

**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 SEPTEMBER 2018**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1 Energy Savings Assistance (ESA) Program Overview

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

Program Summary through September 2018			
	Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$194,044,551	\$65,365,959	33.69%
Homes Treated	164,175	63,076	38.42%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,540,000	1,046,649	16.00%

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

In September 2018, SoCalGas processed and paid contractor invoices for 8,272 treated homes. Additionally, SoCalGas paid for the weatherization of 17,543 homes, 3,017 furnace repairs and replacements, 512 water heater repairs and replacements, and 1,328 High Efficiency (HE) clothes washers.

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

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

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

Ethnic and Mass Media Campaign

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

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of September, 12,430 emails were deployed to customers with a high probability of being eligible for the ESA Program as well as an additional 12,277 emails to newly enrolled CARE customers to generate interest in the ESA Program.

Energy Savings Assistance Program - Direct Mailings

During the month of September, SoCalGas deployed 20,748 direct mailings to new and existing CARE customers. The direct mailings included the standard ESA Program message and is intended to drive customers to the ESA Program web page at www.socalgas.com.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 138 internet-generated leads for the ESA Program during the month of September. SoCalGas utilized social media platforms to post ESA Program messaging on Facebook which reached 675 people, resulting in 313 post clicks, and on Twitter reaching 2,479 people with 27 total engagements.

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

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
August 31 – Sept 2	La Fiesta de San Gabriel	San Gabriel	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to the approximately 500 in attendance. Materials were available in English, Spanish, Korean and Chinese.
Sept 4	South Gate Tenant Rights Meeting Community Workshop	South Gate	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to all in attendance.
Sept 5	Rosa Parks Elementary School – Back-to-School Night	Los Angeles	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 150 of the 300 in attendance.
Sept 7	Matador’s Day of Service	Northridge	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
Sept 7 – Sept 9	LA County Fair	Pomona	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 1,200 in attendance.
Sept 11	Hathaway Sycamores In Service Event	Van Nuys	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
Sept 11	Veteran Resource Center	CSUN Northridge	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the approximately 10 in attendance.
Sept 12	Volunteers of America Open House	HUD-VASH, West Covina	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 25 in attendance. Materials were provided to the HUD-VASH office so that case managers can have them available for clients that visit center.
Sept 12	Senior Healthy Clean Air	Riverside	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 600 of

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Fair (SCAQMD)		the 800 visitors.
Sept 13	Chatsworth Neighborhood Watch	Chatsworth	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 45 in attendance.
Sept 14	Bassett High School Event	La Puente	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 20 in attendance.
Sept 15	6 th Annual Golden Future 50+ Senior Expo – LA West Edition	Culver City	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 of the 800 in attendance.
Sept 16	Fiestas Patrias	Norco	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,000 in attendance.
Sept 16	San Gabriel Valley Community Resource Fair	Baldwin Park	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,000 in attendance.
Sept 17	Hacienda/La Puente Adult Education Center	La Puente	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 14 in attendance.
Sept 17	Safety Stand Down	SoCalGas ERC Downey	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 in attendance including about 10 non-profit organizations on site that work with customers who could be eligible for programs including Ronald McDonald House and Peace Over Violence.
Sept 19	DCFS / Belvedere Office	Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
Sept 20	Saint Barnabas Senior Services Case Manager	Senior Center Echo Park	SoCalGas staff gave a presentation to approximately 12 case managers and social workers regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to those in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Training		
Sept 22	A Gala of Light – San Fernando Valley Rescue Mission	San Fernando	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 250 in attendance.
Sept 22	Nazarene Church of Downey Resource Fair	Downey	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed during the presentation to approximately 70 of the 130 in attendance.
Sept 24	Los Angeles County Prepareathon Resource Fair	Compton	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 80 of the 100 in attendance.
Sept 26	SCAQMD Environmental Justice Conference	Los Angeles	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 200 in attendance.
Sept 26	El Monte - Rosemead Adult School	El Monte	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 295 of the 500 in attendance.
Sept 26	Molina Bridge to Access Advisory	Molina Center, Long Beach	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 31 in attendance that included representatives from agencies throughout Southern California to learn how SoCalGas’ CAPs can help their patients. SoCalGas is working with Molina Center to develop an area to display program information and collateral so it can be readily available for all who visit.
Sept 28	Southern California Association of Non Profit Housing Annual Conference	Los Angeles	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to 200 of the approximately 800 in attendance.
Sept 29	11 th Annual San	San Fernando	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Fernando Valley Disaster Preparedness Fair		materials were distributed to approximately 3,000 in attendance.
Sept 30	LA Phil 100 X Ciclavia	Los Angeles	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5,000 of the 50,000 in attendance.

1.3 Leveraging Success Evaluation, Including CSD

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

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

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

- Eastern Municipal Water District
- Fontana Water Company¹
- Liberty Utilities, formerly Park Water Company²

- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³

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	865
Colton Public Utilities	176
LADWP	5,052
Pasadena Water and Power	106
Riverside Public Utilities	0
Total	6,199

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

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

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

Providers have reported the activity noted above through the month of September. 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 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						
	Q1	Q2	July	August	September	Total
Attended Testing	73	55	16	21	21	186
Passed Test	47	43	13	18	17	138
Pass Rate	64%	78%	81%	86%	81%	74%

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

SoCalGas Enrollment and Assessment Training						
	Q1	Q2	July**	August	September	Totals
Attended Class	77	36	0	24	17	154
Tested	71	32	0	24	12	139
Passed Class	57	25	0	18	10	110
Badged	0	0	0	0	0	0
Census Attendees	0	0	0	0	0	0
Retention Rate*	80%	78%	0%	75%	83%	79%
*Retention Rate is Passed/Tested						
** There was no E&A Training in July						

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

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program.

