

**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 2019**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1. Energy Savings Assistance (ESA) Program Overview

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

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

Program Summary through September 2019			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$223,151,718	\$77,551,774	34.75%
Homes Treated	182,265	66,028	36.23%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	410,048	6.28%

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

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

In September 2019, SoCalGas processed and paid contractor invoices for 8,687 treated homes. Additionally, SoCalGas paid for the weatherization of 10,889 homes, 490 furnace repairs and replacements, 1,036 water heater repairs and replacements, and 48 High Efficiency (HE) clothes washers.

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

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

Ethnic and Mass Media Campaign

SoCalGas did not conduct any mass media campaigns during the month of September. SoCalGas is currently planning and developing a targeted multi-media ESA campaign that will launch in October 2019.

E- Newsletter

SoCalGas did not participate in any E-newsletter campaigns related to ESA during the month of September.

Energy Savings Assistance Program - Emails

During the month of September, SoCalGas sent 7,593 emails for nine different customer lists covering seven targeted geographic areas as part of AL 5256 (Clear Plan). The Clear Plan targets customers that have not previously participated in the ESA Program and have been identified as highly eligible. The email featured ESA Program information and included the contact information of the customer's assigned contractor. Providing the contractor's contact information creates context and confidence for the customer as they are more likely to be familiar with the name and have assurance of legitimacy when the contractor calls. Emails were sent based on zip codes to accurately reflect contractor assignments.

Energy Saving Assistance Program - Direct Mailings

In conjunction with the email efforts above, also in September, SoCalGas sent 1,965 direct mailers for nine different customer lists covering seven targeted geographic areas as part of the Clear Plan. Much like the email campaign, the direct mailers, targeting customers who have not previously participated in the ESA Program, featured ESA Program messaging and the contact information of their assigned contractors. Customers are directed to contact their contractor for more information and to enroll into the program. SoCalGas will continue to coordinate with contractors to schedule distribution of marketing materials in order for them to be prepared when customers call.

Energy Savings Assistance Program – Text Messaging

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

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 for program year (PY) 2019.

Energy Savings Assistance Program - Web Activities

There were 94 internet-generated leads for the ESA Program during the month of September. SoCalGas also utilized social media platforms to post ESA Program messaging. On Facebook, the English language post reached 10,167 people and resulted in 133 ESA Program web page link clicks. The Spanish language Facebook post reached 9,828 people and resulted in 103 ESA Program web page link clicks. On Twitter, the post generated 969 impressions and 84 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 September¹. Please see section 2.2.1 below for additional information on the various community organizations listed.

¹ Although the City of Long Beach is not part of SoCalGas' territory, participation in certain Long Beach events is important as they attract participants from many other nearby SoCalGas communities.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
September 1-3	248 th Annual San Gabriel Mission Fiesta	San Gabriel	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 700 customers.
September 3 (LA 211)	Torrance Memorial Resource Fair	Torrance	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 of 100 attendees.
September 3 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
September 4 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana	Bakersfield County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 farmworkers during lunch time.
September 5 (SCRS-IL)	Mental Health Workshop	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 service care providers.
September 5 (MICOP)	Back to School Night - McKinna School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
September 5 (Food Share of Ventura)	Crossroads Church Pantry	Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
September 5 (Human Services Association)	East LA Community Center	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
September 5 (Food Share of Ventura County)	Simi Missionary Baptist Church Pantry	Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
September 5 (Food Share of Ventura County)	Shelter Care Resources Pantry	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
September 6 (Food Share of Ventura)	Oxnard Community Food Pantry	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
County)			
September 6 (Food Bank of Santa Barbara County)	Community Resource Fair	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.
September 6 (LA 211)	Gun Violence Survivors Summit – Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 of 150 attendees.
September 6 (Food Share of Ventura County)	Vocational Skills at Southwind's Pantry	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
September 7	Moon Lantern Festival	Asian Garden Mall – Westminster	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 customers. CAP outreach team collaborated with ESA contractors and had representatives at booth that spoke Vietnamese. ESA Contractors received 100 leads.
September 7	Emergency Preparedness	Camarillo	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 customers.
September 7	American Indian Day 18 th Annual Community Gathering	Griffith Park	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 customers.
Septemeber 7 (LA 211)	Happy Grandparents Day – Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
September 7 (SCDC)	Spectrum Community Impact Event	Children's Bureau	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 140 of the 1,500 attendees.
September 8	Food Truck Meet Up	Moorpark	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 customers. CAP outreach team collaborated with ESA contractors and had representatives at booth.
September 8 (LA 211)	Mexican Independence Day Parade	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 650 of the 2,500

