

**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 NOVEMBER 2020**

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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

TABLE OF CONTENTS

Title	Page
1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY	2
<i>1.1. Energy Savings Assistance (ESA) Program Overview</i>	<i>2</i>
<i>1.2. Energy Savings Assistance Program Customer Outreach and Enrollment Update. </i>	<i>4</i>
<i>1.3. Leveraging Success Evaluation Including CSD</i>	<i>20</i>
<i>1.4. Workforce Education & Training</i>	<i>22</i>
<i>1.5. Emergency Efforts in Response to D.16-04-040.....</i>	<i>23</i>
2. CARE EXECUTIVE SUMMARY	23
<i>2.1. CARE Program Summary – June</i>	<i>23</i>
<i>2.2. Outreach</i>	<i>27</i>
3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES	50

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 November 2020			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$231,913,662	\$90,066,066	38.84%
Homes Treated	191,186	96,220	50.33%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved**	6,530,000	541,644	8.29%

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

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

In November 2020, SoCalGas processed and paid contractor invoices from prior months' activity for 16,995 treated homes. Additionally, SoCalGas paid for the weatherization of 16,995 homes, 558 furnace repairs and replacements, 292 water heater repairs and replacements, and 615 High Efficiency (HE) clothes washers.

SoCalGas lifted its ESA Program suspension on June 1 and SoCalGas' contractors worked through November to reestablish operations. SoCalGas contractors have been delivering more uniform and consistent results over the past few months following their

return from the program suspension. Based on treated unit performance, the Contractor Network altogether treated nearly 33% more customers in November than in October (and this follows increases of nearly 25% and 27% in month-to-month production for October and September, respectively). In addition, 79% of contractors (representing 94% of 2020 contracted units) increased their individual production from October, with more than half of those contractors increasing production by at least 50%. Finally, to demonstrate that this work has been sustained, when looking at the Contractor Network's recent three-month average (September, October and November), two-thirds have recovered to a level of at least 88% production when compared to the last full month before the suspension began, and 65% of those contractors have surpassed their pre-suspension level of activity. Not all program contractors have recovered to near pre-suspension levels as challenges in ramping up persist due to difficulty in recruiting staff and customer unwillingness, particularly in the multifamily sector.

On May 12, in order to support the current contractor workforce and to help maintain program continuity, SoCalGas launched a virtual enrollment process. Under this new procedure, contractors may enroll customers, perform income verification, and provide energy education without visiting the home. In the month of November, approximately 763 enrollments were completed through this method.

Lastly, starting in July, SoCalGas began tracking customers unwilling to participate in the ESA Program due to COVID-19 concerns. Of the unwilling customers identified in October, 70 were recorded as specifically citing COVID-19 concerns.

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 launch a media campaign during the month of November.

SoCalGas was in the planning stage of a campaign before the program was temporarily suspended due to the COVID-19 emergency. SoCalGas will consider launching a campaign in the coming months.

E- Newsletter

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

Energy Savings Assistance Program - Emails

During the month of November, SoCalGas sent 243,647 emails to customer lists covering 122 specific targeted geographic areas as part of AL 5256 (Clear Plan).

The Clear Plan targets customers that have not previously participated in the ESA Program and have been identified as highly eligible. The email features ESA Program information and includes the contact information of the customer's assigned contractor. The email also includes a link that allows customers to express interest in the program by either selecting a link that sends an email to their assigned contractor for follow-up or by calling their assigned contractor's contact information that is provided. Providing the contractor's contact information creates context and instills 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 November, in conjunction with the email efforts above, SoCalGas sent 162,943 direct mailers to 99 targeted geographic areas as part of the Clear Plan. Much like the email campaign, the direct mailers targeted customers who have not previously participated in the ESA Program. The direct mailers 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 for them to be prepared when customers call.

Energy Savings Assistance Program – Text Messaging

In November, SoCalGas sent 161,698 text messages to customers in 122 targeted geographic areas as part of the Clear Plan. The text messages prompt customers to visit a program landing page that allows customers to express interest in the program by either selecting a link that sends an email to their assigned contractor for follow-up or by instructing them to call their assigned contractor using the contact information that is provided.

Energy Savings Assistance Program - Bill Inserts

No bill inserts were deployed during the month of November.

Energy Savings Assistance Program - Outbound Dialing

SoCalGas did not deploy an outbound dialing campaign during the month of November.

Energy Savings Assistance Program - Web Activities

There were 118 internet-generated leads for the ESA Program during the month of November from all channel activities conducted in previous months. The leads are being pursued as contractors ramp up their operations.

Energy Savings Assistance Program – Social Media Activity

SoCalGas did not post about ESA to social media in the month of November.

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 – representing 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 in the table below represent specific outreach events

that SoCalGas participated in during the month of November. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 1 (Food Share of Ventura County)	Emergency Box Distribution	California Works - Ventura	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 384 attendees.
November 1 (Food Share of Ventura County)	Emergency Box Distribution	St. Thomas Aquinas-Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 144 attendees.
November 2-7 (MICOP)	Phone Outreach	MICOP office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 27 clients.
November 2 (LAC +USC Medical Auxiliary)	Pamphlets in Shops	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in their stores. CAP information was distributed to approximately 40 clients.
November 2 (Food Share of Ventura County)	Emergency Box Distribution	Rio Mesa - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 491 attendees.
November 2 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 61 attendees.