The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2018.

Class Type	Q1		Q2		July		August		September		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	2	7	5	23	1	14	2	17	1	6	11	67
HVAC Initial	3	9	2	9	2	19	1	4	0	0	8	41
Wx / NGAT Refresher	3	17	9	223	2	39	0	0	0	0	14	279
HVAC Refresher	1	7	5	50	1	1	0	0	0	0	7	58
Grand Total	9	40	21	305	6	73	3	21	1	6	40	445

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 – September

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	\$2,737,720	68.36%
Proc., Certification and Verification	\$3,121,351	\$1,183,162	37.91%
Information Tech./Programming	\$1,037,796	\$741,176	71.42%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$139,933	31.98%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$326,064	68.52%
General Administration	\$953,729	\$582,094	61.03%
CPUC Energy Division Staff	\$60,000	\$19,318	32.20%
Total Expenses	\$10,091,122	\$5,729,466	56.78%
Subsidies and Benefits	\$132,351,979	\$80,149,492	60.56%
Total Program Costs and Discounts	\$142,443,101	\$85,878,958	60.29%

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

CARE My Account Activity & Enrollments

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

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 73,192 successful enrollments, 22,295 recertifications, 2,430 post-enrollment verifications, and 1,958 opt-outs. Activity for September is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	4,403	3,767
Re-certification	2,302	2,259
PEV	227	122
Customer opt-out	191	191

CARE CSR Enrollment Initiative

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

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

During the month of September, CSRs successfully enrolled over 12,100 customers in CARE. An additional 5,837 customers preferred to receive a CARE application in the mail. Through this effort, year-to-date CARE enrollments via the CCC is at 104,900 and 48,646 mailed applications.

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

2.1.2 Please provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,614,923	1,792,502	90.09%

2.2 Outreach

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

CARE Telephone Enrollments and Recertification

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

advance of the customer's recertification date. This email directs the customer to renew by means of an on-line form.

During the month of September, SoCalGas did not send any recertification reminder emails to customers whose renewal date was approaching but processed a total of 1,071 on-line renewals.

CARE Web Activity & Enrollments

SoCalGas references its website in nearly all communications. Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of September, SoCalGas sent 5,452 emails to customers with a probability of being eligible for the CARE program and processed 1,342 on-line enrollments. A total of 19,439 emails were sent to existing SoCalGas customers who may qualify for the CARE program.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers are bilingual (English and Spanish) and generated 1,553 approved enrollments in September. 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 September, 519 callers were informed about the CARE Program, with 6 interested in the ESA Program.

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

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

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

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

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but who speak various indigenous

languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in Ventura County. To reach out to these residents and customers - primarily farmworkers and persons with limited English proficiency - SoCalGas has collaborated with MICOP to extend awareness of the CARE Program. MICOP will provide ongoing awareness, and SoCalGas will schedule periodic, sponsored events to highlight the outreach.

CARE Direct Mail Activity and Enrollments

During the month of September, SoCalGas sent 18,084 applications via direct mail to new customers deemed likely to be eligible for the CARE Program.

SoCalGas enrolled 189 customers via direct mail/new customer applications onto the CARE Program. Because of SoCalGas' ongoing concern with customers who fail to recertify, SoCalGas sends direct mail applications to customers who were previously participating in the CARE Program and have fallen off of the program due to failure to recertify. SoCalGas mailed 10,109 letters to customers who have failed to renew their CARE eligibility. As a result of these direct mailings, 419 customers were enrolled onto the CARE Program. Additionally, SoCalGas mailed 25,000 letters to customers who are not on CARE but who have a high probability of being qualified for CARE resulting in 332 customer enrollments.

CARE Bill Inserts

No bill inserts were deployed during the month of September, however, a Customer Assistance message was included on customers' bills. To date, SoCalGas has processed 18,221 bill insert applications.

Outreach by Field Employees

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

CARE Mass Media Campaign

On June 15th, SoCalGas launched its "Moments that Matter" advertising campaign designed to raise awareness of the CARE 20% discount, and promote the new, expedited online application to help increase program participation. The campaign, which is now scheduled to run through the end of November, targets top zip codes with the lowest CARE penetration and includes a mix of online advertising, search terms, out-of-home and paid social media. The strategy behind the media plan is designed to align with the messaging, promoting the new online application and helping drive customers to enroll immediately.

From a messaging standpoint, the campaign provides a glimpse into a mother’s balancing act of ensuring her family is taken care of and managing the upkeep of her home. With so much on her plate, SoCalGas can lighten her load of responsibilities through the CARE discount, giving her more time for “Moments that Matter” most. The campaign continues to engage our targeted CARE audience garnering 15 million impressions as well as reaching 35,900 clicks to the program landing site through the end of September.