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			attendees.
September 9 (LA 211)	Magnolia Community Initiative	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
September 9 (LA 211)	Veteran's Park Community Center	Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
September 10 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
September 10 (Fiesta Educativa)	Fundamentos de Entrenamiento	Mexican American Opportunity Fund (MAOF) - Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
September 10 (Human Services Association)	Nimitz Middle School Parent Center	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 13 attendees.
September 11 (Cesar Chavez Foundation / Radio Campesina)	Cuadrilla de la Semana	Bakersfield County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 farmworkers during lunch time.
September 11 (SCRS-IL)	Employment Workshop	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
September 11 (SCDC)	South Gate Rotary Club Meeting	South Gate Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
September 12 (MICOP)	Back to School Night – Rio Real School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
September 12 (MICOP)	Back to School Night – Laguna Vista Elementary	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
September 12	Riverside County Women's	Corona	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Leadership Conference		customers.
September 12 (LA 211)	Potrero Heights Park Community – Senior Center	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
September 14 (MICOP)	Out of the Darkness Ventura County Walk for Domestic Violence Survivors	Constitution Park – Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
September 14	Emergency Preparedness	Santa Ynez	SoCalGas Customer Assistance Outreach staff and ESA Contractor provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
September 14 (SCDC)	Peace Walk	Riverfront Park – Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 of the 200 attendees.
September 14	Golden Future 50+ Expo LA West Edition	Culver City	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 customers.
September 14 (Human Services Association)	AltaMed's Rock & Roll Event	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
September 16	SoCalGas Multi-Family Trade Ally Mixer	Downey – SoCalGas Energy Resource Center	SoCalGas Customer Assistance Outreach staff and ESA Contractor provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
September 17 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
September 17 (LA 211)	Alta Med Health	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
September 17 (MICOP)	Back to School Night – Kamala	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	School		
September 17 (LA 211)	Spirit Services	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
September 18 (LA 211)	Community Health Fair	La Mirada	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 175 of the 500 attendees.
September 18 (Cesar Chavez Foundation / Radio Campesina)	Cuadrilla de la Semana	Bakersfield County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 farmworkers during lunch time.
September 18 (MICOP)	Oxnard College Health and Wellness Fair	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
September 19	2019 Buy Local Showcase	Mission Viejo	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 customers.
September 19 (MICOP)	Back to School Night - Frank Middle School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
September 19 (LA 211)	John Marshall High School "Hey Day"	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 of the 200 attendees.
September 19 (MICOP)	Back to School Night - Ocean View Junior High	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
September 19 (MICOP)	Back to School Night - Sunkist School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees.
September 21 (LA 211)	Tessie Cleveland Community First Annual Resource Fair	Compton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of the 50 attendees.
September 21 (MICOP)	Day for Kids Fair at Boys & Girls Club of Greater Oxnard and Port Hueneme	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
September 21	Fair on Richmond Street	El Segundo	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			CAP materials were distributed to approximately 500 customers.
September 21 (Unity Shoppe)	Paralegal Association Conference	Santa Barbara Historic Courthouse	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.
September 24 (SCRS-IL)	Client Engagement at East Los Angeles Resource Center	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 Case Managers.
September 24	City Staff Energy Work Group Meeting	Monrovia	SoCalGas Customer Assistance Outreach staff provided a presentation and distributed information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees. City staff members will distribute our ESA and CARE collateral to areas that are the best fit for these programs.
September 24 (MICOP)	Radio Outreach	MICOP Radio Indigena, 94.1 FM Oxnard	CBO staff recorded radio show providing information on SoCalGas' Customer Assistance Programs, how to obtain applications, and where to receive information on assistance with the application completion process.
September 25 (LA 211)	LA County Suicide Prevention Network 9 th Annual Suicide Prevention Summit and Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 of the 150 attendees.
September 25 (Cesar Chavez Foundation / Radio Campesina)	Cuadrilla de la Semana	Bakersfield County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 farmworkers during lunch time.
September 25 (Food Bank of Santa Barbara County)	Alma Cena Sana (Healthy Dinner for the Soul)	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
September 25 (LA 211)	Child Care Resource Center Head Start	North Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 of the 60 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Resource Fair		
September 25	Casa Blanca Customer Resource Center Open House	Riverside	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 customers.
September 26 (Human Services Association)	Fall Resource Fair & Parent Meeting	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
September 26 (MICOP)	Farmworkers Fair	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees.
September 26 (MICOP)	Back to School Night - San Miguel School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
September 27	Independent Living Center Southern California Resource Fair	Reseda	SoCalGas Customer Assistance Outreach staff provided a presentation and distributed information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
September 27 – 29	Morongo Thunder & Lightening Pow Wow	Morongo	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 800 customers.
September 28 & 29	Tejon Indian Tribe 5 th Annual "Honoring our Ancestors" Pow Wow (2019)	Cal State Bakersfield	SoCalGas event representative provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 customers. SoCalGas collaborated with ESA contractor and provided information on the ESA Program. ESA Contractors received approximately 30 leads over the 2 days.
September 28 (LA 211)	Asylum Legal Clinic & Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 of the 50 attendees.
September 28 (MICOP)	10 th Anniversary La Colonia Community 5K Walk	Camino del Sol Park – Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
September 28 (MICOP)	South Oxnard K-12 Event at Southwinds Park	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 90 attendees.

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

Culver City 4700 Inglewood Blvd. Culver City, CA 90230	Los Angeles Region 4303 N Figueroa St. Los Angeles, CA 90065	Los Angeles Region 3667 Crenshaw Blvd. Los Angeles, CA 90016	Rosemead 8923 E Mission Dr. Rosemead, CA 91770
Lawndale 15625 Hawthorne Blvd. Lawndale, CA 90260	Los Angeles Region 1801 S La Cienega Blvd. Los Angeles, CA 90035	Los Angeles Region 5940 Santa Monica Blvd. Los Angeles, CA 90038	Cypress 4470 Lincoln Ave. Cypress, CA 90630
San Pedro 312 N Gaffey St. San Pedro, CA 90731	Los Angeles Region 4214 Beverly Blvd. Los Angeles, CA 90004	City of Industry 15942 Amar Rd. City of Industry, CA 91744	La Habra 131 S Harbor Blvd. La Habra, CA 90631
Torrance 1640 W Carson St. Torrance, CA 90501	Los Angeles Region 4100 W. Pico Blvd. Los Angeles, CA 90019	La Puente 417 S Azusa Ave. La Puente, CA 91744	La Mirada 14539 Telegraph Rd. La Mirada, CA 90638

Placentia 618 W Chapman Ave. Placentia, CA 92870	Santa Ana 1701 S Grand Ave. Santa Ana, CA 92705		
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1.3. Leveraging Success Evaluation Including CSD

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

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

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

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding of HE Clothes Washers. To date, \$115,211 has been co-funded to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company²
- Liberty Utilities, formerly Park Water Company³
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company⁴

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)

² Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

³ Liberty Utilities, formerly Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

⁴ 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.

- Pasadena Water and Power
- Riverside Public Utilities

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	1,192
Colton Public Utilities	0
LADWP	2,658
Pasadena Water and Power	61
Riverside Public Utilities	1,071
Total	4,982

Providers have reported the activity noted above for 2019 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 contribute to the goals of workforce development. SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. The year-to-date results are shown in the following tables.