November 2 (Food Share of Ventura County)	Senior Kit Distribution	Centro Cristiano - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 62 attendees.
November 3 (Food Share of Ventura County)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,536 attendees.
November 3 (Food Share of Ventura County)	Senior Kit Distribution	Fillmore Active- Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 152 attendees.
November 4 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in English: Facebook Reach – 153 Instagram Reach – 268 Twitter Reach – 67
November 4 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in Spanish: Facebook Reach – 233 Instagram Reach – 114 Twitter Reach – 27
November 4 (Food Bank of Santa Barbara)	Emergency Box Distribution	SDA Church - Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 281 attendees.
November 4 (Food Bank of Santa Barbara)	Senior Kit Distribution	Pleasant Valley - Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 255 attendees.

November 4 (Food Bank of Santa Barbara)	Senior Kit Distribution	Faith Lutheran - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 66 attendees.
November 4 (Promotores Collaborative of San Luis Obispo)	Food Bank	Santa Rosa Elementary School, Atascadero	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
November 5 (Food Bank of Santa Barbara)	Emergency Box Distribution	Harding Park - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 364 attendees.
November 5 (Food Bank of Santa Barbara)	Senior Kit Distribution St	St. Thomas Aquinas - Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.
November 5 (Food Bank of Santa Barbara)	Senior Kit Distribution St	Grace Bible Church - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 152 attendees.
November 6 (Food Bank of Santa Barbara)	Emergency Box Distribution	RCC Charities - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 192 attendees.
November 6 (Food Bank of Santa Barbara)	Senior Kit Distribution St	Rodney Fernandez - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 74 attendees.
November 6 (Food Bank of Santa Barbara)	Senior Kit Distribution St	St. Francis Assissi - Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.

November 7	Faith and Community Empowerment- Virtual Homeownership Fair	Virtual – Zoom and Whova	Customer Assistance Programs outreach staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP information was virtually presented to approximately 700 in attendance.
November 8-14 (MICOP)	Phone Outreach	MICOP office	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs via phone. CAP information was distributed to approximately 19 clients.
November 9 (Via Care)	507 Clinic Food Drive	Via Care Parking Lot – Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 100 clients.
November 9 (Food Bank of Santa Barbara)	Emergency Box Distribution	California Works - Ventura	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 384 attendees.
November 9 (Food Bank of Santa Barbara)	Emergency Box Distribution	St. Thomas Aquinas - Ojai	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 144 attendees.
November 9 (Food Bank of Santa Barbara)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 1,152 attendees.
November 9 (Food Bank of Santa Barbara)	Senior Kit Distribution	New Life Community - Oxnard	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 145 attendees.

November 9 (Food Bank of Santa Barbara)	Emergency Box Distribution	Palm Vista - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
November 9 (Promotores Collaborative of San Luis Obispo)	Community Outreach	WIC Healthy Babies, La Mexicana Market, Laundromat. Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
November 10 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in English: Facebook Reach – 144 Instagram Reach – 273 Twitter Reach – 49
November 10 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in Spanish: Facebook Reach – 466 Instagram Reach – 112 Twitter Reach – 14
November 10 (Food Bank of Santa Barbara)	Emergency Box Distribution	Rio Mesa - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 480 attendees.
November 10 (Food Bank of Santa Barbara)	Emergency Box Distribution	SDA Church - Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 144 attendees.
November 10 (Food Bank of Santa Barbara)	Senior Kit Distribution	Sycamore Senior - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees.

November 10 (Food Bank of Santa Barbara)	Senior Kit Distribution	Camino Del Sol - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 121 attendees.
November 12 (Food Bank of Santa Barbara)	Senior Kit Distribution	Senior Kit Distribution Boys & Girls Club - Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 183 attendees.
November 12 (Food Bank of Santa Barbara)	Senior Kit Distribution	The Santa Paulan - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
November 12 (Promotores Collaborative of San Luis Obispo)	Food Bank Distribution	Senior Center Oceano 1580 Railroad street, Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
November 12 (LAC +USC Medical Auxiliary)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 431 clients.
November 13 (Food Bank of Santa Barbara)	Senior Kit Distribution	Salvation Army - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 111 attendees.
November 13 (Promotores Collaborative of San Luis Obispo)	Food Bank	Housing Authority at Oak Park, Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 56 attendees.
November 14 (MICOP)	Food Distribution	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.