Disability

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
Sept 7	3rd Annual Disability Pride Parade & Festival	Los Angeles	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 1,800 in attendance.
Sept 10	Fiesta Educativa State Wide Disability Conference	California Endowment Los Angeles	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs to 150 of the over 400 in attendance. Event provided information to families of special needs children.
Sept 21	Wellness Meeting	Rancho Los Amigos, Downey	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 17 support staff in attendance

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			that serve patients with spinal cord injuries. SoCalGas is working with the center to develop an area to display CAP collateral that is readily available for all who visit center.
Sept 21	Latinx Deaf Symposium – First Annual Deaf Conference for Latino / Spanish Speaking Families	California Endowment, Los Angeles	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to the 200 in attendance.
Sept 29	DEAFestival Los Angeles 2018	Los Angeles	SoCalGas staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 1,000 in attendance.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of September, 5,116 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 September, generated 1,563 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase PEV activities when customer information is

shared with programs such as the Low-Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their “pre-enrollment verification” is used by SoCalGas to meet CARE’s PEV requirements. As a result of leveraging activities during September, 108 LIHEAP customers were enrolled in SoCalGas’ CARE Program.

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of September.

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

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

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

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

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

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

ESA Program - Table 4A – Homes / Buildings Treated

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

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	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 2018												
4													
5		Authorized Budget ¹			Current Month Expenses ²			Year to Date Expenses ²			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ 21,358,152	\$ 21,358,152	N/A	\$ 496,303	\$ 496,303	N/A	\$ 2,910,988	\$ 2,910,988	N/A	13.63%	13.63%
9	Domestic Hot Water	N/A	\$ 41,187,158	\$ 41,187,158	N/A	\$ 2,486,596	\$ 2,486,596	N/A	\$ 10,452,220	\$ 10,452,220	N/A	25.38%	25.38%
10	Enclosure	N/A	\$ 42,287,958	\$ 42,287,958	N/A	\$ 4,295,795	\$ 4,295,795	N/A	\$ 20,351,286	\$ 20,351,286	N/A	48.13%	48.13%
11	HVAC	N/A	\$ 35,502,082	\$ 35,502,082	N/A	\$ 2,157,918	\$ 2,157,918	N/A	\$ 10,762,479	\$ 10,762,479	N/A	30.32%	30.32%
12	Maintenance	N/A	\$ 2,980,637	\$ 2,980,637	N/A	\$ 255,440	\$ 255,440	N/A	\$ 1,213,105	\$ 1,213,105	N/A	40.70%	40.70%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 28,814,208	\$ 28,814,208	N/A	\$ 2,509,701	\$ 2,509,701	N/A	\$ 13,032,037	\$ 13,032,037	N/A	45.23%	45.23%
16	In Home Education	N/A	\$ 7,322,987	\$ 7,322,987	N/A	\$ 225,358	\$ 225,358	N/A	\$ 864,943	\$ 864,943	N/A	11.81%	11.81%
17	Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 179,953,182	\$ 179,953,182	N/A	\$ 12,427,111	\$ 12,427,111	N/A	\$ 59,587,058	\$ 59,587,058	N/A	33.11%	33.11%
19													
20	Training Center	N/A	\$ 926,681	\$ 926,681	N/A	\$ 48,004	\$ 48,004	N/A	\$ 452,669	\$ 452,669	N/A	48.85%	48.85%