Potential outreach specialists attend a mandatory 3-day E&A training class that reviews the requirements for enrollment, assessment and in-home education. This class also covers utility-specific items related to policies, security processes and

overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas Enrollment and Assessment Training						
	Q1	Q2	July	August	September	Total
Attended Class	98	89	35	54	47	323
Tested	94	86	35	54	45	314
Passed Class	77	63	30	46	40	256
Retention Rate*	82%	73%	86%	85%	89%	82%
*Retention Rate is Passed/Tested						

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

SoCalGas Field Operations Training												
Class Type	Q1		Q2		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	5	23	4	23	2	13	1	5	3	24	15	88
HVAC Initial	2	13	1	1	2	14	2	12	1	2	8	42
Wx / NGAT Refresher	1	1	8	199	3	33	1	7	4	63	17	303
HVAC Refresher	2	18	6	56	2	23	1	5	1	2	12	104
Grand Total	10	55	19	279	9	83	5	29	9	91	52	537

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	\$2,109,761	52.68%
Proc., Certification and Verification	\$3,121,351	\$1,143,237	36.63%
Information Tech./Programming	\$1,037,796	\$537,729	51.81%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$290,261	66.35%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$265,480	55.79%
General Administration	\$953,729	\$590,090	61.87%
CPUC Energy Division Staff	\$60,000	\$41,154	68.59%
Total Expenses	\$10,091,122	\$4,977,712	49.33%
Subsidies and Benefits	\$132,351,979	\$99,225,073	74.97%
Total Program Costs and Discounts	\$142,443,101	\$104,202,785	73.15%

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

CARE My Account Activity & Enrollments

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

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 126,988 successful enrollments, 50,916 recertifications, 4,490 post-enrollment verifications, and 4,178 opt-outs. Activity for September is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	4,436	3,716
Re-certification	2,545	2,489
PEV	256	164
Customer opt-out	165	165

CARE CSR Enrollment Initiative

In its PY2015-2017 Application, SoCalGas requested CARE enrollment through Customer Service Representatives (CSRs) when customers call the Customer

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

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

During the month of September 2019, CSRs successfully enrolled 11,396 customers in CARE. An additional 4,710 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 251,502 and 109,539 mailed applications.

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew

their certification, SoCalGas mails a second letter. During the month of September, SoCalGas processed a total of 1,038 on-line renewals.

Please provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,601,822	1,683,537	95.15%

2.2. Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month of September, SoCalGas sent 13,370 emails to new customers with a probability of being eligible for the CARE program. A total of 16,540 emails were sent to existing SoCalGas customers who may qualify for the CARE program. And to recapture those customers that have fallen off CARE, SoCalGas sent 5,926 emails encouraging these customers to reapply. All three categories of emails contribute to the 1,407 on-line enrollments that were processed in September.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers

generated 859 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, 136 callers were informed about the CARE Program, with 7 interested in the ESA Program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and

neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In September 2019, Worksite Wellness staff provided health education materials and SoCalGas Customer Assistance Information to 980 individuals through classes and health fairs. Events included: monthly resource table at Best Start Metro LA, classes at Central City Neighborhood Partner (CCNP) in downtown Los Angeles, health fair at South Central Family Health Center and weekly visits to South Central Family Health Center in Huntington Park, Venice Family Clinic, Maternal and Child Health Center, The Saint Louise Family Resource Center and LA Care Family Resource Center in Lynwood, and LA Care Family Resource Center in downtown Los Angeles. Staff provided enrollment assistance to 47 new clients for medical and MyHealth LA, and during the enrollment process provided enrollment assistance for SoCalGas Customer Assistance Programs – CARE, ESA and Medical Baseline.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-

quality educational opportunities and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals, and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer Assistance Programs. This month, LIFT worked with 238 members, providing them with SoCalGas' Customer Assistance Program information.

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

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month Unity Shoppe introduced Customer Assistance Programs to eight of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed and the agencies were also provided with information

via email that contained links to program applications as well as printed pamphlets. This month the agencies were as follows: Ridley-Tree Cancer Center, Dos Pueblos High School, Goleta Valley Jr High, Isla Vista Youth Projects, La Casa de la Raza, Anka Behavioral Health, Pescadero Lofts HACSB, and Lower Westside Community Center.

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

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

distributed an additional 400 brochures at food pantries in various locations throughout Ventura County.

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast's eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources, SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has administered bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the city of Huntington Park, administered a 2000 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. Along with promoting programs at several community events listed in sections above,

during the month of September, SCDC had 93 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In September, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 41 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties received information during outreach contract visits with the city of LA. Approximately 10 percent of the tenants visited in September said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

CARE Direct Mail Activity & Enrollments

During the month of September, SoCalGas did not send any applications via direct mail to new customers deemed likely to be eligible for the CARE Program. However, 16 new customers were enrolled via direct mail applications that were

sent to eligible customers in previous months. SoCalGas is modifying this direct mail piece for efficiencies and will begin mailing an updated version in October. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online. SoCalGas mailed 10,160 letters to customers who have failed to renew their CARE eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but still re-enrolled 41 customers who submitted previously mailed applications. Additionally, SoCalGas mailed 25,000 letters directing customers, who are not on CARE, but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE, but still enrolled 18 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contributed to the 1,407 online enrollments processed in September. SoCalGas is exploring enhancing the online application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.

CARE Bill Inserts

No bill inserts were deployed during the month of September, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 10 bill insert applications from prior months in September.

Outreach by Field Employees

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

CARE Social & Mass Media Campaign

SoCalGas launched a mass media campaign in the month of August. First month results of the campaign show it has generated 48,400 clicks and 32,800 landing page arrivals. Facebook is delivering majority of landing page arrivals (26,229) at an efficient \$0.85 per landing page arrival. Google Search is driving highest click-through rate (CTR) at 10.79% with a low cost per landing page arrival (CPLPA) of \$3.38. The main campaign objectives are to maintain an above 90% penetration rate, lower monthly attrition levels to less than 55%, and increase the current rate of 30% online enrollments. The target audience is adults, ages 25 to 65 and includes messaging in both English and Spanish. The messaging focuses on reaching low income residential households who are unemployed, experiencing adverse economic events or are enrolled in other public assistance programs. The strategic media approach focuses on a mix of highly targeted channels and tactics that have the ability to proximity target in high opportunity

zip codes. Channels include out-of-home and mobile-led digital such as audio, display, social and search. The campaign will run until October 2019.

Disability

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

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

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that

recognizes the dignity, humanity and worth of all people. Through comprehensive Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 213 clients and worked with 72 new clients one-on-one in regards to SoCalGas' Customer Assistance Programs.