November 14 (Food Bank of Santa Barbara)	Emergency Box Distribution	RCC Charities - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 144 attendees.
November 14 (Food Bank of Santa Barbara)	Senior Kit Distribution	Vocational Skills - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
November 15 (Food Bank of Santa Barbara)	Emergency Box Distribution	Foodshare - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 866 attendees.
November 15 (Promotores Collaborative of San Luis Obispo)	Community Outreach	San Miguel Market and Deli. San Miguel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
November 16-21 (MICOP)	Phone Calls	MICOP office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 20 clients.
November 16 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in English: Facebook Reach – 142 Instagram Reach – 276 Twitter Reach – 47
November 16 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in Spanish: Facebook Reach – 506 Instagram Reach – 120 Twitter Reach – 21

November 16 (Food Bank of Santa Barbara)	Emergency Box Distribution	California Works - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 336 attendees.
November 16 (Food Bank of Santa Barbara)	Emergency Box Distribution	St. Thomas Aquinas - Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 144 attendees.
November 16 (Food Bank of Santa Barbara)	Emergency Box Distribution	South Oxnard Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 381 attendees.
November 16 (Food Bank of Santa Barbara)	Emergency Box Distribution	Tafoya - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
November 16 (Promotores Collaborative of San Luis Obispo)	Community Outreach	La Reyna Market. Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
November 17 (LAC +USC Medical Auxiliary)	Email	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via email. CAP information was distributed to approximately 300 clients.
November 17 (Food Bank of Santa Barbara)	Emergency Box Distribution	Rio Mesa - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 480 attendees.
November 17 (Food Bank of Santa Barbara)	Emergency Box Distribution	SDA Church - Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 144 attendees.

November 17 (Food Bank of Santa Barbara)	Senior Kit Distribution	Evangelistic - Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 111 attendees.
November 17 (Food Bank of Santa Barbara)	Senior Kit Distribution	Casa Pacifica - Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 81 attendees.
November 18 (LAC +USC Medical Auxiliary)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to approximately 515 clients.
November 18 (Food Bank of Santa Barbara)	Senior Kit Distribution	San Salvador Mission - Piru	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 49 attendees.
November 18 (Food Bank of Santa Barbara)	Senior Kit Distribution	Westpark - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 67 attendees.
November 18 (Promotores Collaborative of San Luis Obispo)	Public Health Self-Test COVID-19	Creston Garden Apartments. Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 16 attendees.
November 19 (MICOP)	Farmers Market	Plaza Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
November 19 (Promotores Collaborative of San Luis Obispo)	Food Bank	District Office. Cambria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees.

November 19 (Food Bank of Santa Barbara)	Senior Kit Distribution	Our Lady of Guadalupe - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 246 attendees.
November 21 (LAC +USC Medical Auxiliary)	Drive Thru Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to approximately 161 clients.
November 21 (Food Bank of Santa Barbara)	Emergency Box Distribution	RCC Charities - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 240 attendees.
November 21 (Promotores Collaborative of San Luis Obispo)	Food Bank Distribution	Madonna Apartments, San Luis Obispo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees.
November 21 (Promotores Collaborative of San Luis Obispo)	Laundromat	Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
November 22 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in English: Facebook Reach – 177 Instagram Reach – 319 Twitter Reach – 32
November 22 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in Spanish: Facebook Reach – 556 Instagram Reach – 165 Twitter Reach – 24

November 22-28 (MICOP)	Phone Calls	MICOP office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 10 clients.
November 23 (Food Bank of Santa Barbara)	Emergency Box Distribution	California Works - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 432 attendees.
November 23 (Food Bank of Santa Barbara)	Emergency Box Distribution	St. Thomas Aquinas - Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 144 attendees.
November 23 (Food Bank of Santa Barbara)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,234 attendees.
November 23 (Food Bank of Santa Barbara)	Senior Kit Distribution	Nyeland Promise - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 66 attendees.
November 23 (Food Bank of Santa Barbara)	Senior Kit Distribution	Star of the Sea - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 138 attendees.
November 23 (Promotores Collaborative of San Luis Obispo)	Public Health Self-Test COVID-19	Oceano Elementary School, Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
November 23 (Promotores Collaborative of San Luis Obispo)	Community Outreach	Paso Robles St., Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

November 23 (Promotores Collaborative of San Luis Obispo)	Meals That Connect	1580 Railroad St., Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
November 23 (Catholic Charities of OC)	Doris Cantlay Center "Turkey Event"	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2,000 attendees.
November 24 (Food Bank of Santa Barbara)	Emergency Box Distribution	Rio Mesa - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 480 attendees.
November 24 (Promotores Collaborative of San Luis Obispo)	Food Bank	Senior Center, Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
November 24 (Promotores Collaborative of San Luis Obispo)	Turkey Event Cambria	Cambria Grammar School, Cambria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
November 25 (Promotores Collaborative of San Luis Obispo)	Food Bank	San Miguel Mission, San Miguel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
November 25 (Promotores Collaborative of San Luis Obispo)	Food distribution	Soto Park, Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.