21	Inspections	N/A	\$ 3,520,035	\$ 3,520,035	N/A	\$ 184,852	\$ 184,852	N/A	\$ 1,158,930	\$ 1,158,930	N/A	32.92%	32.92%
22	Marketing and Outreach	N/A	\$ 2,200,000	\$ 2,200,000	N/A	\$ 10,161	\$ 10,161	N/A	\$ 387,265	\$ 387,265	N/A	17.60%	17.60%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies	N/A	\$ 153,125	\$ 153,125	N/A	\$ -	\$ -	N/A	\$ 42,371	\$ 42,371	N/A	27.67%	27.67%
25	Regulatory Compliance	N/A	\$ 405,114	\$ 405,114	N/A	\$ 30,770	\$ 30,770	N/A	\$ 330,994	\$ 330,994	N/A	81.70%	81.70%
26	General Administration	N/A	\$ 6,800,414	\$ 6,800,414	N/A	\$ 337,666	\$ 337,666	N/A	\$ 3,387,356	\$ 3,387,356	N/A	49.81%	49.81%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 19,318	\$ 19,318	N/A	22.46%	22.46%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 194,044,551	\$ 194,044,551	N/A	\$ 13,038,563	\$ 13,038,563	N/A	\$ 65,365,959	\$ 65,365,959	N/A	33.69%	33.69%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 313,344	\$ 313,344	N/A	\$ 2,732,759	\$ 2,732,759			
32	NGAT Costs					\$ 319,074	\$ 319,074		\$ 1,605,711	\$ 1,605,711			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022 and updated via Resolution G-3532 addressing conforming AL 5111-A and 5111-B, and revised in the Clear Plan Disposition Letter. Budget table currently excludes												
36	Multi-Family budget for \$4.5M and CSD budget for \$261K related to unspent funds from previous budget cycles for a total budget of \$199M.												
37	² Current month and YTD expenditures include a quarterly accrual of \$5,781,907 in the following reporting categories: Appliances \$237,608, Domestic Hot Water \$1,392,819,												
38	Enclosure \$1,964,479, HVAC \$1,078,641, Maintenance \$109,161, Customer Enrollment \$837,831, In Home Energy Education \$63,105, Inspections \$98,263.												
39	Note: In January 2018, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,799,496 for contractor costs related to all ESA Program measure categories associated to December												
40	2017 activities. This amount was incorporated in 2017 costs as reported in the SoCalGas' Annual Report filed May 2018.												
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 4,251,507	\$ 4,251,507	N/A	\$ 496,303	\$ 496,303	N/A	\$ 2,910,988	\$ 2,910,988	N/A	68.47%	68.47%
Domestic Hot Water	N/A	\$ 32,202,646	\$ 32,202,646	N/A	\$ 2,486,596	\$ 2,486,596	N/A	\$ 10,452,220	\$ 10,452,220	N/A	32.46%	32.46%
Enclosure	N/A	\$ 9,123,929	\$ 9,123,929	N/A	\$ -	\$ -	N/A	\$ 9,123,929	\$ 9,123,929	N/A	100.00%	100.00%
HVAC	N/A	\$ 8,584,066	\$ 8,584,066	N/A	\$ -	\$ -	N/A	\$ 8,584,066	\$ 8,584,066	N/A	100.00%	100.00%
Maintenance	N/A	\$ 749,539	\$ 749,539	N/A	\$ -	\$ -	N/A	\$ 749,539	\$ 749,539	N/A	100.00%	100.00%
Customer Enrollment	N/A	\$ 5,480,503	\$ 5,480,503	N/A	\$ -	\$ -	N/A	\$ 5,480,503	\$ 5,480,503	N/A	100.00%	100.00%
In Home Education	N/A	\$ 6,218,260	\$ 6,218,260	N/A	\$ 225,358	\$ 225,358	N/A	\$ 864,943	\$ 864,943	N/A	13.91%	13.91%
Training Center	N/A	\$ 92,337	\$ 92,337	N/A	\$ -	\$ -	N/A	\$ 92,337	\$ 92,337	N/A	100.00%	100.00%
Inspections	N/A	\$ 916,590	\$ 916,590	N/A	\$ -	\$ -	N/A	\$ 916,590	\$ 916,590	N/A	100.00%	100.00%
Multi-Family Common Area Measures	N/A	\$ 18,000,000	\$ 18,000,000	N/A	\$ 9,370	\$ 9,370	N/A	\$ 118,196	\$ 118,196	N/A	0.66%	0.66%
Leveraging - CSD	N/A	\$ 522,072	\$ 522,072	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 332,828	\$ 332,828	N/A	\$ 30,770	\$ 30,770	N/A	\$ 330,994	\$ 330,994	N/A	99.45%	99.45%
TOTAL UNSPENT PROGRAM COSTS ¹	N/A	\$ 86,474,277	\$ 86,474,277	N/A	\$ 3,248,397	\$ 3,248,397	N/A	\$ 39,624,305	\$ 39,624,305	N/A	45.82%	45.82%