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

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
September 3 (Fiesta Educativa)	Spanish Autism Parent Education Program - San Gabriel Valley Parent Resource Center	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
September 6 (Fiesta Educativa)	United Domestic Workers Health Fair at the Santa Ana Zoo	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
September 11 (Fiesta Educativa)	Fiesta Familiares East Los Angeles Regional Center All Diagnosis	Luther Burbank Middle School - Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
September 12 (LA 211)	San Gabriel Valley	South El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Disability Collaborative		CAP materials were distributed to approximately 15 attendees.
September 14 (Fiesta Educativa)	Austism Parent Education Program Training San Gabriel Parent Resource Center REACH	Monrovia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
September 16 (Fiesta Educativa)	Fiestas Familiares East Los Angeles Regional Center All Diagnosis – Montebello Public Library	Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees.
September 17 (Fiesta Educativa)	Strategias de Individual Educational Plan (IEP) (Strategies for Individual Educational Plans)	Mexican American Opportunity Fund (MAOF) - Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
September 18 (Fiesta Educativa)	Entendiendo un Individual Educational Plan (IEP) (Understanding Individual Educational Plans)	Luther Burbnk Middle School – Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
September 18 (SCRS-IL)	Rancho Los Amigos Case Manager Training	Rancho Los Amigos - Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 Case Managers.
September 23 (Fiesta Educativa)	Strategias de Individual Educational Plan (IEP) (Strategies for Individual Educational	Mexican American Opportunity Fund (MAOF) – Commerce	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Plans)		
September 25 (Fiesta Educativa)	Entender y Aceptar el Diagnostico de Autismo (Understanding and Accepting the Diagnosis of Autism)	Cypress Park Community Center – Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
September 28 (SCRS-IL)	Spinal Cord Injury Games	Rancho Los Amigos - Downey	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of September, 2,719 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 1,912 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase PEV activities when customer information is shared with programs such as the Low-Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP

customer data, those customers are considered automatically eligible and their “pre-enrollment verification” is used by SoCalGas to meet CARE’s PEV requirements. There were 69 customers enrolled through leveraging during the month of September.

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 2B-1 – Eligible Multifamily Common Area Measures

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE - Table 1 - CARE Overall Program Expenses

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

- CARE - Table 3A - CARE Post-Enrollment Verification Results (Model)**
- CARE - Table 3B - CARE Post-Enrollment Verification Results (High Usage)**
- CARE - Table 4 - Self Certification and Re-Certification**
- CARE - Table 5 - Enrollment by County**
- CARE - Table 6 - Recertification Results**
- CARE - Table 7 - Capitation Contractors**
- CARE - Table 8 - Participants as of Month End**
- CARE - Table 9 - Expenditures for Pilot**
- CARE - Table 10 - CHANGES Individual Customer Assistance**
- CARE - Table 11 - CHANGES Group Customer Assistance – Reported Monthly**

	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 2019												
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	\$ 17,459,339	\$ 17,459,339	N/A	\$ 289,422	\$ 289,422	N/A	\$ 1,868,618	\$ 1,868,618	N/A	10.70%	10.70%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ 3,316,149	\$ 3,316,149	N/A	\$ 11,070,472	\$ 11,070,472	N/A	53.63%	53.63%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ 5,645,435	\$ 5,645,435	N/A	\$ 23,384,173	\$ 23,384,173	N/A	70.81%	70.81%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ 3,349,822	\$ 3,349,822	N/A	\$ 13,391,473	\$ 13,391,473	N/A	55.90%	55.90%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 297,221	\$ 297,221	N/A	\$ 1,276,216	\$ 1,276,216	N/A	64.57%	64.57%
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	\$ 18,886,236	\$ 18,886,236	N/A	\$ 3,940,810	\$ 3,940,810	N/A	\$ 16,834,344	\$ 16,834,344	N/A	89.14%	89.14%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 216,212	\$ 216,212	N/A	\$ 1,409,127	\$ 1,409,127	N/A	36.37%	36.37%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 119,817,199	\$ 119,817,199	N/A	\$ 17,055,071	\$ 17,055,071	N/A	\$ 69,234,424	\$ 69,234,424	N/A	57.78%	57.78%
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 58,813	\$ 58,813	N/A	\$ 548,802	\$ 548,802	N/A	59.24%	59.24%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ 313,906	\$ 313,906	N/A	\$ 1,243,881	\$ 1,243,881	N/A	51.21%	51.21%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 109,361	\$ 109,361	N/A	\$ 497,110	\$ 497,110	N/A	34.28%	34.28%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ 16,771	\$ 16,771	N/A	\$ 68,572	\$ 68,572	N/A	59.31%	59.31%
25	Regulatory Compliance	N/A	\$ 351,194	\$ 351,194	N/A	\$ 35,118	\$ 35,118	N/A	\$ 307,689	\$ 307,689	N/A	87.61%	87.61%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 629,476	\$ 629,476	N/A	\$ 4,414,685	\$ 4,414,685	N/A	66.28%	66.28%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 243	\$ 243	N/A	\$ 61,124	\$ 61,124	N/A	71.07%	71.07%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 131,836,750	\$ 131,836,750	N/A	\$ 18,218,759	\$ 18,218,759	N/A	\$ 76,376,288	\$ 76,376,288	N/A	57.93%	57.93%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 319,782	\$ 319,782	N/A	\$ 2,483,069	\$ 2,483,069			
32	NGAT Costs					\$ 357,214	\$ 357,214		\$ 1,589,646	\$ 1,589,646			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
36	² Current month and YTD expenditures include a quarterly accrual of \$10,016,871 in the following reporting categories: Appliances \$283,334, Domestic Hot Water \$2,125,915, Enclosure \$3,342,664, HVAC \$2,072,550, Maintenance \$161,415, Customer Enrollment \$1,738,279, In Home Energy Education \$113,390, Inspections \$179,325.												
37	Note: In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December 2018 activities. This amount will be incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ 26,350	\$ 26,350	N/A	\$ 115,132	\$ 115,132	N/A	23.03%	23.03%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 199,163	\$ 199,163	N/A	\$ 1,060,354	\$ 1,060,354	N/A	23.56%	23.56%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
TOTAL PROGRAM BUDGET/EXPENSES¹	N/A	\$ 76,263,219	\$ 76,263,219	N/A	\$ 225,513	\$ 225,513	N/A	\$ 1,175,486	\$ 1,175,486	N/A	1.54%	1.54%

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

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

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

Energy Savings Assistance Program Table 2
Southern California Gas Company
September 2019