November 28 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in English: Facebook Reach – 271 Instagram Reach – 402 Twitter Reach – 17
November 28 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in Spanish: Facebook Reach – 516 Instagram Reach – 157 Twitter Reach – 15
November 28 (MICOP)	Food Distribution	Santa Paula	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
November 29-30 (MICOP)	Phone Calls	MICOP office	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs via phone. CAP information was distributed to approximately 5 clients.
November 30 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in Spanish: Facebook Reach – 331 Instagram Reach – 163 Twitter Reach – 16
November 30 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO shared Customer Assistance Programs infographic to their social media platforms in English: Facebook Reach – 161 Instagram Reach – 263 Twitter Reach – 22

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 2020, 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. Year to date, \$332,404 has been co-funded to support the installation of HE clothes washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet

aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company¹
- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³
- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District

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

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

Providers have reported the activity noted below for 2020 through the month of November. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing &

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

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

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

Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	307
Colton Public Utilities	0
LADWP	6,901
Pasadena Water and Power	34
Riverside Public Utilities	281
Total	7,523

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 provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. In response to COVID restrictions, SoCalGas completed development of an on-line E&A curriculum in May. Implementation of the curriculum as well as on-line testing began in June. SoCalGas began presenting field operations training online in September and is continuing to address certain challenges due to the technical nature of the subject matter.

The year-to-date training results are shown in the following tables.

SoCalGas Enrollment and Assessment Training						
	Q1	Q2	Q3	October	November	Total
Attended Class*	71	N/A	N/A	N/A	N/A	71
Tested	62	2	207	77	18	366
Passed	47	2	115	44	8	216
Retention Rate**	76%	100%	56%	57%	44%	59%
*As of June 2020, in person training has been transitioned to on-line self-directed training. SoCalGas will report tested/passed only. **Retention Rate is Passed/Tested Note: Due to the COVID-19 emergency, there were no classes scheduled in the month of April or May.						

SoCalGas Field Operations Training*												
Class Type	Q1		Q2		Q3		October		November		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	3	29	0	0	0	0	0	0	0	0	3	29
HVAC Initial	2	28	0	0	2	9	1	2	1	4	6	43
Wx / NGAT Refresher	1	11	0	0	0	0	0	0	0	0	1	11
HVAC Refresher	3	26	0	0	0	0	0	0	0	0	3	26
Grand Total	9	94	0	0	2	9	1	2	1	4	13	109

* As of September 2020, in person training has transitioned to on-line training.
Note: Due to the COVID-19 emergency, there were no classes scheduled during the months of April through August.

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 – November

On May 22, 2020, SoCalGas filed Advice Letter (AL) 5604-B supplementing emergency disaster relief protections in SoCalGas’ service territory in response to the COVID-19 emergency. The AL enacted the following customer protections

identified in Res. M-4842:

- Waive all security deposit requirements for residential and small business customers.
- Assist residential and small business customers in establishing reasonable payment arrangements up to 12 months as needed.
- Suspend disconnections for nonpayment and associated fees for residential and small business customers.
- Suspension of all collection activities for active residential and small business accounts.
- Support low-income residential customers by:
 - freezing CARE Program eligibility verification and discontinuing removing customers from low-income programs;
 - suspension of medical base line (MBL) certifications at the time of enrollment, recertification reviews and discontinuing removing customers from the program.
 - contacting all community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of these eligibility changes;
 - partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount; and
 - indicating how the ESA Program can be deployed to assist customers.
- Suspend all CARE Program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected.
- Discontinue generating all recertification and verification requests that require customers to provide their current income information.
- Include the customer protections above as part of the larger community outreach and public awareness plans.

Protections will remain in place through April 16, 2021, unless modified by the Commission.

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	\$3,495,570	87.28%
Processing, Certification and Verification	\$3,121,351	\$1,394,960	44.69%
Information Tech./Programming	\$1,037,796	\$613,167	59.08%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$347,900	79.52%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$347,198	72.96%
General Administration	\$953,729	\$724,528	75.97%
CPUC Energy Division Staff	\$60,000	\$76,243	127.07%
Total Expenses	\$10,091,122	\$6,999,566	69.36%
Subsidies and Benefits	\$135,012,254	\$129,314,015	95.78%
Total Program Costs and Discounts	\$145,103,376	\$136,313,581	93.94%

* 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 205,016 successful enrollments, 71,423 recertifications, 6,073 post-enrollment verifications and 10,051 opt-outs. Activity for October is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	5,326	4,383	82%
Re-certification	144	139	96%
PEV	9	5	55%
Customer opt-out	114	114	100%

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 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 November 2020, CSRs successfully enrolled 8,375 customers in CARE. An additional 2,435 customers preferred to receive a CARE

application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 399,898 with an additional 158,288 mailed applications.

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

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. During the month of November, SoCalGas processed a total of 13 on-line renewals. As mentioned above, due to the COVID-19 emergency, SoCalGas has suspended recertification requirements for the CARE Program.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,758,076	1,676,884	104.84%

In light of the anticipated effects of the COVID pandemic on the eligible low income population, the IOUs worked with Athens Research to develop an interim estimate of COVID-period CARE eligibility impacts. The analysis showed

CARE eligibility estimated to increase by around 13% statewide when no Federal assistance was factored in and around 8.5% with Federal assistance included.