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.

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 2
Southern California Gas Company
September 2018

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF						
1																																						
2																																						
3																																						
4																																						
5																																						
6	ESA Program (Summary) Total¹						ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE)⁷																			
7	Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation⁸						Year-To-Date Completed & Expensed Installation⁸						Year-To-Date Completed & Expensed Installation⁸																			
8	Measures	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure		
9	Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																															
9	High Efficiency Clothes Washer	Each	3,680	-	-	113,638	\$ 3,000,237	6.7%	Each	1,983	-	-	61,235	\$ 1,608,835	7.7%	Each	1,697	-	-	52,403	\$ 1,391,403	5.9%	Each	1,697	-	-	47,586	\$ 1,261,426	6.2%									
10	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
11	Microwaves ³	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
12	Domestic Hot Water																																					
13	Water Heater Blanket	Home	1,480	-	-	3,552	\$ 84,788	0.2%	Home	741	-	-	1,786	\$ 42,414	0.2%	Home	739	-	-	1,765	\$ 42,374	0.2%	Home	450	-	-	1,102	\$ 25,784	0.1%									
14	Low Flow Shower Head	Home	56,355	-	-	83,265	\$ 2,575,736	5.8%	Home	20,756	-	-	29,886	\$ 971,937	4.7%	Home	35,599	-	-	53,379	\$ 1,603,799	6.8%	Home	27,356	-	-	37,921	\$ 1,124,544	5.5%									
15	Water Heater Pipe Insulation	Home	1,148	-	-	2,025	\$ 25,445	0.1%	Home	385	-	-	698	\$ 8,515	0.0%	Home	763	-	-	1,327	\$ 16,930	0.1%	Home	552	-	-	982	\$ 12,222	0.1%									
16	Faucet Aerator	Home	51,623	-	-	173,675	\$ 726,791	1.6%	Home	18,652	-	-	60,481	\$ 269,016	1.3%	Home	32,971	-	-	113,194	\$ 457,775	1.9%	Home	24,926	-	-	77,099	\$ 333,699	1.6%									
17	Water Heater Repair/Replacement	Each	1,320	-	-	4,565	\$ 2,404,436	5.4%	Each	677	-	-	2,327	\$ 1,180,046	5.7%	Each	643	-	-	2,239	\$ 1,224,390	5.2%	Each	392	-	-	1,309	\$ 697,874	3.4%									
18	Thermostatic Shower Valve	Each	66,405	-	-	159,878	\$ 2,954,628	6.6%	Each	24,491	-	-	57,540	\$ 1,089,167	5.2%	Each	41,914	-	-	102,338	\$ 1,865,462	7.9%	Each	29,978	-	-	66,477	\$ 1,333,852	6.6%									
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
21	New - Tub Diverter/ Tub Spout	Each	2,984	-	-	23,850	\$ 321,299	0.7%	Each	1,122	-	-	9,102	\$ 121,907	0.6%	Each	1,862	-	-	14,748	\$ 199,392	0.8%	Each	620	-	-	5,117	\$ 66,740	0.3%									
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
23	Enclosure																																					
24	Air Sealing / Envelope ⁴	Home	49,385	-	-	223,896	\$ 12,213,234	27.5%	Home	16,629	-	-	65,492	\$ 4,082,531	19.6%	Home	32,756	-	-	158,404	\$ 8,130,703	34.4%	Home	22,352	-	-	19,441	\$ 5,396,944	26.5%									
25	Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
26	Attic Insulation	Home	3,468	-	-	92,518	\$ 4,704,673	10.6%	Home	1,554	-	-	41,857	\$ 2,187,170	10.5%	Home	1,914	-	-	50,662	\$ 2,517,503	10.7%	Home	2,235	-	-	62,235	\$ 2,833,619	13.9%									
27	HVAC																																					
28	FAU Standing Pilot Conversion	Each	2	-	-	84	\$ 1,076	0.0%	Each	1	-	-	42	\$ 347	0.0%	Each	1	-	-	42	\$ 729	0.0%	Each	1	-	-	42	\$ 311	0.0%									
29	Furnace Repair/Replacement	Each	5,812	-	-	-	\$ 8,969,306	20.2%	Each	3,370	-	-	-	\$ 5,856,669	28.1%	Each	2,442	-	-	-	\$ 3,112,637	13.2%	Each	2,707	-	-	-	\$ 4,451,115	21.9%									
30	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
31	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
32	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
34	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
35	Duct Testing and Sealing	Home	3,075	-	-	46,074	\$ 648,535	1.5%	Home	1,476	-	-	22,165	\$ 326,710	1.6%	Home	1,599	-	-	23,908	\$ 321,825	1.4%	Home	737	-	-	11,108	\$ 162,937	0.8%									
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
40	Maintenance																																					
41	Furnace Clean and Tune	Home	19,598	-	-	119,629	\$ 1,101,120	2.5%	Home	7,130	-	-	46,497	\$ 413,326	2.0%	Home	12,468	-	-	73,132	\$ 687,794	2.9%	Home	8,254	-	-	59,965	\$ 439,063	2.2%									
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%									
43	Lighting																																					
44	Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
45	Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
46	Torchiere LED	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
47	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
48	LED Night Lights	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
49	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
50	New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
51	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
52	New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
53	Miscellaneous																																					
54	Pool Pumps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
55	Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
56	New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%									
57	Pilots																																					
58																																						
59	Customer Enrollment																																					
60	Outreach & Assessment	Home	41,826	-	-	-	\$ 4,328,088	9.7%	Home	22,173	-	-	-	\$ 2,504,403	12.0%	Home	19,653	-	-	-	\$ 1,823,685	7.7%	Home	19,573	-	-	-	\$ 2,062,184	10.1%									
61	In-Home Education	Home	28,737	-	-	-	\$ 430,965	1.0%	Home	14,350	-	-	-	\$ 215,130	1.0%	Home	14,387	-	-	-	\$ 215,835	0.9%	Home	14,559	-	-	-	\$ 131,850	0.6%									
62																																						
63	Total Savings/Expenditures					1																																

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

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

¹ All savings are calculated based on the following sources:

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

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

³ 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.

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

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

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

Measures	Units	ESA Program - Multifamily Common Area ¹					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves ³	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁴	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁵	Home	-	-	-	-	\$ -	0.0%
Audit	Home	-	-	-	-	\$ -	0.0%
Administration ⁶	Home	-	-	-	-	\$ 28,248	23.9%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ 89,947	76.1%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures						\$ 118,196	100.0%
Total Multifamily Buildings Weatherized ⁷							
Multifamily Buildings Treated		Total					
- Multifamily		-					

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

³ Microwave savings are from ECONorthWest Studies received in December of 2011.

⁴ 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.

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

⁶ 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.

⁷ 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.

