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

| | |
|---|---|
| Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets. | Application 11-05-017 (Filed May 16, 2011) |
| Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014. | Application 11-05-018 (Filed May 16, 2011) |
| Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M). | Application 11-05-019 (Filed May 16, 2011) |
| Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014. | Application 11-05-020 (Filed May 16, 2011) |

# MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW-INCOME ASSISTANCE PROGRAMS FOR SEPTEMBER 2013


Kim F. Hassan

*Attorney for:*
Southern California Gas Company
555 West Fifth Street, GT14E7
Los Angeles, CA 90013
Telephone: (213) 244-3061
Facsimile: (213) 629-9620
E-Mail: khassan@semprautilities.com


October 21, 2013

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

| | |
|---|---|
| Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets. | Application 11-05-017 (Filed May 16, 2011) |
| Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014. | Application 11-05-018 (Filed May 16, 2011) |
| Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M). | Application 11-05-019 (Filed May 16, 2011) |
| Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014. | Application 11-05-020 (Filed May 16, 2011) |

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW-INCOME ASSISTANCE PROGRAMS FOR SEPTEMBER 2013**

This is the ninth monthly report of program year (PY) 2013. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through September 2013 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

By: *_____/s/ Kim F. Hassan_____*

Kim F. Hassan
*Attorney for:*
Southern California Gas Company
555 West Fifth Street, GT14E7
Los Angeles, CA 90013
Telephone: (213) 244-3061
Facsimile: (213) 629-9620
E-Mail: khassan@semprautilities.com

October 21, 2013

# 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**

**TABLE OF CONTENTS**

**Title** **Page**

**1. Energy Savings Assistance Program Executive Summary…….. 2**

1.1 Program Overview…….……..2

1.2 Customer Outreach and Enrollment Update…….……..3

1.3 Leveraging Success Evaluation, Including CSD…….....11

1.4 Workforce Education and Training…….……12

**2. CARE Program Executive Summary……14**

2.1 Program Summary……..14

2.2 Outreach……..…15

2.3 Recertification Complaints……...…..…19

**3. Appendix: ESAP and CARE Tables…….…....20**

## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

# 1. Energy Savings Assistance Program Executive Summary

## 1.1. Energy Savings Assistance Program Overview

### 1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

| Program Summary through September 2013 | | | |
|---|---|---|---|
| | Authorized / Planning Assumptions* | Actual to Date | % |
| Budget ** | $117,559,855 | $70,836,941 | 57% |
| Homes Treated | 136,836 | 71,573 | 52% |
| kWh Saved | N/A | N/A | N/A |
| kW Demand Reduced | N/A | N/A | N/A |
| Therms Saved | 2,417,480 *** | 1,983,073 | 82% |

* Program decision D.12-08-044 was issued August 30, 2012; table reflects updated budgets and goals.

** Reflects authorized levels; does not reflect fund shift transaction of July 2013, as noted below.

*** Value shown represents the estimated energy savings for Program Year 2013 associated with the requested funding in Application (A.) 11-05-018. Funding was increased pursuant to D.11-08-044, which did not contain an associated upward energy savings estimate.

Treated enrollments in September were less than in August, and are well below the pace necessary to reach SoCalGas' 2013 goal of 136,836. During September, SoCalGas shut down its HEAT database system for several days late in the month while transitioning to an externally-hosted database server that will allow SoCalGas to implement more robust reporting and joint utility features. The shutdown may have contributed to a reduced number of treated units reported in the month, although it is not expected to affect the YTD total going forward. SoCalGas continues to work with its contractor network to identify issues that may be preventing them from reaching their annual goals. As summarized in this monthly report, SoCalGas continues to utilize various customer outreach activities (including direct mailing and outbound dialing) to increase customer enrollments.

In September, 2013, SoCalGas performed a fund shift to increase its PY 2013 Energy Efficiency budget by $3,592,226 among the Domestic Hot Water, Enclosure, HVAC, Maintenance, Customer Enrollment, and In Home Education subcategories. The shift was required in order to fund contract value increases for vendors providing Enrollment & Assessment, Weatherization, and HVAC services. The shift is funded from the unspent 2012 balance of $27,991,278.

An earlier fund shift was performed in July 2013. SoCalGas shifted funds totaling $7,436,002 into its PY2013 Appliances budget from unspent 2012 funds. This value is equal to the remaining unspent Appliances funds in the entire 2012-2014 program cycle. The PY2013 budget for Appliances is thus $13,885,790, and the amount of the fund shift is incremental to the total budget for the program year shown above.

Combined with the September 2013 fund shift, the total ESA Program budget for 2013 has been increased to $128,588,083 from $117,559,855.

## 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.

**<u>Ethnic and Mass Media Campaign</u>**

SoCalGas launched an ethnic ESA Program awareness campaign on September 16th which is scheduled to continue through mid-November. The focus of the campaign is to raise awareness of no-cost energy-saving home improvements through the ESA Program and drive qualified customers to the socalgas.com website to fill out an online form for enrollment. The advertising channels to communicate this message include digital media, billboards, print ads, social media and mobile devices. The advertising campaign is: “Our own

team of contractors at no cost" and shows ESA Program contractors with customers in order to reach SoCalGas' cross cultural diverse audience.

For the digital element, banner ads were developed, displayed, and retargeted customers that visited the socalgas.com landing page.

The social media component included creating mobile landing page ads of the ESA Program, displaying on mobile phones and Facebook.com. The out-of-home elements (i.e., billboards) included 1,500 rail interior posters and cards. There were also 50 two-sheet ads and 30 dioramas which displayed the "team of contractors" that were displayed at train stations.

For the print element, SoCalGas placed half page ads promoting the ESA Program in the following ethnic print newspapers: Ngoui Viet Daily News, The Korea Daily, The World Journal Los Angeles, Sing Tao, Epoch Times, Asian Journal, CA Journal for Filipino Americans, The Los Angeles Sentinel, The Wave Publication, Our Weekly, LA Watts Times, La Focus , Eastern Group Publications, La Opinion, HOY, La Nueva, San Fernando Valley Sun/EL Sol and El Aviso. The circulation reach for the ethnic community publications range from 25,500 to 750,000 readers.

Examples of the awareness campaign are provided below, including an ethnic print advertisement.

MY OWN TEAM OF CONTRACTORS AT NO COST.
Our Energy Savings Assistance Program provides home improvements at no cost to you.
Energy Savings Assistance Program
Whether you rent or own your apartment, house or mobile home, now you can make it be more energy efficient and feel more comfortable. All at no cost to you. Just make sure you qualify for our Energy Savings Assistance Program and we'll send our team of approved contractors to take care of the work.
See if you qualify and apply today at socalgas.com (search "HOME MAKEOVER")
Southern California Gas Company
A Sempra Energy utility
Connect with us:
©2013 Southern California Gas Company. Trademarks are property of their respective owners. All rights reserved. Some materials used under license, with all rights reserved by licensor

我們的專屬免費承包團隊。
我們的 Energy Savings Assistance Program 提供房屋裝修，無須您任何費用。
Energy Savings Assistance Program
無論您是租房還是擁有自己的公寓，住宅或移動房屋，現在您可以讓您的家變得更節能、更舒適，完全無須您任何費用。只要確保您符合我們的 Energy Savings Assistance Program，我們將發派本公司認可的承包商團隊為您效勞。
今天就上網 socalgas.com 看看您是否符合申請資格（搜索 "HOME MAKEOVER"）
Southern California Gas Company
A Sempra Energy utility
©2013 Southern California Gas Company. Trademarks are property of their respective owners. All rights reserved. Some materials used under license, with all rights reserved by licensor.

In the same time period, SoCalGas worked with the Phelps Agency to arrange for complementary signs in selected grocery stores and pharmacies to further enhance the ESA Program awareness campaign. Two outreach persons will be available at each location on weekend days to educate customers on the ESA Program and take customer leads. The following stores are targeted for grassroots efforts in identified low-income areas: Albertsons, FOOD4LESS, Dollar Tree, Ralphs, Kmart, Smart and Final, Fresco Community, Top Value Market and Rite Aid. These locations were chosen because of the large number of estimated eligible households in the selected Los Angeles county zip codes.

**E- Newsletter**

No E-Newsletter was deployed during the month of September.

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

No bill insert was deployed during the month of September.

**Energy Savings Assistance Program - Direct Mailings**

No direct mail campaign was deployed in the month of September.

**Energy Savings Assistance Program - Outbound Dialing**

Throughout the month of September, there were two automated voice messaging (AVM) campaigns deployed to approximately 16,800 CARE enrolled English and Spanish speaking ESA Program eligible customers. One of the campaigns presented an option to put customers in direct contact with an ESA Program contractor to make an appointment, while the other campaign arranged for an ESA Program contractor to later contact interested customers. As a result of these campaigns, 682 customer leads were generated in the month of September.

**Energy Savings Assistance Program - Web Activities**

SoCalGas includes website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. For the month of September, 133 customers completed the on-line English language ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through SoCalGas' ESA Program.