This estimate was not meant to officially update the eligibility estimate for program year 2020, but rather to provide insight into the developing trends in unemployment and subsequently, CARE eligibility. As the conditions surrounding the pandemic remain volatile and uncertain, formal estimation changes did not seem feasible. The IOUs are currently working with Athens Research to develop the eligibility estimates for 2021 which will be filed by February 12, 2021.

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. SoCalGas also added source codes to each of the three types of emails it sends to customers for tracking purposes. During the month of November, SoCalGas sent 11,786 emails to new customers with a probability of being eligible for the CARE program. A total of 190 customers enrolled using the link within this email. A total of 17,356 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 413 enrolled using the link within this email. Typically, SoCalGas sends emails to recapture those customers that have fallen off CARE encouraging

them to reapply. SoCalGas did not send any emails to customers who needed to reapply this month as customers are not being removed from the program for the remainder of the COVID-19 customer protection period.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid mobile phone numbers encouraging them to apply online. In November, SoCalGas sent 14,143 text messages to new customers and existing customers not on CARE. A total of 80 enrollments were generated from text messages sent. SoCalGas did not send text messages to customers who need to reapply this month as customers are not being dropped from the program for the remainder of the COVID-19 customer protection period.

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 750 approved enrollments in November.

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. During the pandemic,

these partners have become even more important to help reach customers to obtain information on SoCalGas' assistance programs, and many CBOs have modified their outreach procedures to comply with COVID-19 related recommendations and mandates to continue to serve those in need. A partial list of the organizations, their primary focus, and the counties and communities they serve 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 put 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 through their relationship with SoCalGas, they discuss low-income programs as part of their outreach. During the month of November, 211 LA did not participate in outreach events due to the COVID-19 emergency; however, 493 callers were informed about the CARE Program, with 17 interested in the ESA Program.

In the month of November, SoCalGas Customer Assistance Programs continued its collaboration with Goodwill Industries of Southern California (Greater Los Angeles Area). Goodwill works to enhance people's dignity and quality of life by strengthening their communities, eliminating their barriers to opportunity and

helping them reach their full potential through learning and the power of work. Local Goodwill organizations are innovative and sustainable social enterprises that create job training programs, employment placement and other community-based programs by selling donated clothing and household items in more than 3,300 Goodwill stores. Goodwill is assisting SoCalGas Customer Assistance Programs by displaying CAP information in their stores and resource centers as well as educating their employees on these programs. SoCalGas Customer Assistance Programs is piloting the Goodwill collaboration for six months which is scheduled to run through February 2021. Outreach efforts continue.

SoCalGas Customer Assistance Programs recently started a new collaboration with Walking Shield. Walking Shield's mission is to improve the quality of life for American Indian families in Orange and LA Counties by coordinating programs that provide shelter, healthcare, community development support, educational assistance, employment development, and humanitarian aid. Through this partnership, Walking Shield will provide SoCalGas CAP information to the Native American community, by utilizing social media platforms and newsletters, and via phone and virtual meetings with clients. Currently events are not taking place due to the COVID-19 pandemic, but once events begin, Walking Shield will promote SoCalGas programs at community gatherings such as Pow-Wows. In the month of November, Walking Shield held 18 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Walking Shield also emailed a

total of 20 participants from their education program with information on SoCalGas' Customer Assistance Programs, as well as a link to apply for these programs. On social media, CBO staff posted SoCalGas program information and links via Facebook, Instagram and Twitter and reached approximately 2,300 views. For the coming months, the organization is working to increase the presence of SoCalGas' programs on their website.

The mission of Catholic Charities of Orange County is to provide service to people in need, to promote their voice in society, and to call on the Church and all people to do the same. Catholic Charities of Orange County works with charitable services such as CalFresh (Food Stamps) Outreach/Applications Program, Camp Re-Creation For Adults And Children With Special Needs, Cantlay Food Distribution Center, Catholic Campaign For Human Development, Catholic Charities Auxiliary, Catholic Charities of Orange County, Inc., Immigration and Citizenship Center, L'arche Wavecrest, Natural Family Planning, New Hope Crisis Counseling Hotline, Snap-Ed (Nutrition Education and Obesity-Prevention Program), Society of St. Vincent De Paul and The Orange Catholic Foundation. Catholic Charities of Orange County promotes SoCalGas' Customer Assistance Programs through all these avenues. CalFresh Outreach Program team members assist families and individuals apply for CalFresh benefits and during this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs.

Another partnership in Orange County has been developed with Families Forward. Families Forward is an organization that has been helping families in need achieve and maintain self-sufficiency through housing, food, counseling, education, and other support services. Families Forward holds strong to its commitment to the values of dignity, empowerment, accountability, community spirit, and hope since 1984. A key factor for success is Families Forward's commitment to collaborate with many organizations to end family homelessness in Orange County, including Orange County United Way, the Commission to End Homelessness, First 5 Orange County and many other partner agencies and foundations. In the month of November, 1,279 families received CARE Program information during their food distribution. In addition, CAP information was posted on the Families Forward community resource page under their rental and assistance section (704 total views and 587 unique views) as well as under their COVID-19 support page (1,612 total views and 1,301 unique views). For the month of November, one social media post with SoCalGas information was shared on Facebook.