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area	
2	Southern California Gas Company	
3	September 2018	
4		
5	ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	1,046,649
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	11,364,341
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 10.12
13	Average Lifecycle Bill Savings / Treated Households	\$ 91.10
14		
15		
16	ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area¹	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	1,046,649
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	11,364,341
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 10.12
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 91.10
47		
48	¹ Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
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
1	Energy Savings Assistance Program Table 4a - Homes / Buildings Treated						
2	Southern California Gas Company						
3	September 2018						
4	ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	12	11,398	11,410	28	766	794
8	Imperial	17,940	0	17,940	416	2	418
9	Kern	29,798	13,387	43,185	2,716	257	2,973
10	Kings	12,745	10	12,755	591	0	591
11	Los Angeles	3,112	1,088,592	1,091,704	446	28,118	28,564
12	Orange	24	231,776	231,800	0	4,089	4,089
13	Riverside	136,480	111,962	248,442	1,151	9,060	10,211
14	San Bernardino	1,051	181,496	182,547	128	11,456	11,584
15	San Luis Obispo	15,004	8,991	23,995	371	1	372
16	Santa Barbara	1,188	40,723	41,911	343	204	547
17	Tulare	47,667	11,421	59,088	1,903	381	2,284
18	Ventura	2,546	62,132	64,678	116	533	649
19	Total	267,567	1,761,888	2,029,455	8,209	54,867	63,076
20							
21							
22	ESA Program - CSD Leveraging						
23	Eligible Households			Households Treated YTD			
24	County	Rural	Urban	Total	Rural	Urban	Total
25	Fresno			0			0
26	Imperial			0			0
27	Kern			0			0
28	Kings			0			0
29	Los Angeles			0			0
30	Orange			0			0
31	Riverside			0			0
32	San Bernardino			0			0
33	San Luis Obispo			0			0
34	Santa Barbara			0			0
35	Tulare			0			0
36	Ventura			0			0
37	Total	0	0	0	0	0	0
38							
39							
40	ESA Program - Multi-Family Common Area						
41	Eligible Households			Buildings Treated YTD			
42	County	Rural	Urban	Total	Rural	Urban	Total
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0			0
48	Orange			0			0
49	Riverside			0			0
50	San Bernardino			0			0
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	Total	0	0	0	0	0	0
56							
57	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 4b - Homes Unwilling / Unable to Participate
Southern California Gas Company
September 2018**

ESA Program		Reason Provided					
County	Customer Unwilling / Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe / unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible / Ineligible
Fresno	15	90	0	0	5	0	1
Imperial	10	0	0	0	10	1	3
Kern	64	34	0	0	17	4	4
Kings	85	70	0	0	6	1	4
Los Angeles	1,550	804	0	0	161	47	57
Orange	487	154	0	0	100	16	44
Riverside	1,664	279	0	0	208	70	72
San Bernardino	2,515	495	0	0	52	18	9
San Luis Obispo	7	2	0	0	1	0	2
Santa Barbara	2	3	0	0	1	0	0
Tulare	411	268	0	0	13	1	11
Ventura	65	50	0	0	11	2	14
Total	6,875	2,249	0	0	585	160	221

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 2018																	
4	ESA Program																	
5		Gas & Electric				Gas Only			Electric Only			Total						
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
9	February	-	-	-	-	3,470	83,075	-	-	-	-	-	-	-	3,470	83,075	-	-
10	March	-	-	-	-	7,553	129,460	-	-	-	-	-	-	-	7,553	129,460	-	-
11	April	-	-	-	-	11,447	190,043	-	-	-	-	-	-	-	11,447	190,043	-	-
12	May	-	-	-	-	6,854	114,452	-	-	-	-	-	-	-	6,854	114,452	-	-
13	June	-	-	-	-	8,933	143,174	-	-	-	-	-	-	-	8,933	143,174	-	-
14	July	-	-	-	-	7,651	132,041	-	-	-	-	-	-	-	7,651	132,041	-	-
15	August	-	-	-	-	8,896	79,504	-	-	-	-	-	-	-	8,896	79,504	-	-
16	September	-	-	-	-	8,272	174,902	-	-	-	-	-	-	-	8,272	174,902	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	63,076	1,046,649	-	-	-	-	-	-	-	63,076	1,046,649	-	-
21																		
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																	
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
24																		
25	ESA Program - CSD Leveraging																	
26		Gas & Electric				Gas Only			Electric Only			Total						
29		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)			
30	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
31	January																	
32	February																	
33	March																	
34	April																	
35	May																	
36	June																	
37	July																	
38	August																	
39	September																	
40	October																	
41	November																	
42	December																	
43	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
44																		
45																		
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																	
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
48																		
49	ESA Program - Multi-Family Common Area																	
50		Gas & Electric				Gas Only			Electric Only			Total						
51		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			
52	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
53	January																	
54	February																	
55	March																	
56	April																	
57	May																	
58	June																	
59	July																	
60	August																	
61	September																	
62	October																	
63	November																	
64	December																	
65	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
66																		
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																	
68	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 2018												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Studies												
11	Low Income Impact Evaluation ²	N/A	\$ 137,500	\$ 137,500	N/A		\$ -	N/A	\$ 110,629	\$ 110,629	N/A	80.46%	80.46%
12	Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 124,711	\$ 124,711	N/A	99.77%	99.77%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Potential Ad Hoc Tasks ³	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ 235,341	\$ 235,341	N/A	47.07%	47.07%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation for the original Low Income Governing Board approved by Resolution E-3585.												
19	³ The \$200,000 budget is for potential data analysis, small scale studies, etc. that SoCal Gas will conduct, as needed,during the program years. This budget may be used for one or multiple tasks and may be conducted Statewide or solely by SoCalGas.												
20	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
Southern California Gas Company
September 2018**

