.72%	13.53%	3.93%	2.81%

¹ Includes sub-metered customers.

² An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.

³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.

⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.

⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.

⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.

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

**CARE Table 5 - Enrollment by County
Southern California Gas Company
October 2019**

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	11,221	15	11,236	10,981	19	11,000	97.86%	124.97%	97.90%
Imperial	0	15,753	15,753	0	14,967	14,967	N/A	95.01%	95.01%
Kern	14,217	29,078	43,295	12,234	28,975	41,209	86.05%	99.64%	95.18%
Kings	9	13,615	13,624	10	14,715	14,725	112.10%	108.08%	108.08%
Los Angeles	852,242	2,525	854,767	823,711	1,162	824,873	96.65%	46.03%	96.50%
Orange	195,267	10	195,277	156,456	17	156,473	80.12%	168.35%	80.13%
Riverside	102,580	126,303	228,883	94,683	120,490	215,173	92.30%	95.40%	94.01%
San Bernardino	151,593	1,010	152,603	170,500	848	171,348	112.47%	83.98%	112.28%
San Luis Obispo	7,207	13,804	21,011	3,407	10,746	14,153	47.28%	77.85%	67.36%
Santa Barbara	33,081	1,139	34,220	27,433	555	27,988	82.93%	48.74%	81.79%
Tulare	11,113	46,465	57,578	11,902	48,403	60,305	107.10%	104.17%	104.74%
Ventura	55,135	2,145	57,280	47,157	1,517	48,674	85.53%	70.73%	84.98%
Total	1,433,665	251,861	1,685,526	1,358,474	242,414	1,600,888	94.76%	96.25%	94.98%

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

**CARE Table 6 - Recertification Results
Southern California Gas Company
October 2019**

Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
January	1,613,195	21,957	1.36%	12,571	9,699	57.25%	0.60%
February	1,613,054	23,815	1.48%	14,248	9,977	59.83%	0.62%
March	1,614,139	34,469	2.14%	20,738	14,405	60.16%	0.89%
April	1,620,797	31,160	1.92%	18,375	13,239	58.97%	0.82%
May	1,621,562	27,063	1.67%	15,735	11,632	58.14%	0.72%
June	1,617,851	28,579	1.77%	16,507	12,335	57.76%	0.76%
July	1,610,242	30,375	1.89%	18,010	9,281	59.29%	0.58%
August	1,605,339	28,219	1.76%	15,045	638	53.32%	0.04%
September	1,601,822	26,065	1.63%	10,434	402	40.03%	0.03%
October	1,600,888	27,543	1.72%	3,802	131	13.80%	0.01%
November							
December							
YTD Total	1,600,888	279,245	17.44%	145,465	81,739	52.09%	5.11%

¹ Excludes count of customers recertified through the probability model.

² Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.

³ Includes customers who did not respond or who requested to be de-enrolled.

⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.

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

CARE Table 7 - Capitation Contractors ¹
Southern California Gas Company
October 2019

Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
Community Action Partnership of Orange County		X	X	X	0	0
ELA Communications Energy ED Program		X			0	0
PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
Proteus, Inc.		X			0	0
Community Pantry of Hemet		X			0	0
Community Action Partnership of San Bernardino		X		X	0	0
LA Works		X			0	0
Children’s Hospital of Orange County		X			0	0
All Peoples Christian Center		X			0	0
LA County 211		X			0	0
YMCA Montebello-Commerce		X			0	0
Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
Coachella Valley Housing Coalition		X			0	0
HABBM		X			0	0
Second Harvest Food Bank of Orange County		X			0	0
Southeast Community Development Corp.		X			0	0
Latino Resource Organization		X			0	0
Independent Living Center of Southern California		X			0	0
Community Action Partnership - Kern County		X			0	0
El Concilio del Condado de Ventura		X			0	0
Ventura Cty Comm Human		X			0	0
Blessed Sacrament Church		X			0	0
Asian-American Resource Center*		X			0	0
Hermanidad Mexicana		X			0	0
CSET		X			0	0
Crest Forest Family and Community Service		X			0	0
CUI – Campesinos Unidos, Inc.		X	X	X	0	0
Veterans in Community Service		X	X	X	0	0
Chinatown Service Center*		X			0	0
Koreatown Youth and Community Center*		X			0	0
MEND		X			0	0
Armenian Relief Society*		X			0	0
Catholic Charities of LA – Brownson House		X			0	0
Delhi Center*		X			0	3
OCCC, Inc. (Orange County Community Center)		X			0	0
Green Light Shipping	X				0	0
APAC Service Center		X			0	5
Visalia Emergency Aid Council		X			0	0
Total Enrollments					0	8

¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

Note: agencies marked with an asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.