Measures	ESA Program (Summary) Total ¹					ESA Program (First Touch Homes Treated) ²					ESA Program (Re-Treated Homes/Go Backs) ³					ESA Program (Aliso Canyon - SCG & SCE) ⁴												
	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure	Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$)	% of Expenditure				
8 Appliances																												
High Efficiency Clothes Washer	Home	2,699	-	-	41,628	\$ 1,733,989	3.1%	Home	845	-	-	16,783	\$ 698,019	2.6%	Home	1,254	-	-	24,845	\$ 1,035,970	5.5%	Home	733	-	-	14,642	\$ 605,176	2.4%
Microwaves ⁵	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
Refrigerators	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
Freezers	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
14 Domestic Hot Water																												
Other Hot Water ⁶	Home	62,418	-	-	197,179	\$ 3,150,860	5.6%	Home	28,487	-	-	89,990	\$ 1,468,363	5.5%	Home	33,931	-	-	107,189	\$ 1,682,497	5.7%	Home	30,561	-	-	96,542	\$ 1,417,454	5.9%
Tank and Pipe Insulation ⁷	Home	2,460	-	-	15,621	\$ 111,273	0.2%	Home	1,346	-	-	8,547	\$ 63,810	0.2%	Home	1,114	-	-	7,074	\$ 47,483	0.2%	Home	852	-	-	5,410	\$ 34,885	0.1%
Water Heater Repair/Replace	Home	10,205	-	-	24,390	\$ 2,077,008	5.3%	Home	4,235	-	-	10,052	\$ 1,108,871	4.2%	Home	6,000	-	-	14,340	\$ 1,871,037	6.3%	Home	3,197	-	-	7,659	\$ 770,897	3.0%
Thermostatic Shower Valve	Each	54,348	-	-	88,587	\$ 2,418,062	4.3%	Each	25,065	-	-	40,856	\$ 1,115,599	4.2%	Each	29,283	-	-	47,731	\$ 1,303,363	4.4%	Each	25,709	-	-	40,928	\$ 1,117,559	4.4%
New - Combined Showerhead/TSV	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
New - Heat Pump Water Heater	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
Tub Diverter/Spout	Each	1,997	-	-	11,223	\$ 218,381	0.4%	Each	1,088	-	-	6,115	\$ 119,915	0.5%	Each	909	-	-	5,109	\$ 98,467	0.3%	Each	525	-	-	2,950	\$ 57,505	0.2%
25 Enclosure																												
Air Sealing / Envelope ⁸	Home	45,827	-	-	19,967	\$ 11,549,701	20.5%	Home	20,165	-	-	8,945	\$ 4,822,596	18.1%	Home	25,662	-	-	11,023	\$ 6,727,106	22.7%	Home	20,034	-	-	17,677	\$ 5,157,432	20.1%
Attic Insulation	Home	3,799	-	-	108,879	\$ 5,954,697	10.6%	Home	1,909	-	-	53,058	\$ 3,083,328	11.6%	Home	1,890	-	-	55,920	\$ 2,871,269	9.7%	Home	2,093	-	-	51,986	\$ 3,013,588	11.7%
29 HVAC																												
Furnace Repair/Replacement	Home	5,330	-	-	(174,720)	\$ 10,198,365	18.1%	Home	1,797	-	-	-60,034	\$ 3,675,067	13.8%	Home	3,533	-	-	-114,686	\$ 6,523,297	22.0%	Home	2,446	-	-	-102,678	\$ 4,861,245	18.9%
Room A/C Replacement	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
Central A/C replacement	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
Heat Pump Replacement	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
Evaporative Cooler	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
Duct Testing and Sealing	Home	471	-	-	5,233	\$ 141,221	0.3%	Home	145	-	-	1,611	\$ 43,240	0.2%	Home	326	-	-	3,622	\$ 97,981	0.3%	Home	75	-	-	833	\$ 21,406	0.1%
Energy Efficient Fan Control A/C Time Delay	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
Prescriptive Duct Sealing	Home	8,659	-	-	96,201	\$ 890,539	1.6%	Home	4,166	-	-	46,284	\$ 435,739	1.6%	Home	4,493	-	-	49,917	\$ 454,800	1.5%	Home	1,807	-	-	20,076	\$ 184,196	0.7%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
New - Blower Motor Retrofit	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
41 Maintenance																												
Furnace Clean and Tune	Home	19,626	-	-	(24,140)	\$ 1,113,523	2.0%	Home	9,188	-	-	-11,299	\$ 530,717	2.0%	Home	10,440	-	-	-12,841	\$ 582,808	2.0%	Home	6,874	-	-	-8,455	\$ 372,514	1.5%
Central A/C Tune up	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
45 Lighting																												
Lighting	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
New - LED Diffuse A-Lamps	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
New - LED Reflector Bulbs (PAR/BR)	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
New - LED Torchiers	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
New - LED Exterior Hardwired Fixtures	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
New - LED Internal Hardware	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
54 Miscellaneous																												
Pool Pumps	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
Smart Power Strips - Tier 1	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	0.0%	Home	-	-	-	-	-	-	-	-	-	-	0.0%		
New - Smart Power Strips - Tier 2	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	0.0%	Each	-	-	-	-	-	-	-	-	-	-	0.0%		
59 Pilots																												
Smart Thermostat	Each	278	-	-	-	\$ 47,260	0.1%	Each	191	-	-	-	\$ 32,470	0.1%	Each	87	-	-	-	\$ 14,790	0.1%	Each	18	-	-	-	\$ 3,060	0.0%
62 Customer Enrollment																												
Outreach & Assessment	Home	78,982	-	-	-	\$ 14,927,556	26.6%	Home	38,718	-	-	-	\$ 9,018,859	33.9%	Home	40,264	-	-	-	\$ 5,908,697	20.0%	Home	40,018	-	-	-	\$ 7,584,659	29.6%
In-Home Education	Home	52,122	-	-	-	\$ 785,310	1.4%	Home	25,821	-	-	-	\$ 416,385	1.6%	Home	26,301	-	-	-	\$ 368,925	1.2%	Home	30,159	-	-	-	\$ 454,335	1.8%
67 Total Savings/Expenditures																												
Total Savings/Expenditures					410,048	\$ 56,219,445						210,907	\$ 26,630,978					199,141	\$ 29,588,469					147,490	\$ 25,655,302			
Total Households Weatherized ⁹		66,028							30,668						35,360						16,254							
71 Households Treated																												
Single Family Households Treated	Home	48,039						First Touches	21,002					Re-treated	27,037					Aliso Canyon	9,671							
Multi-Family Households Treated	Home	13,844						Home	7,753					Home	6,089					Home	6,118							
Mobile Homes Treated	Home	4,145						Home	1,911					Home	2,234					Home	445							
Total Number of Households Treated	Home	66,028						Home	30,668					Home	35,360					Home	16,254							
Eligible Households to be Treated for PY ¹⁰	Home	182,265						Home	153,659					Home	28,606					Home	N/A							
% of Households Treated	%	36%						%	20%					%	124%					%	0%							
Master Meter Households Treated	Home	5,500						Home	3,408					Home	2,092					Home	2,040							