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

**September 3 – Doris Cantlay Center, Catholic Charities, Orange County**
The Doris Cantlay Center, an extension of Catholic Charities of Orange County, distributes bags of food to a maximum of 150 families per day every Tuesday, Wednesday, and Thursday from 7:30-9:30 a.m. At the Septmber 3rd event, SoCalGas representatives spoke to 132 customers who had lined up to receive tote bags of food. Each participant was individually educated about CARE and the ESA Program. Many participants of this event benefited from one-on-one sessions with the SoCalGas representatives by gaining a better understanding of the low-income programs.

**September 4 – Weatherization Workshop with CPUC & SCE, Corona**
In collaboration with Southern California Edison Company (SCE) and the California Public Utilities Commission (CPUC), SoCalGas participated in a weatherization workshop held in Corona. Approximately 25 senior citizens who attended the event visited SoCalGas' booth to inquire about its low-income programs. SoCalGas presented information on its CARE, ESA and Medical Baseline Programs to interested customers. The information provided to customers was in English and Spanish languages.

**September 5 – Weatherization Workshop with CPUC & SCE, Riverside**
SoCalGas also participated in a second weatherization workshop held in the city of Highgrove in Riverside County. Approximately 25 people who attended the event visited SoCalGas' booth to inquire about its low-income programs. SoCalGas presented information on its CARE, ESA and Medical Baseline Programs to interested customers in English and Spanish languages.

**September 6 – Weatherization Workshop with CPUC & SCE, Riverside**
SoCalGas participated in a third weatherization workshop held in Riverside. Approximately 50 people who attended the event visited SoCalGas' booth to inquire about its programs. SoCalGas ran a booth and presented information on its CARE, ESA and Medical Baseline Programs to interested customers. The information provided to customers was in English and Spanish languages.

**September 9 – Santa Barbara Food Bank, Santa Barbara**
SoCalGas employees attended the FoodBank of Santa Barbara County's first food distribution event. Approximately 40 residents lined up to receive food, and at the end of the line, a SoCalGas representative was at a table to distribute information on low-income programs. The attendees were mainly senior citizens.

**September 12 – Senior Lunch, Saint Barnabas Senior Center, Angelus Plaza, Los Angeles**
Saint Barnabas Senior Services sponsors reduced-price senior lunches at facilities throughout the city. SoCalGas and Saint Barnabas are working together to convey information on low-income programs to seniors in small, comfortable settings. Before lunch SoCalGas provided information to

approximately 40 seniors regarding its programs and distributed in-language material – mainly in Spanish and Chinese.

**September 14 – Moon Festival, Garden Grove**

The Moon Festival allowed SoCalGas to promote awareness of low-income programs in Orange County to an ethnic (mainly Vietnamese) audience. Attendance was approximately 5,000; approximately 1,600 persons visited the SoCalGas booth. Many of the visitors were reportedly already participating in the CARE program, which suggests that this event extends to the low-income audience. CARE program participants were given information on the ESA Program.

**September 14, 15 – Fiesta Patrias, Santa Ana**

More than 300,000 persons visited the Fiesta Patrias in Santa Ana. The Fiesta Patrias provided a platform for SoCalGas to engage with a variety of local ethnic publications to facilitate low-income program awareness: *El Aviso* (Orange County edition), *Excelsior, Rumores, Para Todos Magazine,* and *Somos Latinos.* SoCalGas booth staff distributed more than 3,000 pieces of collateral and informed visitors about its low-income programs. SoCalGas used pre-event social media postings to encourage visits to the booth.

**September 15 – El Grito Festival, Coachella**

SoCalGas' Customer Assistance Programs staff participated in the El Grito Festival in Coachella. The event drew thousands from the Hispanic community from all over the Riverside County. The SoCalGas booth was placed centrally between the children's activity area and the pathway to the main stage. Approximately 4,000 community residents came to the event and many customers stopped by the SoCalGas booth to receive information, including CARE and ESA Program applications. At the festival, a SoCalGas representative educated customers about CARE and the ESA Program.

Since the majority of customers spoke Spanish, the information at this event was available in both English and Spanish languages.

**September 19 – CalFresh Workshops, Catholic Charities Orange County, Orange County**

SoCalGas and Imprenta Communications continue to use the recurring CalFresh workshops as a way to maintain a collaborative relationship with Catholic Charities of Orange County. These events are small group workshops (of approximately 20 persons) where low-income members of the community learn about the CalFresh program and categorical eligibility with the CARE program.

**September 23 – Mercy House Life Skills, Utility Resources Workshop with CPUC, Santa Ana**

In collaboration with CPUC efforts to reach out to low-income residents, one workshop was conducted at the Mercy House Life Skills in the city of Santa Ana. Twelve customers were provided information regarding SoCalGas' CARE and ESA Programs.

**September 24 – Utility Resources Workshop with CPUC, Yucaipa Senior Center, Yucaipa**

In collaboration with CPUC efforts to assist in reaching out to low-income residents, one workshop was conducted at the Yucaipa Senior Center in Yucaipa. Four customers were provided information regarding SoCalGas' CARE and ESA Programs.

**September 25 – Senior Lunch, Saint Barnabas Senior Center, Steel Plaza, Los Angeles**

Saint Barnabas Senior Services sponsors reduced-price senior lunches at facilities throughout the city. SoCalGas and Saint Barnabas are working together to convey information on low-income programs to seniors in small,

comfortable settings. Before lunch SoCalGas provided information to approximately 40 seniors on low-income programs and distributed in-language material – mainly in Spanish and Korean.

**September 28 – LA DEAF Festival, Los Angeles**

SoCalGas hosted a booth at the 9th Annual Los Angeles DEAF festival held in Los Angeles. The festival was held to generate greater public awareness of the Southern California deaf community, and offered a venue for community gathering and information for deaf children, adults, and their families. SoCalGas had a bilingual American Sign Language interpreter at the event. Approximately 6,000 people attended the event, with over 300 attendees visiting SoCalGas' booth to sign up and get information about the Medical Baseline and the ESA Program.

**September 28 – 2nd Annual Banana Festival, Port Hueneme**

SoCalGas' Customer Assistance Programs staff participated in the 2nd Annual Banana Festival in Port Hueneme. The festival was a celebration of one of America's favorite fruit and a vital commercial trade gateway. Over 5,000 people came to enjoy the festival in Ventura County, and SoCalGas' representatives educated interested customers about the CARE and ESA Programs and energy conservation. SoCalGas' information was available in English and Spanish.

## 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?

As directed by D.12-08-044, SoCalGas continues to work with the California Services Department (CSD) on the deployment of leveraging pilots. In September, SoCalGas sent over 4,200 direct mail letters to customers

previously served by the ESA Program, raising customer awareness on the potential opportunity to receive a no-cost Solar Water Heater (SWH) through CSD. To support the pilot, SoCalGas plans to mail a total of over 8,000 direct mail pieces to customers who are potentially eligible to receive SWHs through the pilot program.

In late July, Park Water Company agreed to co-fund the ESA Program high efficiency washers installed within the two utilities' shared territory, which includes the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems. In September, SoCalGas worked with Park Water Company, sending a list of customers to verify the number of shared customers and appropriate co-funding. Based on the number of shared customers served with high efficiency washers, SoCalGas ESA Program is estimated to receive over $14,000 of co-funding cost. Currently, SoCalGas is in discussions with other water utilities to establish similar leveraging agreements.

### 1.4. Workforce Education & Training

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

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

| | SoCalGas Skill-Level Test Results | | | |
|---|---|---|---|---|
| | First Quarter | Second Quarter | Third Quarter | YTD Total |
| Attended Testing | 65 | 55 | 101 | 221 |
| Passed Test | 62 | 44 | 98 | 204 |
| Pass Rate | 95% | 80% | 97% | 92% |

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

| | SoCalGas 5- Day Enrollment and Assessment Training | | | |
|---|---|---|---|---|
| | First Quarter | Second Quarter | Third Quarter | YTD Total |
| Attended Class | 75 | 74 | 86 | 235 |
| Tested | 72 | 72 | 86 | 230 |
| Passed Class | 68 | 71 | 83 | 222 |
| Badged | 34 | 13 | 10 | 57 |
| Census Attendees | 0 | 0 | 0 | 0 |
| Retention Rate* | 94% | 99% | 97% | 97% |
| | *Retention Rate is Passed/Tested | | | |

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 57. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2013.

| Class Type | First Quarter | | Second Quarter | | Third Quarter | | 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 |
| **Initial** | 3 | 22 | 4 | 10 | 1 | 9 | 8 | 41 |
| **Refreshers** | 2 | 9 | 4 | 9 | 3 | 16 | 9 | 34 |
| **NGAT 5-Day** | 2 | 21 | 2 | 13 | 0 | 0 | 4 | 34 |
| **Grand Total** | 7 | 52 | 10 | 32 | 4 | 25 | 21 | 109 |

## 2. CARE Executive Summary

### 2.1. CARE Program Summary - September

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

| CARE Budget Categories | Authorized Budget | Actual Expenses to Date | % of Budget Spent |
|---|---|---|---|
| Outreach (1) | $3,845,745 | $2,891,423 | 75% |
| Proc., Certification and Verification | $8,200,213 | $963,411 | 12% |
| Information Tech./Programming | $2,669,534 | $336,386 | 13% |
| Pilots (1) | $180,000 | $90,000 | 50% |
| Measurement and Evaluation | $51,484 | $0 | 0% |
| Regulatory Compliance | $234,962 | $219,334 | 93% |
| General Administration | $915,488 | $596,883 | 65% |
| CPUC Energy Division Staff | $60,000 | $12,661 | 21% |
| Cooling Centers | N/A | N/A | N/A |
| Total Expenses | **$16,157,426** | **$5,110,098** | **32%** |
| Subsidies and Benefits | **$129,892,840** | **$86,910,355** | **67%** |
| Total Program Costs and Discounts | **$146,050,266** | **$92,020,453** | **63%** |

* D. 12-08-044 was issued on Aug. 30, 2012 and is reflected in this table. Values may not sum to totals due to rounding.
(1) Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program. The $180,000 budget is a “not to exceed” 2013 allocation (SoCalGas 25% share of up to $60,000/month).