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

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	1,621

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	September 2018												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 235,088	\$ 235,088	N/A	\$ 2,737,720	\$ 2,737,720	N/A	68.36%	68.36%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 147,728	\$ 147,728	N/A	\$ 1,098,551	\$ 1,098,551	N/A	37.03%	37.03%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 11,406	\$ 11,406	N/A	\$ 84,611	\$ 84,611	N/A	54.65%	54.65%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 52,731	\$ 52,731	N/A	\$ 741,176	\$ 741,176	N/A	71.42%	71.42%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 139,933	\$ 139,933	N/A	31.98%	31.98%
14	Measurement and Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	N/A	\$ 475,858	\$ 475,858	N/A	\$ 26,710	\$ 26,710	N/A	\$ 326,064	\$ 326,064	N/A	68.52%	68.52%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 42,019	\$ 42,019	N/A	\$ 582,094	\$ 582,094	N/A	61.03%	61.03%
17	CPUC Energy Division	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 19,318	\$ 19,318	N/A	32.20%	32.20%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 515,682	\$ 515,682	N/A	\$ 5,729,466	\$ 5,729,466	N/A	56.78%	56.78%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 7,277,043	\$ 7,277,043	N/A	\$ 80,149,492	\$ 80,149,492	N/A	60.56%	60.56%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 7,792,725	\$ 7,792,725	N/A	\$ 85,878,958	\$ 85,878,958	N/A	60.29%	60.29%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 584,259	\$ 584,259	N/A	\$ 8,868,522	\$ 8,868,522			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 584,259	\$ 584,259	N/A	\$ 8,868,522	\$ 8,868,522			
31													
32	Indirect Costs				N/A	\$ 153,486	\$ 153,486	N/A	\$ 1,517,955	\$ 1,517,955			
33													
34	¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y			
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																											
2	Southern California Gas Company																											
3	September 2018																											
4																												
5		New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment							
6		Automatic Enrollment				Self-Certification (Income or Categorical)																						
7	2018	Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)	Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
8	January	4,759	1,778	109	6,646	8,414	10,469	253	1	19,137	25,783	14,159	14,914	11,886	40,959	12,502	1,410	320	9,695	23,927	66,742	1,856	1,565,982	1,789,906	87.49%			
9	February	4,063	1,858	149	6,070	8,749	8,891	451	1	18,092	24,162	18,652	13,182	14,523	46,357	9,687	1,557	484	9,540	21,268	70,519	2,894	1,568,876	1,789,906	87.65%			
10	March	3,952	2,105	194	6,251	8,663	10,294	4,127	4	23,088	29,339	22,632	18,483	19,190	60,305	4,833	1,801	555	11,684	18,873	89,644	10,466	1,579,342	1,789,906	88.24%			
11	April	4,144	1,758	228	6,130	7,712	11,551	6,598	4	25,865	31,995	14,550	14,959	18,364	47,873	19,590	1,428	551	5,113	26,682	79,868	5,313	1,584,655	1,793,233	88.37%			
12	May	4,878	2,705	194	7,777	5,664	11,510	6,811	1	23,986	31,763	14,975	15,009	18,100	48,084	10,973	1,676	416	5,494	18,559	79,847	13,204	1,597,859	1,793,233	89.10%			
13	June	3,135	2,863	217	6,215	4,897	12,075	5,991	1	22,964	29,179	14,495	14,982	24,052	53,529	12,344	2,033	413	6,233	21,023	82,708	8,156	1,606,015	1,793,233	89.56%			
14	July	2,811	1,837	151	4,799	4,852	9,511	5,671	0	20,034	24,833	11,692	26,520	16,847	55,059	11,683	2,228	463	8,067	22,441	79,892	2,392	1,608,407	1,792,502	89.73%			
15	August	4,453	1,584	129	6,166	5,064	8,349	5,768	3	19,184	25,350	16,374	29,129	17,435	62,938	11,401	3,111	581	7,352	22,445	88,288	2,905	1,611,312	1,792,502	89.89%			
16	September	5,116	1,563	108	6,787	4,678	7,551	5,628	0	17,857	24,644	12,395	19,213	17,032	48,640	11,367	2,840	489	6,337	21,033	73,284	3,611	1,614,923	1,792,502	90.09%			
17	October																											
18	November																											
19	December																											
20	YTD Total	37,311	18,051	1,479	56,841	58,693	90,201	41,298	15	190,207	247,048	139,924	166,391	157,429	463,744	104,380	18,084	4,272	69,515	196,251	710,792	50,797	1,614,923	1,792,502	90.09%			
21																												
22	¹ Enrollments via data sharing between the IOUs.																											
23	² Enrollments via data sharing between departments and/or programs within the utility.																											
24	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																											
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																											

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

5	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification ³	% of Total CARE Households De-enrolled
6	January	1,565,982	3,479	0.22%	1,909	233	2,142	61.57%	0.14%
7	February	1,568,876	4,147	0.26%	2,345	276	2,621	63.20%	0.17%
8	March	1,579,342	3,998	0.25%	2,245	213	2,458	61.48%	0.16%
9	April	1,584,655	5,614	0.35%	3,498	321	3,819	68.03%	0.24%
10	May	1,597,859	5,466	0.34%	3,493	310	3,803	69.58%	0.24%
11	June	1,606,015	5,063	0.32%	2,080	324	2,404	47.48%	0.15%
12	July	1,608,407	5,241	0.33%	5	281	286	5.46%	0.02%
13	August	1,611,312	5,371	0.33%	8	132	140	2.61%	0.01%
14	September	1,614,923	5,143	0.32%	13	38	51	0.99%	0.00%
15	October	0			0	0			
16	November	0			0	0			
17	December	0			0	0			
18	YTD Total	1,614,923	43,522	2.69%	15,596	2,128	17,724	40.72%	1.10%

19

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

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

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

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

24

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

28	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled ²	% De-enrolled through HUV Post Enrollment Verification ³	% of Total CARE Households De-enrolled
29	January								
30	February								
31	March								
32	April								
33	May								
34	June								
35	July								
36	August								
37	September								
38	October								
39	November								
40	December								
41	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%