80 Summary is the sum of "First Touches and Re-Treatments"
81 All savings are calculated based on the following sources:
82 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017," April 26, 2019.
83 Microwave savings are from E.ON/NorthWest Studies received in December of 2011
84 Includes Faucet Aerators and Low Flow Showerheads
85 Includes Water Heater Blankets and Water Heater Pipe Insulation
86 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.
87 Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
88 PY Target per AL 5325 Non-Standard Disposition
89 Data for Aliso Canyon includes "First Touches and Re-Treatments".
90 First Touch, Re-Treatment and Aliso Canyon columns include estimation of some quantities corresponding to measures installed in homes counted treated in prior years.
91 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

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

ESA Program - CSD Leveraging							
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh¹ (Annual)	kW¹ (Annual)	Therms¹ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home						0.0%
Microwaves ²	Home						0.0%
Refrigerators	Each						0.0%
Freezers	Each						0.0%
Domestic Hot Water							
Other Hot Water ³	Home						0.0%
Tank and Pipe Insulation ⁴	Home						0.0%
Water Heater Repair/Replace	Home						0.0%
Thermostatic Shower Valve	Each						0.0%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
Tub Diverter/Spout	Each						0.0%
Enclosure							
Air Sealing / Envelope ⁵	Home						0.0%
Attic Insulation	Home						0.0%
HVAC							
Furnace Repair/Replacement	Home						0.0%
Room A/C Replacement	Home						0.0%
Central A/C replacement	Home						0.0%
Heat Pump Replacement	Home						0.0%
Evaporative Cooler	Home						0.0%
Duct Testing and Sealing	Home						0.0%
Energy Efficient Fan Control A/C Time Delay	Home						0.0%
Prescriptive Duct Sealing	Home						0.0%
High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - Blower Motor Retrofit	Home						0.0%
Maintenance							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
Lighting							
Lighting	Home						0.0%
New - LED Diffuse A-Lamps	Each						0.0%
New - LED Reflector Bulbs (PAR/BR)	Each						0.0%
New - LED Torchieres	Each						0.0%
New - LED Exterior Hardwired Fixtures	Each						0.0%
New - LED Internal Hardwire	Each						0.0%
Miscellaneous							
Pool Pumps	Home						0.0%
Smart Power Strips - Tier 1	Home						0.0%
New - Smart Power Strips - Tier 2	Each						0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home				\$ -		0.0%
In-Home Education	Home				\$ -		0.0%
Total Savings/Expenditures			-	-	-	\$ -	0.0%
Total Households Weatherized⁶							
CSD MF Tenant Units Treated			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

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

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

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

ESA CAM Measures ^{2,3}	ESA Program - Multifamily Common Area ¹						
	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
Large Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Lighting							
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ^{9,10}	Home	-	-	-	-	\$ (1,499)	-25.1%
Pilots							
Customer Enrollment							
Outreach & Assessment ¹⁰	Home	-	-	-	-	\$ 7,477	125.1%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures						\$ 5,979	100.0%

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

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ (1,499)	\$ (1,499)
Direct Implementation (Non-Incentive)	\$ -	\$ 7,477	\$ 7,477
Direct Implementation	\$ -	\$ 1,054,375	\$ 1,054,375
TOTAL MF CAM COSTS	\$ -	\$ 1,060,354	\$ 1,060,354

<<Includes measures costs

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

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

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

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

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

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

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

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

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

¹⁰ Includes a credit amount related to prior period corrections.

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

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

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

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

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

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

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

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

² Only complete if measure is canceled or discontinued

³ Defined as CEC California Building Climate Zones

https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

	A	B
1	Energy Savings Assistance Program Tables 3A-B	
2	Energy Savings and Average Bill Savings per Treated	
3	Home/Common Area	
4	Southern California Gas Company	
	September 2019	
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	410,048
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	3,259,213
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 9.32
13	Average Lifecycle Bill Savings / Treated Households	\$ 91.80
14		
15		
16	Table 3A-2, 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	Table 3A-3, Summary - ESA Program/CSD Leveraging	
27	Annual kWh Savings	N/A
28	Annual Therm Savings	410,048
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	3,259,213
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 9.32
34	Average Lifecycle Bill Savings / Treated Household	\$ 91.80
35		
36		
37	Table 3B, ESA Program - Multifamily Common Area	
38	Annual kWh Savings	N/A
39	Annual Therm Savings	-
40	Lifecycle kWh Savings	N/A
41	Lifecycle Therm Savings	-
42	Current kWh Rate	N/A
43	Current Therm Rate	\$ -
44	Average 1st Year Bill Savings / Treated Properties	\$ -
45	Average Lifecycle Bill Savings / Treated Properties	\$ -
46		
47	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 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	September 2019						
4	Table 4A-1, ESA Program						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,641	11,656	25	895	920
8	Imperial	17,084	0	17,084	239	1	240
9	Kern	29,886	15,030	44,916	1,873	222	2,095
10	Kings	13,725	11	13,736	803	0	803
11	Los Angeles	2,526	997,368	999,894	314	28,924	29,238
12	Orange	10	235,276	235,286	0	4,701	4,701
13	Riverside	131,956	107,940	239,896	1,972	9,442	11,414
14	San Bernardino	1,046	163,216	164,262	157	11,735	11,892
15	San Luis Obispo	14,372	8,245	22,617	305	0	305
16	Santa Barbara	1,188	37,199	38,387	482	333	815
17	Tulare	47,331	11,227	58,558	1,943	594	2,537
18	Ventura	2,420	59,163	61,583	44	1,024	1,068
19	Total	261,559	1,646,316	1,907,875	8,157	57,871	66,028
20							
21							
22	Table 4B, ESA Program - CSD Leveraging						
23					Households Treated YTD		
24	County				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	Table 4C, ESA Program - Multi-Family Common Area						
41					Properties Treated YTD		
42	County				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	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
58	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

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

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	70	155	0	0	0	0	0
Imperial	26	124	1	7	3	0	2
Kern	86	252	5	9	23	4	1
Kings	190	118	1	6	9	1	15
Los Angeles	6,593	3,095	9	169	690	144	62
Orange	4,150	2,084	2	177	178	16	72
Riverside	3,409	1,589	7	37	212	83	2
San Bernardino	10,143	1,897	11	23	318	81	61
San Luis Obispo	17	8	0	0	12	0	10
Santa Barbara	28	37	0	0	14	0	40
Tulare	361	608	2	284	20	7	38
Ventura	7,794	317	0	6	80	2	2
Total¹	32,867	10,284	38	718	1,559	338	305