SoCalGas has seen an increase in the Regulatory Compliance budget category during 2013 due to necessary labor management costs. SoCalGas will fund shift to cover expenses based on fund shifting rules authorized in D.08-12-044.

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

| CARE Penetration | | |
|---|---|---|
| Participants Enrolled | Eligible Participants | Penetration rate |
| **1,618,685** | **1,795,429** | **90.2%** |

## 2.2 Outreach

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

**CARE Telephone Enrollments and Recertification**

During September SoCalGas deployed an AVM campaign to approximately 15,200 customers whose eligibility in the CARE program was about to expire. Approximately 2,900 customers have recertified their eligibility via the interactive phone channel.

**CARE Web Activity & Enrollments**

SoCalGas references its website in virtually all communications. SoCalGas has begun to send a welcome email to new customers who have a likelihood of being eligible for the CARE program and who have an email address on file. During September, SoCalGas sent out an email to 7,000 new customers. Due to a one-month time lag in web metrics reporting, the August web metrics for the socalgas.com website show that "Apply for CARE" and "CARE" were the number one and number three search topics, respectively.

Approximately 22,000 customers were due to renew their CARE eligibility in September 2013. As referenced above, SoCalGas called 15,200 of these customers. SoCalGas also emailed 10,800 of these customers. Note that

SoCalGas both calls and emails where possible for renewals, as customers who only have cell phones cannot be called by an AVM.

During September, approximately 5,600 customers used the online CARE applications. This online activity resulted in 1,940 new enrollments and 1,513 recertifications of enrollment.

**CARE Third-Party Enrollments & Outreach**

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 4,712 applications in September; 4,022 customers were subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directs needy customers to the CARE Program.

To assist in grassroots outreach in Orange County, Imprenta Communications is continuing door-to-door canvassing. SoCalGas continued its pilot campaign with FOOD Share, a food bank in Oxnard, Ventura County, to distribute CARE applications as part of its CalFresh outreach efforts. Beginning in August, SoCalGas also expanded this tactic to another foodbank Santa Barbara County.

In addition, SoCalGas began work with Centro Latino for Literacy to create awareness of low-income programs such as CARE. This organization works with adults in Los Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing

concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that is specifically teaching literacy skills to Spanish-speaking adults. The learning center shows an online advertisement of the CARE program before the class begins. SoCalGas had created the ad for a Spanish-language audience, and received feedback that the speed of the ad was too fast for these beginning learners of the written Spanish language. As a result, SoCalGas worked with its media partner and developed a specific ad that tailored the speed so that the students could more readily follow the message.

**CARE Direct Mail Activity and Enrollments**

During September SoCalGas sent a direct mail piece to 100,000 customers in three northern counties (Ventura, Santa Barbara, and San Luis Obispo). These are customers with a likelihood of being eligible for the CARE program. In addition, because a new customer is possibly more attuned to communication from the utility, SoCalGas has begun to send a direct mail piece to all new customers who have a likelihood of being eligible for the CARE program. SoCalGas sent out 26,000 such direct mail pieces during September. Typically there is a time delay of one to several months from the time a customer receives a direct mail application and the customer returns the application. During September there were 945 returned applications and 496 processed enrollments.

**CARE Bill Inserts**

This past July, SoCalGas mailed out a bill insert to each residential customer who is not currently on the CARE program. Approximately 2.9 million inserts were sent out to customers. During September 4,184 customers returned the bill insert and 2,085 customers were subsequently enrolled in the program. Based on past experience, there is time delay of several months for enrollments for bill inserts due to customer response timing.

**Outreach by Field Employees**

As reported in the February report, field service employees distribute Customer Assistance Programs flyers to customers when entering the customer's premises. Originally this distribution policy covered the "seasonal light" period (October through February), but the distribution currently continues year round. Bases with a high concentration of low-income customers go through the flyers more quickly than others, and the outreach group replenishes those field operating bases, as requested.

**CARE Mass Media Campaign**

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to enhance awareness of customer assistance programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*), and Los Angeles/Orange County (*El Aviso*). These ads are ongoing.

During September SoCalGas rolled out a cash-jacket promotion at check cashing facilities throughout Los Angeles County. (Cash jackets are the paper envelope that contain the cash from a patron's check-cashing transaction.) Approximately 100,000 cash jackets were distributed. The cash jackets are bilingual and provide information and an application on the CARE program.

**Disability Outreach**

No disability outreach during the month of September.

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

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as the Los Angeles Department of Water and Power (LADWP), SCE, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of September, 6,287 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. Intra-utility efforts in September generated 2,763 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during September, 183 LIHEAP customers were enrolled in SoCalGas' CARE program.

## 2.3 CARE Recertification Complaints

There were no recertification complaints in September.

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

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

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

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

**ESA Program** - Table 4a- Homes Treated

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

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

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

**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 Useage)

**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 the CHANGES Pilot

**CARE**- Table 10- CHANGES Individual Customer Assistance (detail)

**CARE**- Table 11- CHANGES Group Customer Assistance (detail)

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses** | | | | | | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | | | | | | |
| 3 | **September 2013** | | | | | | | | | | | | |
| 4 | | **Authorized Budget [1]** | | | **Current Month Expenses [2]** | | | **Year to Date Expenses [2]** | | | **% of Budget Spent YTD** | | |
| 5 | **ESA Program:** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** |
| 6 | **Energy Efficiency** | | | | | | | | | | | | |
| 7 | Appliances | N/A | $ 6,449,788 | $ 6,449,788 | N/A | $ 1,872,940 | $ 1,872,940 | N/A | $ 9,199,641 | $ 9,199,641 | N/A | 143% | 143% |
| 8 | Domestic Hot Water | N/A | $ 15,460,812 | $ 15,460,812 | N/A | $ 1,859,376 | $ 1,859,376 | N/A | $ 8,844,030 | $ 8,844,030 | N/A | 57% | 57% |
| 9 | Enclosure | N/A | $ 40,418,299 | $ 40,418,299 | N/A | $ 4,116,666 | $ 4,116,666 | N/A | $ 21,821,536 | $ 21,821,536 | N/A | 54% | 54% |
| 10 | HVAC | N/A | $ 18,006,083 | $ 18,006,083 | N/A | $ 1,719,629 | $ 1,719,629 | N/A | $ 10,868,336 | $ 10,868,336 | N/A | 60% | 60% |
| 11 | Maintenance | N/A | $ 2,496,293 | $ 2,496,293 | N/A | $ 427,846 | $ 427,846 | N/A | $ 1,424,025 | $ 1,424,025 | N/A | 57% | 57% |
| 12 | Lighting | N/A | $ - | $ - | N/A | $ - | $ - | N/A | $ - | $ - | N/A | 0% | 0% |
| 13 | Miscellaneous | N/A | $ - | $ - | N/A | $ - | $ - | N/A | $ - | $ - | N/A | 0% | 0% |
| 14 | Customer Enrollment | N/A | $ 20,746,914 | $ 20,746,914 | N/A | $ 1,624,057 | $ 1,624,057 | N/A | $ 11,341,493 | $ 11,341,493 | N/A | 55% | 55% |
| 15 | In Home Education | N/A | $ 2,517,638 | $ 2,517,638 | N/A | $ 176,933 | $ 176,933 | N/A | $ 1,264,351 | $ 1,264,351 | N/A | 50% | 50% |
| 16 | Pilot | N/A | $ - | $ - | N/A | $ - | $ - | N/A | $ - | $ - | N/A | 0% | 0% |
| 17 | **Energy Efficiency TOTAL** | N/A | $ 106,095,827 | $ 106,095,827 | N/A | $ 11,797,447 | $ 11,797,447 | N/A | $ 64,763,412 | $ 64,763,412 | N/A | 61% | 61% |
| 18 | | | | | | | | | | | | | |
| 19 | Training Center | N/A | $ 663,921 | $ 663,921 | N/A | $ 23,518 | $ 23,518 | N/A | $ 214,678 | $ 214,678 | N/A | 32% | 32% |
| 20 | Inspections | N/A | $ 3,063,896 | $ 3,063,896 | N/A | $ 291,514 | $ 291,514 | N/A | $ 1,425,538 | $ 1,425,538 | N/A | 47% | 47% |
| 21 | Marketing and Outreach | N/A | $ 1,272,007 | $ 1,272,007 | N/A | $ 30,560 | $ 30,560 | N/A | $ 637,716 | $ 637,716 | N/A | 50% | 50% |
| 22 | Statewide Marketing Education and Outreach | N/A | $ 100,000 | $ 100,000 | N/A | $ - | $ - | N/A | $ - | $ - | N/A | 0% | 0% |
| 23 | Measurement and Evaluation Studies | N/A | $ 91,667 | $ 91,667 | N/A | $ - | $ - | N/A | $ - | $ - | N/A | 0% | 0% |
| 24 | Regulatory Compliance | N/A | $ 295,333 | $ 295,333 | N/A | $ 23,981 | $ 23,981 | N/A | $ 232,957 | $ 232,957 | N/A | 79% | 79% |
| 25 | General Administration | N/A | $ 5,891,204 | $ 5,891,204 | N/A | $ 423,101 | $ 423,101 | N/A | $ 3,557,214 | $ 3,557,214 | N/A | 60% | 60% |
| 26 | CPUC Energy Division | N/A | $ 86,000 | $ 86,000 | N/A | $ 595 | $ 595 | N/A | $ 5,426 | $ 5,426 | N/A | 6% | 6% |
| 27 | | | | | | | | | | | | | |
| 28 | **TOTAL PROGRAM COSTS** | N/A | $117,559,855 | $ 117,559,855 | N/A | $ 12,590,716 | $ 12,590,716 | N/A | $ 70,836,941 | $ 70,836,941 | N/A | 60% | 60% |
| 29 | **Funded Outside of ESA Program Budget** | | | | | | | | | | | | |
| 30 | Indirect Costs | | | | N/A | $ 292,159 | $ 292,159 | N/A | $ 2,259,628 | $ 2,259,628 | | | |
| 31 | NGAT Costs | | | | | $ 328,913 | $ 328,913 | | $ 1,947,082 | $ 1,947,082 | | | |
| 32 | | | | | | | | | | | | | |