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

**CARE Table 8 - Participants as of Month-End
Southern California Gas Company
October 2019**

Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
May	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.05%	5,617,442
June	N/A	1,617,851	N/A	1,617,851	1,683,842	96.08%	-0.23%	5,617,627
July	N/A	1,610,242	N/A	1,610,242	1,683,537	95.65%	-0.47%	5,615,699
August	N/A	1,605,339	N/A	1,605,339	1,683,537	95.36%	-0.30%	5,617,528
September	N/A	1,601,822	N/A	1,601,822	1,683,537	95.15%	-0.22%	5,619,786
October	N/A	1,600,888	N/A	1,600,888	1,685,526	94.98%	-0.06%	5,622,313
November								
December								
YTD Total	N/A	1,600,888	N/A	1,600,888	1,685,526	94.98%	-0.91%	5,622,313

¹ The YTD amount represents a sum of all the total CARE participant changes each month.

² Data represents total residential gas households. This includes submetered households.

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

**CARE Program Table 9 - Expenditures for Pilots
Southern California Gas Company
October 2019**

2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
	Total	Total	Total	Total
Pilots				
CHANGES	\$ 437,502	\$ 20,260	\$ 310,521	70.98%
PCT	\$ -	\$ -	\$ -	0.00%
Total Pilots	\$ 437,502	\$ 20,260	\$ 310,521	70.98%

¹ Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.

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

CARE Table 10
CHANGES: Monthly summary of ratepayers provided education, needs assistance
and dispute resolution services¹
Southern California Gas Company
Reporting Period: September 2019

No. of attendees at Consumer Education sessions

523

SCG -- Disputes Resolved	
Assisted with CARE Re-Certification/Audit	3
Enroll in Energy Assistance Programs	3
Payment Extension	3
Payment Plan	1
TOTAL	10

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

SCG -- Disputes Resolved by Language	
Spanish	4
TOTAL	4

SCG - Needs Assistance	
Assisted with CARE Re-Certification/Audit	3
Assisted with Changes to Account	4
CARE Enrollment	1
ESAP	1
HEAP	14
Set Up New Account	1
TOTAL	24

SCG - Needs Assistance by Language	
Armenian	12
English	2
Korean	3
Spanish	4
Vietnamese	3
TOTAL	24

¹ Information provided by CHANGES contractor.

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

CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹
Southern California Gas Company
September 1 - 31, 2019

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	8	N/A	87	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	1	N/A	16	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	1	N/A	3	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	1	N/A	7	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	2	N/A	40	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	13	CHANGES Ed Handout
		Total	14		166	
N/A	English	CARE/FERA and Other Assistance Programs	3	N/A	20	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	2	N/A	41	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	4	N/A	58	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	1	N/A	17	CHANGES Ed Handout
		Total	10		136	
N/A	Cantonese	Electric and Natural Gas Safety	2	N/A	36	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	2	N/A	12	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	4	N/A	75	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	1	N/A	17	CHANGES Ed Handout
		Total	9		140	
N/A	Japanese	Energy Conservation	1	N/A	26	CHANGES Ed Handout
N/A	Korean	Energy Conservation	1	N/A	6	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	7	N/A	107	CHANGES Ed Handout
		Total	9		139	
N/A	English	Gas Aggregation	1	N/A	7	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	2	N/A	32	CHANGES Ed Handout
		Total	3		39	
N/A	English	High Energy Use	1	N/A	6	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	16	CHANGES Ed Handout
		Total	2		22	
N/A	English	Level Pay Plan	1	N/A	6	CHANGES Ed Handout
N/A	Tagalog	Level Pay Plan	4	N/A	74	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	1	N/A	17	CHANGES Ed Handout
		Total	6		97	
N/A	Cantonese	Understanding Your Bill	1	N/A	26	CHANGES Ed Handout
N/A	English	Understanding Your Bill	4	N/A	30	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	3	N/A	22	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	3	N/A	124	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	5	N/A	60	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	2	N/A	29	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	1	N/A	17	CHANGES Ed Handout
		Total	19		308	
		Monthly Total ³	72		1,047	

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

² Contractor states all sessions at least 30 minutes.

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

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