A new partnership was established in 2020 with the Center Auxiliary for Recruitment, Education and Service which is the auxiliary for the Los Angeles County + USC Medical Center. This program is also known as CARES. Los Angeles County + USC Medical Center is one of the largest public hospitals in the country ensuring that treatment is available to every member of the community. CARES is a California nonprofit corporation, providing financial

support and volunteer services. Its primary mission is to benefit patients by adding comfort to their hospital stay and providing services which help the patients and their families access quality healthcare. Through this partnership, CARES provides SoCalGas CAP information in their senior food distributions, CARES Child and Family Program, Obstetrics department and information stands placed throughout the medical center. In addition, SoCalGas will be invited to speak to staff at the medical centers who provide information to patients about the 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 November, Worksite Wellness staff provided enrollment assistance to 87 families that qualified for Customer Assistance Programs based on Medi-Cal, MyHealthLA, or Covered California participation. All enrollments were conducted over the phone. As restrictions have been lifted, health education presentations have mostly continued via phone or online, but some open air sessions were conducted. Class sizes were reduced by size to 7-10 people, with social distancing.

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 to provide over 240 members with SoCalGas' CAP information. Due to the COVID-19 emergency, as of March 16, 2020, LIFT switched its programming to virtual coaching so their services to parents could continue uninterrupted. LIFT's ability to be nimble and pivot to virtual has meant that they are able to see more members virtually than the in-person meetings. Since transitioning to virtual coaching, LIFT-LA has seen an increase in one-on-one virtual coaching sessions along with urgent wraparound supports.

In the Southeast region of Los Angeles County, SoCalGas collaborates with Human Services Association (HSA), which is a private nonprofit agency whose

principal mission is to provide families with compassionate and comprehensive care to promote wellness and build strong communities. HSA was founded in Bell Gardens as an outreach effort of the Presbyterian Church USA. Today, HSA serves over 20,000 clients annually on a non-sectarian basis with a range of services that addresses the unique and shared needs of clients of all ages. During the month of November, 1,217 people were introduced to SoCalGas Customer Assistance Programs.

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. The impacts of COVID-19 have affected most events with the organization. SBSS works with vulnerable population and provides one-on-one case management phone calls where they are able to introduce SoCalGas' Customer Assistance Programs to clients directly as well as provide translations and answer common questions about their gas bill. These new modes of communication include Customer Assistance Programs information which are included in their meal delivery program; in the month of November, 723 clients were reached through their home meal deliveries. Moving forward, SBSS will also disseminate SoCalGas Customer Assistance Program information via a printed newsletter, using information provided by SoCalGas Customer Assistance outreach staff. This distribution it is expected to reach over 500 seniors per month. SBSS will also use similar messaging to communicate via

web and social media accounts (Facebook and Instagram) to reach a broader audience of seniors and/or their caregivers.

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 due to the COVID-19 emergency, Unity Shoppe did not perform usual in-person activities of introducing Customer Assistance Programs to their partner agencies that work in referrals of low-income clients or agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services. However, for the month of November, Unity Shoppe was still able to provide information on SoCalGas' Customer Assistance Programs to over 1,419 participants. Due to the COVID-19 pandemic, Unity Shoppe has seen an increase in participants, and in March started efforts to respond through home deliveries which included grocery deliveries to homebound seniors and the disabled.

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. Due to the COVID-19 pandemic, MICOP has leveraged its radio resource and has provided information on customer assistance programs through their radio stations.

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 November, Food Share Ventura County distributed 14,774 “Emergency Box Distributions” and “Senior Kit Distributions” with SoCalGas’ Customer Assistance Programs materials at various locations throughout Ventura County, as listed individually above.

In Oxnard, SoCalGas has partnered with El Concilio, a CBO that is a service center for the rural low-income, limited or non-English speaking community. El Concilio, transitions low income families by providing services that integrate them into the community to assist them in becoming self-sufficient, engaged and greater contributors to the community. Due to the COVID-19 emergency, El Concilios’ service center has been closed and employees are working from home. El Concilio plans to share their programs on social media until they can go back

to the service center. El Concilio plans to resume events and program participation activities at that time.

In San Luis Obispo County, a new partnership has been established with Center for Family Strengthening - Promotores Collaborative (CFS- Promotores Collaborative). This organization aims at developing a sustainable, diverse, and comprehensive culture that promotes equal access to community resources and services among all members of the Hispanic community in San Luis Obispo County. The Promotores are provided with the tools needed to work as advocates, change agents, and partners with local agencies for positive change. Through this partnership, 20 Promotores located in Paso Robles, San Miguel, Shandon, Atascadero, San Luis Obispo, Los Osos, Five Cities and Nipomo have been trained on the SoCalGas CARE Program. The Promotores are actively participating in food bank distributions and will use that platform to inform customers on SoCalGas Customer Assistance Programs. In addition, CARE information will be disseminated in parenting classes and support programs as well as their social media outlets.