33 [1] The authorized budget does not include funds shifted from previous years and/or prior program cycles.
In July, 2013, SoCalGas increased the PY 2013 Appliances budget by $7,436,002 over the budget authorized in D.12-08-044, resulting in a total PY2013 Appliances budget of $13,885,790. This shift was necessary in order to allow for contract value increases undertaken in July to meet anticipated demand. SCG determined the revised PY 2013 Appliance budget based on the total authorized 2012-2014 budget for the sub-category less 2012 actual
34 expenditures for the sub-category. The revised PY 2013 Appliances budget is funded from unspent 2012 balance of $27,991,278.

[2] In September, 2013, SoCalGas increased its PY 2013 Energy Efficiency budget by $3,592,226 among the Domestic Hot Water, Enclosure, HVAC, Maintenance, Customer Enrollment, and In Home Education subcategories. The shift was required in order to fund contract value increases for vendors providing Enrollment & Assessment, Weatherization, and HVAC services. The shift is funded from the unspent 2012 balance of $27,991,278. With the July shift described in footnote 1, the total Energy Efficiency budget has been increased to $117,124,055 from $106,095,827, and the total ESA Program
35 budget for 2013 has been increased to $128,588,083 from $117,559,855.

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

| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 2** | | | | | | | |
| 2 | **Program Expenses & Energy Savings by Measures Installed** | | | | | | | |
| 3 | **Southern California Gas Company** | | | | | | | |
| 4 | **September 2013** | | | | | | | |
| 5 | | | **Year-To-Date Completed & Expensed Installation** | | | | | |
| 6 | **Measures** | **Units** | **Quantity Installed** | **kWh [4] (Annual)** | **kW [5] (Annual)** | **Therms (Annual)** | **Expenses[7] ($)** | **% of Expenditure** |
| 7 | **Appliances** | | | | | | | |
| 8 | High Efficiency Clothes Washer | Each | 11,473 | | | 313,213 | $8,672,177 | 15% |
| 9 | Refrigerators | Each | | | | | | |
| 10 | Microwaves [6] | Each | | | | | | |
| 11 | **Domestic Hot Water** | | | | | | | |
| 12 | Water Heater Blanket | Home | 3,234 | | | 15,093 | $165,941 | 0% |
| 13 | Low Flow Shower Head | Home | 65,209 | | | 287,569 | $2,620,000 | 5% |
| 14 | Water Heater Pipe Insulation | Home | 2,658 | | | 8,021 | $53,215 | 0% |
| 15 | Faucet Aerator | Home | 63,835 | | | 91,951 | $939,997 | 2% |
| 16 | Water Heater Repair/Replacement | Each | 1,303 | | | - | $966,539 | 2% |
| 17 | Thermostatic Shower Valve | Each | 72,429 | | | 985,034 | $2,904,403 | 5% |
| 18 | **Enclosure** | | | | | | | |
| 19 | Air Sealing / Envelope [1] | Home | 57,441 | | | 207,518 | $14,844,201 | 26% |
| 20 | Attic Insulation | Home | 4,326 | | | 32,204 | $4,483,723 | 8% |
| 21 | **HVAC** | | | | | | | |
| 22 | FAU Standing Pilot Conversion | Each | 31 | | | 1302 | $8,902 | 0% |
| 23 | Furnace Repair/Replacement | Each | 7,541 | | | - | $8,153,241 | 14% |
| 24 | Room A/C Replacement | Each | | | | | | |
| 25 | Central A/C replacement | Each | | | | | | |
| 26 | Heat Pump Replacement | Each | | | | | | |
| 27 | Evaporative Cooler (Replacement) | Each | | | | | | |
| 28 | Evaporative Cooler (Installation) | Each | | | | | | |
| 29 | Duct Testing and Sealing | Home | 1,603 | | | - | $1,635,767 | 3% |
| 30 | **Maintenance** | | | | | | | |
| 31 | Furnace Clean and Tune | Home | 17,192 | | | 41,168 | $1,083,441 | 2% |
| 32 | Central A/C Tune up | Home | | | | | | |
| 33 | **Lighting** | | | | | | | |
| 34 | Compact Fluorescent Lights (CFL) | Each | | | | | | |
| 35 | Interior Hard wired CFL fixtures | Each | | | | | | |
| 36 | Exterior Hard wired CFL fixtures | Each | | | | | | |
| 37 | Torchiere | Each | | | | | | |
| 38 | Occupancy Sensor | Each | | | | | | |
| 39 | LED Night Lights | Each | | | | | | |
| 40 | **Miscellaneous** | | | | | | | |
| 41 | Pool Pumps | Each | | | | | | |
| 42 | Smart Power Strips | Each | | | | | | |
| 43 | **New Measures** | | | | | | | |
| 44 | | | | | | | | |
| 45 | **Pilots** | | | | | | | |
| 46 | | | | | | | | |
| 47 | **Customer Enrollment** | | | | | | | |
| 48 | Outreach & Assessment | Home | 71,573 | | | | $10,501,857 | 18% |
| 49 | In-Home Education | Home | 71,956 | | | | $879,473 | 2% |
| 50 | | | | | | | | |
| 51 | **Total Savings/Expenditures** | | | | | 1,983,073 | $57,912,877 | |
| 52 | | | | | | | | |
| 53 | Households Weatherized [2] | | 70,294 | | | | | |
| 54 | | | | | | | | |
| 55 | **Households Treated** | | | | | | | |
| 56 | - Single Family Households Treated | Home | 53,551 | | | | | |
| 57 | - Multi-family Households Treated | Home | 14,769 | | | | | |
| 58 | - Mobile Homes Treated | Home | 3,253 | | | | | |
| 59 | **Total Number of Households Treated** | Home | **71,573** | | | | | |
| 60 | **# Eligible Households to be Treated for PY [3]** | Home | **136,836** | | | | | |
| 61 | **% of Households Treated** | % | **52%** | | | | | |
| 62 | - Master-Meter Households Treated | Home | 5,767 | | | | | |
| 63 | | | | | | | | |
| 64 | [1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and | | | | | | | |
| 65 | minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty. | | | | | | | |
| 66 | [2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs | | | | | | | |
| 67 | [3] Based on Attachment H of D.12-08-044 | | | | | | | |
| 68 | [4] All savings are calculated based on the following sources: | | | | | | | |
| 69 | ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011. | | | | | | | |
| 70 | [5] Costs exclude support costs that are included in Table 1. | | | | | | | |
| 71 | [6] Microwave savings are from ECONorthWest Studies received in December of 2011 | | | | | | | |
| 72 | [7] The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's | | | | | | | |
| 73 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | |

| | A | B |
|---|---|---|
| 1 | **Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home** | |
| 2 | **Southern California Gas Company** | |
| 3 | **September 2013** | |
| 4 | **Year-to-Date Installations - Expensed** | |
| 5 | Annual kWh Savings | n/a |
| 6 | Annual Therm Savings | 1,983,073 |
| 7 | Lifecycle kWh Savings | n/a |
| 8 | Lifecycle Therm Savings | 20,167,846 |
| 9 | Current kWh Rate | n/a |
| 10 | Current Therm Rate | 0.55 |
| 11 | Number of Treated Households | 71,573 |
| 12 | Average 1st Year Bill Savings / Treated households | $ 15.30 |
| 13 | Average Lifecycle Bill Savings / Treated Household | $ 130.78 |
| 14 | | |
| 15 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | |

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program Homes Treated** | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | |
| 3 | **September 2013** | | | | | | |
| 4 | | **Eligible Households** | | | **Households Treated YTD** | | |
| 5 | **County** | **Rural** | **Urban** | **Total** | **Rural** | **Urban** | **Total** |
| 6 | Fresno | 12 | 10,967 | 10,979 | 19 | 953 | 972 |
| 7 | Imperial | 18,445 | 10 | 18,455 | 636 | 3 | 639 |
| 8 | Kern | 28,576 | 13,930 | 42,507 | 2,581 | 612 | 3,193 |
| 9 | Kings | 13,263 | 16 | 13,278 | 1,416 | 1 | 1,417 |
| 10 | Los Angeles | 2,435 | 1,105,335 | 1,107,770 | 406 | 34,440 | 34,846 |
| 11 | Orange | 4 | 240,830 | 240,834 | 0 | 4,810 | 4,810 |
| 12 | Riverside | 131,941 | 107,027 | 238,968 | 1,071 | 9,010 | 10,081 |
| 13 | San Bernardino | 1,009 | 174,362 | 175,371 | 143 | 8,392 | 8,535 |
| 14 | San Luis Obispo | 18,517 | 12,083 | 30,600 | 814 | 0 | 814 |
| 15 | Santa Barbara | 1,116 | 38,447 | 39,564 | 454 | 396 | 850 |
| 16 | Tulare | 46,685 | 10,914 | 57,600 | 3,864 | 829 | 4,693 |
| 17 | Ventura | 2,270 | 57,561 | 59,831 | 68 | 655 | 723 |
| 18 | | | | | | | |
| 19 | **Total** | **264,273** | **1,771,483** | **2,035,756** | **11,472** | **60,101** | **71,573** |
| 20 | | | | | | | |
| 21 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | |

| | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate** | | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | | |
| 3 | **September 2013** | | | | | | | | |
| 4 | | **Reason Provided** | | | | | | | |
| 5 | **County** | **Customer Declined Program Measures or is Non-Responsive** | **Customer Unavailable - Scheduling Conflicts** | **Hazardous Environment (unsafe/unclean)** | **Insufficient feasible Measures** | **Ineligible Dwelling - Prior Program Participation** | **Household Income Exceeds Allowable Limits** | **Unable to Provide Required Documentation** | **Other** |
| 6 | Fresno | 35 | 2 | | 3 | 1 | 1 | | 3 |
| 7 | Imperial | 7 | | | 54 | | 9 | 16 | 1 |
| 8 | Kern | 111 | | | 2 | 1 | 56 | 2 | 4 |
| 9 | Kings | 34 | 2 | | 1 | 2 | 12 | 1 | 2 |
| 10 | Los Angeles | 1,569 | 22 | | 512 | 23 | 844 | 622 | 138 |
| 11 | Orange | 254 | 2 | | 25 | 15 | 123 | 77 | 25 |
| 12 | Riverside | 339 | 14 | | 42 | 5 | 278 | 183 | 36 |
| 13 | San Bernardino | 696 | 31 | | 44 | 2 | 254 | 386 | 62 |
| 14 | San Luis Obispo | 4 | 2 | | | | 5 | | 3 |
| 15 | Santa Barbara | 3 | 1 | | 3 | 1 | 3 | | 2 |
| 16 | Tulare | 106 | 4 | | 38 | 35 | 368 | 1 | 23 |
| 17 | Ventura | 28 | 1 | | 8 | 2 | 23 | 6 | 4 |
| 18 | | | | | | | | | |
| 19 | **Total** | **3,186** | **81** | **-** | **732** | **87** | **1,976** | **1,294** | **303** |
| 20 | | | | | | | | | |
| 21 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary** | | | | | | | | | | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | | | | | | | | | | |
| 3 | **September 2013** | | | | | | | | | | | | | | | | |
| 4 | | **Gas & Electric** | | | | **Gas Only** | | | | **Electric Only** | | | | **Total** | | | |
| 5 | | **# of Household Treated by** | **(Annual)** | | | **# of Household Treated by** | **(Annual)** | | | **# of Household Treated by** | **(Annual)** | | | **# of Household Treated by** | **(Annual)** | | |
| 6 | **2013** | **Month** | **Therm** | **kWh** | **kW** | **Month** | **Therm** | **kWh** | **kW** | **Month** | **Therm** | **kWh** | **kW** | **Month** | **Therm** | **kWh** | **kW** |
| 7 | January | 0 | N/A | N/A | N/A | 0 | 0 | N/A | N/A | N/A | N/A | N/A | N/A | 0 | 0 | N/A | N/A |
| 8 | February | 0 | N/A | N/A | N/A | 6,512 | 146,991 | N/A | N/A | N/A | N/A | N/A | N/A | 6,512 | 146,991 | N/A | N/A |
| 9 | March | 0 | N/A | N/A | N/A | 8,441 | 224,106 | N/A | N/A | N/A | N/A | N/A | N/A | 8,441 | 224,106 | N/A | N/A |
| 10 | April | 0 | N/A | N/A | N/A | 9,139 | 269,981 | N/A | N/A | N/A | N/A | N/A | N/A | 9,139 | 269,981 | N/A | N/A |
| 11 | May | 0 | N/A | N/A | N/A | 9,767 | 261,258 | N/A | N/A | N/A | N/A | N/A | N/A | 9,767 | 261,258 | N/A | N/A |
| 12 | June | 0 | N/A | N/A | N/A | 10,312 | 278,286 | N/A | N/A | N/A | N/A | N/A | N/A | 10,312 | 278,286 | N/A | N/A |
| 13 | July | 0 | N/A | N/A | N/A | 11,575 | 317,071 | N/A | N/A | N/A | N/A | N/A | N/A | 11,575 | 317,071 | N/A | N/A |
| 14 | August | 0 | N/A | N/A | N/A | 10,071 | 296,818 | N/A | N/A | N/A | N/A | N/A | N/A | 10,071 | 296,818 | N/A | N/A |
| 15 | September | 0 | N/A | N/A | N/A | 5,756 | 188,562 | N/A | N/A | N/A | N/A | N/A | N/A | 5756 | 188562 | N/A | N/A |
| 16 | October | | | | | | | | | | | | | | | | |
| 17 | November | | | | | | | | | | | | | | | | |
| 18 | December | | | | | | | | | | | | | | | | |
| 19 | **YTD** | **N/A** | **N/A** | **N/A** | **N/A** | **71,573** | **1,983,073** | **N/A** | **N/A** | **N/A** | **N/A** | **N/A** | **N/A** | **71,573** | **1,983,073** | **N/A** | **N/A** |
| 20 | | | | | | | | | | | | | | | | | |
| 21 | Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2. | | | | | | | | | | | | | | | | |
| 22 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies** | | | | | | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | | | | | | |
| 3 | **September 2013** | | | | | | | | | | | | |
| 4 | | **Authorized 3-Year Budget** | | | **Current Month Expenses** | | | **Expenses Since Jan. 1, 2013** | | | **% of 3-Year Budget Expensed** | | |
| 5 | | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** |
| 6 | **Pilots** | | | | | | | | | | | | |
| 7 | none | | | | | | | | | | | | |
| 8 | **Studies** | | | | | | | | | | | | |
| 9 | Impact Evaluation | N/A | $ 150,000 | $ 150,000 | N/A | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 |
| 10 | Needs Assessment | N/A | $ 175,000 | $ 175,000 | N/A | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 |
| 11 | Energy Education | N/A | $ 75,000 | $ 75,000 | N/A | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 |
| 12 | Multifamily | N/A | $ 100,000 | $ 100,000 | N/A | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 |
| 13 | **Total Studies** | N/A | **$ 500,000** | **$ 500,000** | N/A | 0 | 0 | N/A | 0 | 0 | N/A | 0 | 0 |
| 14 | | | | | | | | | | | | | |
| 15 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 1 - CARE Program Expenses** | | | | | | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | | | | | | |
| 3 | **September 2013** | | | | | | | | | | | | |
| 4 | | **Authorized Budget [1]** | | | **Current Month Expenses** | | | **Year to Date Expenses** | | | **% of Budget Spent YTD** | | |
| 5 | **CARE Program:** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** |
| 6 | Outreach | $ - | $ 3,845,745 | $ 3,845,745 | $ - | $ 918,760 | $ 918,760 | $ - | $ 2,891,423 | $2,891,423 | NA | 75% | 75% |
| 7 | Processing / Certification Re-certification | $ - | $ 4,456,213 | $ 4,456,213 | $ - | $ 62,807 | $ 62,807 | $ - | $ 696,493 | $ 696,493 | NA | 16% | 16% |
| 8 | Post Enrollment Verification | $ - | $ 3,744,000 | $ 3,744,000 | $ - | $ 24,410 | $ 24,410 | $ - | $ 266,918 | $ 266,918 | NA | 7% | 7% |
| 9 | IT Programming | $ - | $ 2,669,534 | $ 2,669,534 | $ - | $ 31,087 | $ 31,087 | $ - | $ 336,386 | $ 336,386 | NA | 13% | 13% |
| 10 | Cooling Centers | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | NA | NA | NA |
| 11 | | | | | | | | | | | | | |
| 12 | Pilots | $ - | $ 180,000 | $ 180,000 | $ - | $ - | $ - | $ - | $ 90,000 | $ 90,000 | NA | 50% | 50% |
| 13 | | | | | | | | | | | | | |
| 14 | Measurement and Evaluation | $ - | $ 51,484 | $ 51,484 | $ - | $ - | $ - | $ - | $ - | $ - | NA | 0% | 0% |
| 15 | Regulatory Compliance | $ - | $ 234,962 | $ 234,962 | $ - | $ 32,340 | $ 32,340 | $ - | $ 219,334 | $ 219,334 | NA | 93% | 93% |
| 16 | General Administration | $ - | $ 915,488 | $ 915,488 | $ - | $ 102,349 | $ 102,349 | $ - | $ 596,883 | $ 596,883 | NA | 65% | 65% |
| 17 | CPUC Energy Division | $ - | $ 60,000 | $ 60,000 | $ - | $ 1,388 | $ 1,388 | $ - | $ 12,661 | $ 12,661 | NA | 21% | 21% |
| 18 | | | | | | | | | | | | | |
| 19 | SUBTOTAL MANAGEMENT COSTS | $ - | $ 16,157,426 | $ 16,157,426 | $ - | $ 1,173,141 | $ 1,173,141 | $ - | $ 5,110,098 | $ 5,110,098 | NA | 32% | 32% |
| 20 | | | | | | | | | | | | | |
| 21 | CARE Rate Discount | $ - | $ 129,892,840 | $ 129,892,840 | $ - | $ 6,473,535 | $ 6,473,535 | $ - | $ 86,910,355 | $ 86,910,355 | NA | 67% | 67% |
| 22 | | | | | | | | | | | | | |
| 23 | TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS | $ - | $ 146,050,266 | $ 146,050,266 | $ - | $ 7,646,676 | $ 7,646,676 | $ - | $ 92,020,453 | $ 92,020,453 | NA | 63% | 63% |
| 24 | | | | | | | | | | | | | |
| 25 | Other CARE Rate Benefits | | | | | | | | | | | | |
| 26 | - DWR Bond Charge | | | | | | | | | | | | |
| 27 | - CARE PPP Exemption | | | | $ - | $ 780,281 | $ 780,281 | $ - | $ 12,808,897 | $ 12,808,897 | | | |
| 28 | - California Solar Initiative | | | | | | | | | | | | |
| 29 | - kWh Surcharge Exemption | | | | | | | | | | | | |
| 30 | Total Other CARE Rate | | | | $ - | $ 780,281 | $ 780,281 | $ - | $ 12,808,897 | $ 12,808,897 | | | |
| 31 | | | | | | | | | | | | | |
| 32 | Indirect Costs | | | | $ - | $ 113,010 | $ 113,010 | $ - | $ 915,675 | $ 915,675 | | | |
| 33 | | | | | | | | | | | | | |
| 34 | [1.] Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts. | | | | | | | | | | | | |
| 35 | 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**
**September 2013**