42

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

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

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

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	September 2018						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	5,803,326	555,515	408,474	56,333	23,163	67,545
7	Percentage		100.00%	73.53%	10.14%	4.17%	12.16%
8							
9	¹ Includes sub-metered customers.						
10	² An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
11	³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	September 2018									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,021	12	11,033	11,303	18	11,321	102.56%	145.78%	102.61%
8	Imperial	0	16,418	16,418	1	15,095	15,096	N/A	91.94%	91.95%
9	Kern	12,593	28,987	41,579	11,903	29,020	40,923	94.52%	100.12%	98.42%
10	Kings	10	12,549	12,559	17	14,615	14,632	178.46%	116.46%	116.51%
11	Los Angeles	931,577	3,085	934,662	841,314	1,127	842,441	90.31%	36.54%	90.13%
12	Orange	193,368	24	193,393	154,588	19	154,607	79.94%	77.95%	79.94%
13	Riverside	106,380	129,905	236,285	94,648	120,147	214,795	88.97%	92.49%	90.91%
14	San Bernardino	168,095	1,025	169,120	167,720	857	168,577	99.78%	83.65%	99.68%
15	San Luis Obispo	7,810	14,332	22,142	3,593	11,067	14,660	46.00%	77.22%	66.21%
16	Santa Barbara	36,069	1,145	37,214	27,456	552	28,008	76.12%	48.19%	75.26%
17	Tulare	11,468	46,532	57,999	12,079	49,060	61,139	105.33%	105.43%	105.41%
18	Ventura	57,837	2,261	60,098	47,209	1,515	48,724	81.62%	67.02%	81.07%
19	Total	1,536,228	256,274	1,792,502	1,371,831	243,092	1,614,923	89.30%	94.86%	90.09%
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 2018							
4								
5	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,565,982	37,134	2.37%	26,115	13,826	70.33%	0.88%
7	February	1,568,876	35,608	2.27%	24,581	13,131	69.03%	0.84%
8	March	1,579,342	31,777	2.01%	20,578	13,114	64.76%	0.83%
9	April	1,584,655	33,160	2.09%	20,996	14,063	63.32%	0.89%
10	May	1,597,859	31,101	1.95%	19,894	12,827	63.97%	0.80%
11	June	1,606,015	37,743	2.35%	23,897	11,881	63.32%	0.74%
12	July	1,608,407	34,023	2.12%	17,540	683	51.55%	0.04%
13	August	1,611,312	34,476	2.14%	10,792	414	31.30%	0.03%
14	September	1,614,923	28,900	1.79%	2,656	69	9.19%	0.00%
15	October							
16	November							
17	December							
18	YTD Total	1,614,923	303,922	18.82%	167,049	80,008	54.96%	4.95%
19								
20	¹ Excludes count of customers recertified through the probability model.							
21	² Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
22	³ Includes customers who did not respond or who requested to be de-enrolled.							
23	⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors ¹						
2	Southern California Gas Company						
3	September 2018						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children’s Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center		X			0	0
31	Hermandad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	Delhi Center		X			0	12
42	OSCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	3
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	15
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: 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 Southern California Gas Company September 2018								
2									
3									
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,565,982	N/A	1,565,982	1,789,906	87.49%	0.12%	5,576,632
7	February	N/A	1,568,876	N/A	1,568,876	1,789,906	87.65%	0.18%	5,582,512
8	March	N/A	1,579,342	N/A	1,579,342	1,789,906	88.24%	0.67%	5,585,251
9	April	N/A	1,584,655	N/A	1,584,655	1,793,233	88.37%	0.34%	5,586,896
10	May	N/A	1,597,859	N/A	1,597,859	1,793,233	89.10%	0.83%	5,587,086
11	June	N/A	1,606,015	N/A	1,606,015	1,793,233	89.56%	0.51%	5,586,345
12	July	N/A	1,608,015	N/A	1,608,015	1,792,502	89.71%	0.12%	5,585,258
13	August	N/A	1,611,312	N/A	1,611,312	1,792,502	89.89%	0.21%	5,584,775
14	September	N/A	1,614,923	N/A	1,614,923	1,792,502	90.09%	0.22%	5,587,264
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,614,923	N/A	1,614,923	1,792,502	90.09%	3.20%	5,587,264
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	September 2018				
4					
5	2018	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 139,933	31.98%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 139,933	31.98%
11					
12	¹ Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

**CARE Table 10 CHANGES One-on-One Customer Assistance
Southern California Gas Company
Data Provided as of August 31, 2018**

No. of attendees at education sessions	415
Disputes	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3 rd party Company/Gas Aggregation	1
Changed 3 rd Party Electricity Aggregation	0
Medical Baseline Application	0
Refer to Energy Assistance Programs	2
Request Meter Service or Testing	0
Request Bill Adjustment	2
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	0
Payment Plan	2
Solar	0
Stop Disconnection	0
Time of Use	0
Wildfire Related Issue	0
Total disputes	7
Customers receiving needs assistance	47

Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website:
http://consumers.cpuc.ca.gov/team_and_changes/

Disputes & Needs Assistance - Support was provided in the following languages: Armenian, Cantonese, English, Korean, Spanish, Tagalog, Vietnamese, Japanese

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

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

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

² Contractor states all sessions at least 30 minutes.

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

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