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 2019																
4	Table 5A, 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
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	4,646	73,560	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	-	8,224	171,078	-	-	-	-	-	-	8,224	171,078	-	-
11	April	-	-	-	-	11,123	168,417	-	-	-	-	-	-	11,123	168,417	-	-
12	May	-	-	-	-	6,835	119,981	-	-	-	-	-	-	6,835	119,981	-	-
13	June	-	-	-	-	6,907	103,439	-	-	-	-	-	-	6,907	103,439	-	-
14	July	-	-	-	-	10,099	128,692	-	-	-	-	-	-	10,099	128,692	-	-
15	August	-	-	-	-	9,507	110,843	-	-	-	-	-	-	9,507	110,843	-	-
16	September	-	-	-	-	8,687	(465,963)	-	-	-	-	-	-	8,687	(465,963)	-	-
17	October																
18	November																
19	December																
20	YTD Total	-	-	-	-	66,028	410,048	-	-	-	-	-	-	66,028	410,048	-	-
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	Table 5B, 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
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	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
46	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
47																	
48																	
49	Table 5C, ESA Program - Multi-Family Common Area																
50		Gas & Electric				Gas Only				Electric Only				Total			
51		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
52	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
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 2019												
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	\$ 26,350	\$ 26,350	N/A	\$ 115,132	\$ 115,132	N/A	11.51%	11.51%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 26,350	\$ 26,350	N/A	\$ 115,132	\$ 115,132	N/A	11.51%	11.51%
10	Studies												
11	Low Income Impact Evaluation ^{2,3}	N/A	\$ 137,500	\$ 137,500	N/A	\$ -	\$ -	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 173,774	\$ 173,774	N/A	139.02%	139.02%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ 5,613	\$ 5,613	N/A	\$ 37,500	\$ 37,500	N/A	100.00%	100.00%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ 11,158	\$ 11,158	N/A	\$ 11,158	\$ 11,158	N/A	5.58%	5.58%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ 16,771	\$ 16,771	N/A	\$ 361,979	\$ 361,979	N/A	72.40%	72.40%
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 approved in D.17-12-009.												
19	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

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

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

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	5,411

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
28,556	38,215	1,201

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 2019												
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	\$ 274,798	\$ 274,798	N/A	\$ 2,109,761	\$ 2,109,761	N/A	52.68%	52.68%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 122,069	\$ 122,069	N/A	\$ 1,076,257	\$ 1,076,257	N/A	36.28%	36.28%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 8,279	\$ 8,279	N/A	\$ 66,981	\$ 66,981	N/A	43.26%	43.26%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 70,780	\$ 70,780	N/A	\$ 537,729	\$ 537,729	N/A	51.81%	51.81%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 290,261	\$ 290,261	N/A	66.35%	66.35%
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	\$ 30,562	\$ 30,562	N/A	\$ 265,480	\$ 265,480	N/A	55.79%	55.79%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 62,220	\$ 62,220	N/A	\$ 590,090	\$ 590,090	N/A	61.87%	61.87%
17	CPUC Energy Division ²	N/A	\$ 60,000	\$ 60,000	N/A	\$ 567	\$ 567	N/A	\$ 41,154	\$ 41,154	N/A	68.59%	68.59%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 569,274	\$ 569,274	N/A	\$ 4,977,712	\$ 4,977,712	N/A	49.33%	49.33%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 6,808,428	\$ 6,808,428	N/A	\$ 99,225,073	\$ 99,225,073	N/A	74.97%	74.97%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 7,377,702	\$ 7,377,702	N/A	\$ 104,202,785	\$ 104,202,785	N/A	73.15%	73.15%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 613,760	\$ 613,760	N/A	\$ 10,375,021	\$ 10,375,021			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 613,760	\$ 613,760	N/A	\$ 10,375,021	\$ 10,375,021			
31													
32	Indirect Costs				N/A	\$ 156,009	\$ 156,009	N/A	\$ 1,083,050	\$ 1,083,050			
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	² June correction reallocating correct amount of CPUC oversight cost to ESA.												
36	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 2019**

	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																									
2																									
3																									
4																									
5		New Enrollment									Recertification				Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
6		Automatic Enrollment			Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)	
7	2019	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation												Combined (F+G+H+I)				
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%
9	February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%
10	March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	28,042	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%
11	April	1,429	1,764	221	3,414	6,748	6,979	11,476	3	25,206	28,620	9,990	11,081	20,069	41,140	8,740	1,966	333	10,923	21,962	69,760	6,658	1,620,797	1,683,842	96.26%
12	May	1,409	1,799	156	3,364	5,032	6,175	10,433	0	21,640	25,004	15,955	11,395	18,471	45,821	8,372	2,297	387	13,183	24,239	70,825	765	1,621,562	1,683,842	96.30%
13	June	1,445	1,793	137	3,375	3,930	5,223	10,624	5	19,782	23,157	11,412	12,543	17,627	41,582	10,562	2,704	471	13,131	26,868	64,739	-3,711	1,617,851	1,683,842	96.08%
14	July	2,085	1,803	134	4,022	4,414	4,050	11,085	0	19,549	23,571	13,488	11,305	15,807	40,600	12,168	2,674	370	15,968	31,180	64,171	-7,609	1,610,242	1,683,537	95.65%
15	August	2,298	1,731	89	4,118	4,528	4,228	11,175	0	19,931	24,049	12,737	12,174	20,587	45,498	10,751	2,442	359	15,400	28,952	69,547	-4,903	1,605,339	1,683,537	95.36%
16	September	2,719	1,912	69	4,700	4,557	3,896	11,643	0	20,096	24,796	10,866	11,218	18,819	40,903	10,593	2,357	306	15,057	28,313	65,699	-3,517	1,601,822	1,683,537	95.15%
17	October																								
18	November																								
19	December																								
20	YTD Total	16,289	16,404	1,089	33,782	50,641	52,380	92,339	8	195,368	229,150	109,677	103,612	160,021	373,310	99,356	22,477	3,490	117,532	242,855	602,460	-13,705	1,601,822	1,683,537	95.15%