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 4 | | New Enrollment | | | | | | | | | | Recertification | | | | Attrition (Drop Offs) | | | | | Enrollment | | | | |
| 5 | | Automatic Enrollment | | | | Self-Certification (Income or Categorical) | | | | Capitation | Total New Enrollment (E+I+J) | Scheduled | Non-Scheduled (Duplicates) | Automatic | Total Recertification (L+M+N) | No Response to Recert | Failed PEV | Failed Recertification | Other | Total Attrition (P+Q+R+S) | Gross (K+O) | Net Adjusted (K-T) | Total CARE Participants | Estimated CARE Eligible | Penetration Rate % (W/X) |
| 6 | 2013 | Inter-Utility [1] | Intra-Utility [2] | Leveraging [3] | Combined (B+C+D) | Online | Paper | Phone | Combined (F+G+H) | | | | | | | | | | | | | | | | |
| 7 | January | 5,843 | 2,411 | 332 | 8,586 | 2,574 | 17,081 | 118 | 19,773 | 1 | 28,360 | 27,764 | 21,066 | 11,330 | 60,160 | 17,137 | 3,030 | 1,070 | 2,877 | 24,114 | 88,520 | 4,246 | 1,653,606 | 1,794,060 | 92.2% |
| 8 | February | 5,876 | 2,541 | 310 | 8,727 | 4,344 | 25,750 | 13 | 30,107 | 15 | 38,849 | 9,085 | 12,913 | 9,979 | 31,977 | 13,900 | 4,053 | 1,047 | 23,785 | 42,785 | 70,826 | -3,936 | 1,649,670 | 1,794,060 | 92.0% |
| 9 | March | 5,445 | 3,600 | 388 | 9,433 | 3,532 | 12,144 | 18 | 15,694 | 15 | 25,142 | 16,061 | 18,047 | 12,869 | 46,977 | 10,876 | 2,961 | 527 | 11,144 | 25,508 | 72,119 | -366 | 1,649,304 | 1,794,060 | 91.9% |
| 10 | April | 4,969 | 3,196 | 402 | 8,567 | 2,404 | 12,333 | 7 | 14,744 | 14 | 23,325 | 8,509 | 15,933 | 10,764 | 35,206 | 8,192 | 2,386 | 481 | 9,988 | 21,047 | 58,531 | 2,278 | 1,651,582 | 1,797,772 | 91.9% |
| 11 | May | 4,948 | 3,164 | 396 | 8,508 | 2,363 | 12,304 | 6 | 14,673 | 10 | 23,191 | 12,112 | 13,388 | 9,666 | 35,166 | 8,587 | 2,972 | 453 | 11,642 | 23,654 | 58,357 | -463 | 1,651,119 | 1,797,772 | 91.8% |
| 12 | June | 5,115 | 2,421 | 362 | 7,898 | 2,420 | 13,885 | 2 | 16,307 | 22 | 24,227 | 23,555 | 21,985 | 7,600 | 53,140 | 10,572 | 3,326 | 327 | 17,810 | 32,035 | 77,367 | -7,808 | 1,643,311 | 1,797,772 | 91.4% |
| 13 | July | 5,918 | 2,906 | 464 | 9,288 | 2,545 | 19,068 | 11 | 21,624 | 19 | 30,931 | 29,998 | 25,820 | 8,988 | 64,806 | 15,797 | 3,276 | 542 | 15,900 | 35,515 | 95,737 | -4,584 | 1,638,727 | 1,795,429 | 91.3% |
| 14 | August | 4,061 | 3,390 | 385 | 7,836 | 3,277 | 15,347 | 4 | 18,628 | 15 | 26,479 | 29,890 | 16,595 | 8,301 | 54,786 | 15,247 | 3,414 | 607 | 15,863 | 35,131 | 81,265 | -8,652 | 1,630,075 | 1,795,429 | 90.8% |
| 15 | September | 6,287 | 2,763 | 243 | 9,293 | 2,198 | 11,030 | 5 | 13,233 | 1 | 22,527 | 25,892 | 17,370 | 9,840 | 53,102 | 12,832 | 4341 | 370 | 16,374 | 33,917 | 75,629 | -11,390 | 1,618,685 | 1,795,429 | 90.2% |
| 16 | October | | | | | | | | | | | | | | | | | | | | | | | | |
| 17 | November | | | | | | | | | | | | | | | | | | | | | | | | |
| 18 | December | | | | | | | | | | | | | | | | | | | | | | | | |
| 19 | **YTD Total** | **48,462** | **26,392** | **3,282** | **78,136** | **25,657** | **138,942** | **184** | **164,783** | **112** | **243,031** | **182,866** | **163,117** | **89,337** | **435,320** | **113,140** | **29,759** | **5,424** | **125,383** | **273,706** | **678,351** | **-30,675** | **1,618,685** | **1,795,429** | **90.2%** |

20

21 [1] Enrollments via data sharing between the IOUs.

22 [2] Enrollments via data sharing between departments and/or programs within the utility.

23 [3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.

24 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
## September 2013

| 2013 | Total CARE Households Enrolled | Households Requested to Verify | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) [1] | Total Households De-enrolled [2] | % De-enrolled through Post Enrollment Verification | % of Total CARE Households De-enrolled |
|---|---|---|---|---|---|---|---|---|
| **January** | 1,653,606 | 5,282 | 0.32% | 3,104 | 224 | 3,328 | 63.00% | 0.200% |
| **February** | 1,649,670 | 5,359 | 0.32% | 2,797 | 235 | 3,032 | 57.00% | 0.180% |
| **March** | 1,649,304 | 6,207 | 0.38% | 3,157 | 228 | 3,385 | 55.00% | 0.210% |
| **April** | 1,651,582 | 6,973 | 0.42% | 3,851 | 250 | 4,101 | 59.00% | 0.250% |
| **May** | 1,651,119 | 8,847 | 0.54% | 5,468 | 374 | 5,842 | 66.00% | 0.350% |
| **June** | 1,643,311 | 885 | 0.05% | 199 | 23 | 222 | 25.00% | 0.010% |
| **July** | 1,638,727 | 5,258 | 0.32% | 9 | 313 | 322 | 6.00% | 0.020% |
| **August** | 1,630,075 | 5,501 | 0.34% | 5 | 186 | 191 | 3.00% | 0.01% |
| **September** | 1,618,685 | 3,900 | 0.24% | 1 | 9 | 10 | 0.00% | 0.00% |
| **October** | | | | | | | | |
| **November** | | | | | | | | |
| **December** | | | | | | | | |
| **YTD Total** | **1,618,685** | **48,212** | **2.98%** | **18,591** | **1,842** | **20,433** | **42%** | **1.26%** |

[1] Includes customers verified as over income or who requested to be de-enrolled.