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert's regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. FIND operates 22 FIND

Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, Faith-Based Organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of November, FIND Foodbank's partnership with SoCalGas led to 9,800 one-on-one outreach opportunities to present SoCalGas' CAP information in 11 of the 15 coverage areas they serve: Cathedral City, Coachella, Indio, Desert Hot Springs, La Quinta, Mecca, North Palm Springs, Palm Desert, Palm Springs, Thermal and Thousand Palms.

Second Harvest Food Bank of Orange County began its food distribution operation in 1983. They are the largest nonprofit hunger relief organization. Second Harvest Food Bank of Orange County is a member of Feeding America, a nationwide hunger-relief network of 200 food banks. Through them, more than 446 million pounds, or the equivalent of 379 million meals have been delivered to a network of more than 300 community and program partners. They reach out to the community for donations, grants, funds, food drives, grocery rescue, and volunteers to help provide food for the hungry. Second Harvest Food Bank of Orange County's CalFresh Outreach Program team assists families and individuals apply for CalFresh benefits. During this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs.

The organization has experienced significant changes to their CalFresh Outreach Program due to the current COVID-19 pandemic. Moving forward, the organization has received approval from the County of Orange to do CalFresh applications over the phone, however, they have not set any appointments to date. The team has seen a decrease in call volume to the Food Assistance Helpline, despite the ongoing pandemic. In November, 361 calls were received, with only 66 of those leaving voicemails for follow ups and assistance. The team has been providing callers with referrals for various types of assistance and encouraging them to apply for SoCalGas' CARE Program when team speaks directly to clients.

In the Eastern San Fernando Valley, SoCalGas has developed a collaborative effort with El Nido Family Source Centers. El Nido is regarded as a nonprofit leader in Los Angeles – an integral part of the fabric of the communities it serves – providing critical social services in the most disadvantaged and under-resourced neighborhoods of LA County. With more than 90 years of experience and with programs that serve ethnically diverse clients of all ages – from newborns to toddlers to teens and into adulthood – El Nido transforms the lives of tens of thousands of vulnerable individuals across Los Angeles each year. SoCalGas CAP information was distributed to over 472 El Nido Pacoima visitors in November. Staff distributed information regarding SoCalGas' Customer Assistance Programs to individuals that visited/received assistance at their site for the citywide Emergency Rental Assistance Subsidy Program, Temporary Rent

Subsidy for tenants in the City of Los Angeles who are unable to pay rent due to circumstances related to the COVID-19 pandemic, and also Monica Rodriguez CD 7 Emergency Funds.

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 organized 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 2020 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. For the month of November, due to the COVID-19 emergency, SCDC has changed its programing

and has provided one-on-one assistance to 75 customers over the phone and online, discussing the CARE Program.

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 November, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 123 tenants via mail, along with tenant's rights information.

In the months of October and November, SoCalGas Customer Assistance Programs participated in drive-thru flu shot clinics in collaboration with L.A. CARE Health Plan. L.A. Care Health Plan serves more than 2.2 million members in Los Angeles County, making it the largest publicly operated health plan in the country. L.A. Care offers four health coverage plans including Medi-Cal, L.A. Care Covered™, L.A. Care Cal MediConnect Plan and the PASC-SEIU Homecare Workers Health Care Plan, all dedicated to being accountable and responsive to members. As a public entity, L.A. Care's mission is to provide access to quality health care for L.A. County's low-income communities, and to

support the safety net required to achieve that purpose. L.A. Care prioritizes quality, access and inclusion, elevating health care for all of L.A. County. As part of the partnership, Customer Assistance Programs information was distributed at 9 (nine) drive-thru flu shot clinics to a total of 2,429 attendees. The drive-thru flu shot clinics occurred in the following communities: Pomona, Boyle Heights, Palmdale, Los Angeles, Pacoima, East Los Angeles, Inglewood and Lynwood.

CARE Direct Mail Activity & Enrollments

During the month of November, SoCalGas sent 16,768 direct mail letters to new customers deemed likely to be eligible for the CARE Program. The letters encouraged customers to enroll online. SoCalGas mailed 25,000 letters directing customers who are not on CARE but who have a high probability of being qualified for CARE, to also enroll online.

To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail letters informing them to reapply online. SoCalGas did not send direct mail letters to customers who failed to renew or needed to reapply since customers are not being removed from the program for the remainder of the COVID-19 customer protection period.

As of April 2019, SoCalGas no longer mails paper applications with direct mail letters. Rather, the letters direct customers to apply online and resulted in 976

online enrollments processed in November. These online enrollments are generated when a customer organically searches for and visits the CARE homepage.

CARE Bill Inserts

No bill inserts were deployed during the month of November, but a Customer Assistance bill message was included on customer's bills. SoCalGas approved 150 bill insert applications from prior months in November.

Outreach by Field Employees

Although field visits other than those related to health or safety concerns have been temporarily suspended, 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 November. 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 mixed media campaign in the month of November. SoCalGas has budgeted \$300,000 for a large campaign to reach more newly eligible customers impacted by COVID-19 throughout its service territory. The

campaign's objective is to inform customers experiencing financial hardship due to COVID-19 that they may now be eligible for CARE.