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 2019								
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	1,613,195	4,921	0.31%	2,659	279	2,938	59.70%	0.18%
7	February	1,613,054	4,718	0.29%	2,579	287	2,866	60.75%	0.18%
8	March	1,614,139	5,341	0.33%	2,856	296	3,152	59.02%	0.20%
9	April	1,620,797	5,166	0.32%	2,906	295	3,201	61.96%	0.20%
10	May	1,621,562	4,530	0.28%	2,591	245	2,836	62.60%	0.17%
11	June	1,617,851	4,425	0.27%	2,064	263	2,327	52.59%	0.14%
12	July	1,610,242	4,470	0.28%	4	240	244	5.46%	0.02%
13	August	1,605,339	4,514	0.28%	6	165	171	3.79%	0.01%
14	September	1,601,822	4,042	0.25%	5	38	43	1.06%	0.00%
15	October								
16	November								
17	December								
18	YTD Total	1,601,822	42,127	2.63%	15,670	2,108	17,778	42.20%	1.11%

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 2019						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	1,100,583	408,930	325,546	55,492	16,074	11,818
7	Percentage		100.00%	79.61%	13.57%	3.93%	2.89%
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 2019									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,219	15	11,234	11,046	19	11,065	98.46%	127.68%	98.50%
8	Imperial	0	15,699	15,699	0	14,977	14,977	N/A	95.40%	95.40%
9	Kern	14,198	29,021	43,218	12,220	28,992	41,212	86.07%	99.90%	95.36%
10	Kings	9	13,563	13,572	10	14,695	14,705	108.36%	108.35%	108.35%
11	Los Angeles	852,010	2,517	854,527	825,891	1,159	827,050	96.93%	46.05%	96.78%
12	Orange	195,066	10	195,076	156,235	17	156,252	80.09%	168.35%	80.10%
13	Riverside	102,371	125,910	228,281	94,855	120,405	215,260	92.66%	95.63%	94.30%
14	San Bernardino	151,179	1,017	152,196	169,091	848	169,939	111.85%	83.34%	111.66%
15	San Luis Obispo	7,123	13,787	20,910	3,384	10,754	14,138	47.51%	78.00%	67.61%
16	Santa Barbara	33,025	1,137	34,163	27,503	556	28,059	83.28%	48.89%	82.13%
17	Tulare	11,078	46,391	57,469	11,922	48,436	60,358	107.62%	104.41%	105.03%
18	Ventura	55,053	2,139	57,193	47,270	1,537	48,807	85.86%	71.85%	85.34%
19	Total	1,432,331	251,206	1,683,537	1,359,427	242,395	1,601,822	94.91%	96.49%	95.15%
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 2019							
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	1,613,195	21,957	1.36%	12,564	9,696	57.22%	0.60%
7	February	1,613,054	23,815	1.48%	14,239	9,975	59.79%	0.62%
8	March	1,614,139	34,469	2.14%	20,711	14,398	60.09%	0.89%
9	April	1,620,797	31,160	1.92%	18,357	13,238	58.91%	0.82%
10	May	1,621,562	27,063	1.67%	15,711	11,630	58.05%	0.72%
11	June	1,617,851	28,579	1.77%	16,454	9,905	57.57%	0.61%
12	July	1,610,242	30,375	1.89%	16,989	646	55.93%	0.04%
13	August	1,605,339	28,219	1.76%	12,203	474	43.24%	0.03%
14	September	1,601,822	26,065	1.63%	4,062	131	15.58%	0.01%
15	October							
16	November							
17	December							
18	YTD Total	1,601,822	251,702	15.71%	131,290	70,093	52.16%	4.38%
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 2019						
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	Hermanidad 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	3
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			0	5
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					0	8
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: agencies marked with and asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.						
50	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 2019								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
8	March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
9	April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
10	May	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.05%	5,617,442
11	June	N/A	1,617,851	N/A	1,617,851	1,683,842	96.08%	-0.23%	5,617,627
12	July	N/A	1,610,242	N/A	1,610,242	1,683,537	95.65%	-0.47%	5,615,699
13	August	N/A	1,605,339	N/A	1,605,339	1,683,537	95.36%	-0.30%	5,617,528
14	September	N/A	1,601,822	N/A	1,601,822	1,683,537	95.15%	-0.22%	5,619,786
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,601,822	N/A	1,601,822	1,683,537	95.15%	-0.85%	5,619,786
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 2019				
4					
5	2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 290,261	66.35%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 290,261	66.35%
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: Monthly summary of ratepayers provided education, needs assistance and dispute resolution services

Southern California Gas Company

Reporting Period: August 2019

No. of attendees at Consumer Education sessions

483

SCG -- Disputes Resolved	
Enroll in Energy Assistance Programs	1
Payment Plan	1
TOTAL	2

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

SCG -- Disputes Resolved by Language	
English	1
Spanish	1
TOTAL	2

SCG - Needs Assistance	
Assisted with CARE Re-Certification/Audit	2
Assisted with Changes to Account	12
Billing Language Changed	11
ESAP	1
HEAP	21
Payment Extension	1
TOTAL	48

SCG - Needs Assistance by Language	
Armenian	76
Cantonese	3
English	8
Farsi	1
Korean	9
Spanish	54
Vietnamese	10
TOTAL	161

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

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

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	English	Avoiding Disconnection	2	N/A	6	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	6	N/A	117	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	22	CHANGES Ed Handout
		Total	9		145	
N/A	Armenian	CARE/FERA and Other Assistance Programs	9	N/A	74	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	2	N/A	10	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	1	N/A	26	CHANGES Ed Handout
		Total	12		110	
N/A	Cantonese	Electric and Natural Gas Safety	3	N/A	57	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	1	N/A	6	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	2	N/A	7	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	1	N/A	11	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	2	N/A	31	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	21	CHANGES Ed Handout
		Total	10		133	
N/A	Cantonese	Energy Conservation	1	N/A	24	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	5	N/A	89	CHANGES Ed Handout
		Total	7		115	
N/A	Spanish	Gas Aggregation	1	N/A	10	CHANGES Ed Handout
		Total	1		10	
N/A	English	High Energy Use	1	N/A	6	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	22	CHANGES Ed Handout
		Total	2		28	
N/A		Level Pay Plan	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
N/A	English	Understanding Your Bill	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	1	N/A	20	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	3	N/A	54	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	2	N/A	46	CHANGES Ed Handout
		Total	7		122	
		Monthly Total ³	48		663	

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 Totals will be reported on a monthly basis going forward.

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