[2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a

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)
## not applicable to SoCalGas

| 2013 | Total CARE Households Enrolled | Households Requested to Verify | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) [1] | Total Households De-enrolled [2] | % De-enrolled through Post Enrollment Verification | % 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 customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.

[2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a

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

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 4 - CARE Self-Certification and Self-Recertification Applications** | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | |
| 3 | **September 2013** | | | | | | |
| 4 | | **Provided[1]** | **Received** | **Approved[2]** | **Denied[3]** | **Pending/Never Completed[4]** | **Duplicates[5]** |
| 5 | Total (Y-T-D) | 4,594,756 | 429,555 | 285,470 | 24,192 | 33,592 | 86,301 |
| 6 | Percentage | | 100% | 67% | 6% | 8% | 20% |
| 7 | | | | | | | |
| 8 | [1] An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. | | | | | | |
| 9 | [2] Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. | | | | | | |
| 10 | [3] Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. | | | | | | |
| 11 | [4] Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. | | | | | | |
| 12 | [5] Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. | | | | | | |
| 13 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | |

| | A | B | C | D | E | F | G | H | I | J |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 5 - Enrollment by County** | | | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | | | |
| 3 | **September 2013** | | | | | | | | | |
| 4 | County | Estimated Eligible Households | | | Total Households Enrolled | | | Penetration Rate | | |
| 5 | | Urban | Rural | Total | Urban | Rural | Total | Urban | Rural | Total |
| 6 | Fresno | 10,578 | 12 | 10,590 | 11,358 | 17 | 11,375 | 107% | 143% | 107% |
| 7 | Imperial | 0 | 16,787 | 16,787 | 15 | 13,277 | 13,292 | NA | 79% | 79% |
| 8 | Kern | 12,975 | 27,590 | 40,565 | 10,381 | 26,440 | 36,821 | 80% | 96% | 91% |
| 9 | Kings | 18 | 13,029 | 13,047 | 16 | 14,083 | 14,099 | 87% | 108% | 108% |
| 10 | Los Angeles | 949,654 | 2,407 | 952,061 | 863,743 | 1,153 | 864,896 | 91% | 48% | 91% |
| 11 | Orange | 199,619 | 0 | 199,619 | 158,933 | 19 | 158,952 | 80% | 0% | 80% |
| 12 | Riverside | 101,317 | 125,107 | 226,424 | 89,846 | 113,976 | 203,822 | 89% | 91% | 90% |
| 13 | San Bernardino | 160,384 | 972 | 161,356 | 163,060 | 782 | 163,842 | 102% | 80% | 102% |
| 14 | San Luis Obispo | 10,493 | 17,715 | 28,208 | 4,450 | 12,279 | 16,729 | 42% | 69% | 59% |
| 15 | Santa Barbara | 33,923 | 1,065 | 34,987 | 28,201 | 673 | 28,874 | 83% | 63% | 83% |
| 16 | Tulare | 10,717 | 45,724 | 56,442 | 11,267 | 46,684 | 57,951 | 105% | 102% | 103% |
| 17 | Ventura | 53,369 | 1,975 | 55,344 | 46,626 | 1,406 | 48,032 | 87% | 71% | 87% |
| 18 | | | | | | | | | | |
| 19 | **Total** | **1,543,047** | **252,382** | **1,795,429** | **1,387,896** | **230,789** | **1,618,685** | **90%** | **91%** | **90.2%** |
| 20 | | | | | | | | | | |
| 21 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | |

| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 6 - Recertification Results** | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | |
| 3 | **September 2013** | | | | | | | |
| 4 | **2013** | **Total CARE Households** | **Households Requested to Recertify** | **% of Households Total (C/B)** | **Households Recertified** | **Households De-enrolled** | **Recertification Rate % (E/C)** | **% of Total Households De-enrolled (F/B)** |
| 5 | January | 1,653,606 | 25,278 | 1.53% | 19,548 | 10,510 | 77% | 0.64% |
| 6 | February | 1,649,670 | 24,627 | 1.49% | 19,004 | 10,013 | 77% | 0.61% |
| 7 | March | 1,649,304 | 36,122 | 2.19% | 25,604 | 15,767 | 71% | 0.96% |
| 8 | April | 1,651,582 | 42,081 | 2.55% | 26,412 | 19,039 | 63% | 1.15% |
| 9 | May | 1,651,119 | 31,773 | 1.92% | 18,487 | 15,050 | 58% | 0.91% |
| 10 | June | 1,643,311 | 33,356 | 2.03% | 19,690 | 11,102 | 59% | 0.68% |
| 11 | July | 1,638,727 | 40,640 | 2.48% | 17,579 | 826 | 43% | 0.05% |
| 12 | August | 1,630,075 | 33,758 | 2.07% | 3,918 | 224 | 12% | 0.01% |
| 13 | September | 1,618,685 | 36,000 | 2.22% | 2,033 | 100 | 6% | 0.01% |
| 14 | October | | | | | | | |
| 15 | November | | | | | | | |
| 16 | December | | | | | | | |
| 17 | **YTD** | **1,618,685** | **303,635** | **18.76%** | **152,275** | **82,631** | **50%** | **5.10%** |
| 18 | | | | | | | | |
| 19 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | |

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 7 - Capitation Contractors** | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | |
| 3 | **September 2013** | | | | | | |
| 4 | **Contractor [1]** | **Contractor Type (Check one or more if applicable)** | | | | **Total Enrollments** | |
| 5 | | | | | | | |
| 6 | | **Private** | **CBO** | **WMDVBE** | **LIHEAP** | **Current Month** | **Year-To-Date** |
| 7 | Community Action Partnership of Orange County | | X | X | X | 0 | 0 |
| 8 | ELA Communications Energy ED Program | | X | | | 0 | 0 |
| 9 | PACE – Pacific Asian Consortium in Employment | | X | X | X | 0 | 0 |
| 10 | Proteus, Inc. | | X | | | 0 | 0 |
| 11 | Community Pantry of Hemet | | X | | | 0 | 0 |
| 12 | Community Action Partnership of San Bernardino | | X | | X | 0 | 8 |
| 13 | LA Works | | X | | | 0 | 0 |
| 14 | Children's Hospital of Orange County | | X | | | 0 | 0 |
| 15 | The Companion Line | | X | | | 0 | 0 |
| 16 | Across Amer Foundation | | X | | | 0 | 0 |
| 17 | All Peoples Christian Center | | X | | | 0 | 0 |
| 18 | LA County 211 | | X | | | 0 | 0 |
| 19 | YMCA Montebello-Commerce | | X | | | 0 | 0 |
| 20 | Sr. Citizens Emergency Fund I.V., Inc. | | X | | | 0 | 0 |
| 21 | Coachella Valley Housing Coalition | | X | | | 0 | 0 |
| 22 | HABBM | | X | | | 0 | 0 |
| 23 | Second Harvest Food Bank of Orange County | | X | | | 0 | 0 |
| 24 | Southeast Community Development Corp. | | X | | | 0 | 0 |
| 25 | Latino Resource Organization | | X | | | 0 | 0 |
| 26 | Independent Living Center of Southern California | | X | | | 0 | 0 |
| 27 | Community Action Partnership - Kern County | | X | | | 0 | 0 |
| 28 | El Concilio del Condado de Ventura | | X | | | 0 | 0 |
| 29 | Ventura Cty Comm Human | | X | | | 0 | 0 |
| 30 | Blessed Sacrament Church | | X | | | 0 | 1 |
| 31 | Starbright Management Services | | X | | | 0 | 0 |
| 32 | Hermandad Mexicana | | X | | | 0 | 0 |
| 33 | CSET | | X | | | 0 | 2 |
| 34 | Crest Forest Family and Community Service | | X | | | 0 | 0 |
| 35 | CUI – Campesinos Unidos, Inc. | | X | X | X | 0 | 0 |
| 36 | Veterans in Community Service | | X | X | X | 0 | 0 |
| 37 | Chinatown Service Center | | X | | | 1 | 18 |
| 38 | Koreatown Youth and Community Center | | X | | | 0 | 0 |
| 39 | MEND | | X | | | 0 | 0 |
| 40 | Armenian Relief Society | | X | | | 0 | 0 |
| 41 | Catholic Charities of LA – Brownson House | | X | | | 0 | 0 |
| 42 | BroadSpectrum | | X | | | 0 | 0 |
| 43 | OCCC, Inc. (Orange County Community Center) | | X | | | 0 | 3 |
| 44 | Green Light Shipping | X | | | | 0 | 0 |
| 45 | APAC Service Center | | X | | | 0 | 80 |
| 46 | Visalia Emergency Aid Council | | X | | | 0 | 0 |
| 47 | **Total Enrollments** | | | | | **1** | **112** |

48 [1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

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

| | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 8 - Participants as of Month-End** | | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | | |
| 3 | **September 2013** | | | | | | | | |
| 4 | **2013** | **Gas and Electric** | **Gas Only** | **Electric Only** | **Total** | **Eligible Households** | **Penetration** | **% Change** | **Total Residential Accounts** |
| 5 | January | n/a | 1,653,606 | n/a | 1,653,606 | 1,794,060 | 92.2% | 6.0% | 100% |
| 6 | February | n/a | 1,649,670 | n/a | 1,649,670 | 1,794,060 | 92.0% | -0.2% | 100% |
| 7 | March | n/a | 1,649,304 | n/a | 1,649,304 | 1,794,060 | 91.9% | 0.0% | 100% |
| 8 | April | n/a | 1,651,582 | n/a | 1,651,582 | 1,797,772 | 91.9% | 0.1% | 100% |
| 9 | May | n/a | 1,651,119 | n/a | 1,651,119 | 1,797,772 | 91.8% | 0.0% | 100% |
| 10 | June | n/a | 1,643,311 | n/a | 1,643,311 | 1,797,772 | 91.4% | -0.5% | 100% |
| 11 | July | n/a | 1,638,727 | n/a | 1,638,727 | 1,795,429 | 91.3% | -0.3% | 100% |
| 12 | August | n/a | 1,630,075 | n/a | 1,630,075 | 1,795,429 | 90.8% | -0.5% | 100% |
| 13 | September | n/a | 1,618,685 | n/a | 1,618,685 | 1,795,429 | 90.2% | -0.7% | 100% |
| 14 | October | | | | | | | | |
| 15 | November | | | | | | | | |
| 16 | December | | | | | | | | |
| 17 | **YTD** | | **1,618,685** | **n/a** | **1,618,685** | **1,795,429** | **90.2%** | **-0.7%** | **100%** |
| 18 | | | | | | | | | |
| 19 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **CARE Program Table 9 - Expenditures for CHANGES Pilot** | | | | | | | | | | | | |
| 2 | **Southern California Gas Company** | | | | | | | | | | | | |
| 3 | **September 2013** | | | | | | | | | | | | |
| 4 | | **Authorized 3-Year Budget** | | | **Current Month Expenses** | | | **Expenses Since Jan. 1, 2013** | | | **% of 2013-14 Budget Expensed** | | |
| 5 | | **Total** | | | **Total** | | | **Total** | | | **Total** | | |
| 6 | **Pilots** | | | | | | | | | | | | |
| 7 | CHANGES | $180,000 | | | $0 | | | $90,000 | | | 50% | | |
| 8 | Total Pilots | $180,000 | | | $0 | | | $90,000 | | | 50% | | |
| 9 | | | | | | | | | | | | | |
| 10 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | |

**CARE Table 10 CHANGES One-on-One Customer Assistance Sessions**
**Through August 2013 - Southern California Gas Company**
**(Provide Cumulative Data from January, 2013 through end of Reporting Month)**
**All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities**

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 5 | | | | | If on CARE, How initially enrolled | | Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1) | | | Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs | | | Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO | | | Calls to Dedicated 800 # Recorded by IOU |
| 6 | | | | | | | | | | | Dedicated Toll Free Number Used | | | Dedicated Toll Free Number Used | | |
| 7 | Date (2) | CHANGES Participants' Self-Identified language of preference | Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) | Description of each contact made with that customer's utility until a resolution is reached | # | How Enrolled | CARE | FERA | Medical Baseline | # | 1=Yes 0 = No | Reason 800# Not Used | # | 1=Yes 0 = No | Reason 800# Not Used | |
| 8 | 12/20/2012 | Spanish | LIHEAP Eduction and Appl Assistance | Not Available | | SoCalGas customer servic | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 9 | 2/5/2012 | English | GAF Appl Assistance and Energy Efficiency Education | Not Available | | Not CARE | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 10 | 2/26/2012 | Tagalog | Bill Education and Medical Baseline Appl Assistance | Not Available | | SoCalGas customer servic | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 11 | 8/5/2013 | Spanish | Energy Savings Assistance Program assistance | Not Available | | Rate transfer | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 12 | 8/5/2013 | Spanish | LIHEAP Application Assistance | Not Available | | SoCalGas customer servic | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 13 | 8/5/2013 | Vietnamese | Set Up Account/Changes to Account | Not Available | | SoCalGas customer servic | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 14 | 8/8/2013 | Spanish | LIHEAP Eduction and Appl Assistance | Not Available | | Rate transfer | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 15 | 8/1/2013 | Spanish | Set Up Account/Changes to Account/EE Kit/Conservation | Not Available | | Direct mail | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 16 | 8/6/2013 | Spanish | ESAP assistance/Schedule energy audit | Not Available | | SoCalGas customer servic | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 17 | 1/7/2013 | Spanish | LIHEAP Application Assistance/EE Kit/ESAP Appl Assistance | Not Available | | Edison | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 18 | 8/6/2013 | Khmer | ESAP assistance/Schedule energy audit | Not Available | | Edison | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 19 | 8/17/2013 | Spanish | Set up payment exteion/Stop disconnect | Not Available | | Rate transfer | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 20 | 8/20/2013 | Spanish | Energy conservation education/Set up payment plan/stop disconnection | Not Available | | Edison | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 21 | 8/5/2013 | Chinese/Canton | LIHEAP Appl Assistance | Not Available | | SoCalGas customer servic | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 22 | 8/9/2013 | Chinese/Canton | Could not locate acct number/invalid acct number | Not Available | | Invalid account # | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 23 | 8/7/2013 | Vietnamese | LIHEAP Appl Assistance/ESAP education, application assistance | Not Available | | Bill Insert | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 24 | 8/13/2013 | Spanish | Schedule energy audit | Not Available | | SoCalGas customer servic | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 25 | 8/6/2013 | Spanish | Sign up for 3rd party notification | Not Available | | Edison | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 26 | 8/20/2013 | Indonesian | Education on LIHEAP, ESAP and CARE/Request Meter Service testing | Not Available | | Not CARE | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 27 | 8/19/2013 | Spanish | Education on CARE and Energy Savings Assistance Programs | Not Available | | Not CARE | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 28 | 8/19/2013 | Spanish | LIHEAP/CARE education | Not Available | | Not CARE | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 29 | 8/22/2013 | Vietnamese | ESAP assistance/Request meter service or testing | Not Available | | Not CARE | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 30 | 8/27/2013 | Vietnamese | ESAP assistance/Schedule energy audit | Not Available | | Rate transfer | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 31 | 8/28/2013 | Hindi | Restore Service | Not Available | | Bill Insert | 0 | Not Applicable | 0 | 0 | Not Available | | 0 | Not Available | | |
| 32 | | | | | | | | | | | | | | | | |
| 33 | Current Month Total | | | | | | 0 | Not Applicable | 0 | 0 | | | 0 | | | 34 |
| 34 | Year-to-Date Total | | | | | | 1 | Not Applicable | 0 | 0 | | | 0 | | | 287 |

35
36 [1] Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit
37 The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and
38 Detailed information for Column C available through table provided by SHE organization
39 2 Table reflects new monthly activity and may include information from prior months not previously reported
40 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 11 CHANGES Group Customer Assistance Sessions** | | | | | | |
| 2 | **Through September 2013 - Southern California Gas Company** | | | | | | |
| 3 | **(Provide Cumulative Data from January , 2013 through end of Reporting Month)** | | | | | | |
| 4 | **All Data Provided by the CHANGES Contractor** | | | | | | |
| 5 | | | | **Session Logistics** | | | |
| 6 | **Date** | **Session Language** | **Description of Service Provided (g.g. utility bill assistance, utility bill dispute resolution, and other energy related issues** | **# of Sessions** | **Length (Hours)** | **Number of Attendees** | **Description of Information/Literature Provided** |
| 7 | | | | | | | |
| 8 | | | | | | | |
| 9 | | | | | | | |
| 10 | | | | | | | |
| 11 | | | | | | | |
| 12 | | | | | | | |
| 13 | | | | | | | |
| 14 | | | | | | | |
| 15 | | | | | | | |
| 16 | | | | | | | |
| 17 | | | | | | | |
| 18 | | | | | | | |
| 19 | | | | | | | |
| 20 | | | | | | | |
| 21 | | | | | | | |
| 22 | | | | | | | |
| 23 | | | | | | | |
| 24 | | | | | | | |
| 25 | | | | | | | |
| 26 | | | | | | | |
| 27 | | | | | | | |
| 28 | | | | | | | |
| 29 | | | | | | | |
| 30 | | | | | | | |
| 31 | | | | | | | |
| 32 | | | | | | | |
| 33 | | | | | | | |
| 34 | | | | | | | |
| 35 | | | | | | | |
| 36 | | | | | | | |
| 37 | Current Month Total | | | 0 | | 0 | |
| 38 | Year-to-Date Total | | | | | | |
| 39 | | | | | | | |
| 40 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | |

Data not available