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. In the month of November, Fiesta Educativa has held virtual workshops through Zoom due to the COVID-19 emergency. 173 clients were introduced to Customer Assistance Programs through the Zoom workshops. The areas covered are Los Angeles, Arcadia, Whittier, Monterey Park, and San Gabriel.

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. Due to the COVID-19 emergency, Blind Support Services has changed its programming to provide one-on-one assistance

through mail and phone calls. In November, Blind Support Services provided one-on-one touchpoints to 14 seniors and individuals with disabilities, providing them with information on SoCalGas' Customer Assistance 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 in transforming 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. Due to the COVID-19 emergency, in person meetings have been cancelled. Along with virtual meetings with the aid of Zoom, SCRS-IL has held one-on-one meetings via phone and provided SoCalGas CAP information to 419 clients during the month of November. Due to the Stay-at-Home restrictions, in person meetings have been cancelled.

Frank D Lanterman Regional Center is one of 21 regional centers in the state of California that together serve individuals with, or at risk for developmental disabilities and their families. Lanterman is a private, non-profit, that operates under contract with the State of California through the Departmental of

Developmental Services. Lanterman offers lifelong services and supports for approximately 11,500 individuals with developmental disabilities. Lanterman Regional Center works together with client, families, services providers, and communities to provide quality services and supports that address an individual's unique strengths and needs. Lanterman's service area includes Hollywood-Wilshire, Central Los Angeles, Glendale, Burbank, La Cañada-Flintridge, La Crescenta and Pasadena. Lanterman holds training events for the following cultural groups throughout its service area: Korean, Filipino, Armenian and Hispanic. Most of the clients are at or below the national poverty level. Through the SoCalGas partnership, CAP information is provided to all individuals seeking assistance through the Lanterman regional center. During the month of November, Lanterman Regional Center facilitated many online support and training meetings. Approximately 750 people were introduced to SoCalGas' low income programs.

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

Event Date	Event Name	Event Location	Event Information.
November 23	Thanksgiving Turkey Giveaway	Downey, Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 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 November, 4,717 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 November generated 1,954 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 113 customers enrolled through leveraging during the month of November.

California Lifeline

On April 14, 2020, SoCalGas received a request from the Energy Division (ED) to incorporate co-marketing of the California Lifeline program as part of increased CARE outreach marketing initiatives responding to COVID-19. Per

directive from the ED, where feasible and appropriate, new CARE marketing and outreach materials promoted discounted phone services and referred SoCalGas customers to California Lifeline <https://www.californialifeline.com/en> and the pilot program <https://www.boostmobile.com/plans/cpuc-boost-mobile> that connected CARE participants with an active Lifeline promotion.

In November, SoCalGas continued to display the California Lifeline and pilot program web links provided by the ED to the top of its CARE webpage.

SoCalGas CARE outreach and marketing initiatives direct traffic from all media, including social media and print campaigns to the CARE webpage, and is therefore an optimal placement of the California Lifeline information, allowing for broader awareness.

In November, SoCalGas also sent an e-mail to new and existing customers not on CARE, promoting the 20% discount, with Energy Savings Assistance Program, California LifeLine and Gas Assistance Fund messages included.

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of November.

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

ESA Program – Table 8 – Contractor Advanced Funding and Repayment

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	November 2020												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% 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	\$ 18,099,837	\$ 18,099,837	N/A	\$ 515,199	\$ 515,199	N/A	\$ 3,811,020	\$ 3,811,020	N/A	21.06%	21.06%
9	Domestic Hot Water	N/A	\$ 20,189,371	\$ 20,189,371	N/A	\$ 1,478,290	\$ 1,478,290	N/A	\$ 10,074,510	\$ 10,074,510	N/A	49.90%	49.90%
10	Enclosure	N/A	\$ 33,990,377	\$ 33,990,377	N/A	\$ 2,658,729	\$ 2,658,729	N/A	\$ 17,825,410	\$ 17,825,410	N/A	52.44%	52.44%
11	HVAC	N/A	\$ 24,437,294	\$ 24,437,294	N/A	\$ 1,715,179	\$ 1,715,179	N/A	\$ 13,744,964	\$ 13,744,964	N/A	56.25%	56.25%
12	Maintenance	N/A	\$ 2,016,018	\$ 2,016,018	N/A	\$ 126,437	\$ 126,437	N/A	\$ 785,595	\$ 785,595	N/A	38.97%	38.97%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous ³	N/A	\$ -	\$ -	N/A	\$ (494,699)	\$ (494,699)	N/A	\$ 9,790,839	\$ 9,790,839	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 19,379,347	\$ 19,379,347	N/A	\$ 17,740	\$ 17,740	N/A	\$ 19,379,347	\$ 19,379,347	N/A	100.00%	100.00%
16	In Home Education	N/A	\$ 3,951,472	\$ 3,951,472	N/A	\$ 191,603	\$ 191,603	N/A	\$ 1,213,230	\$ 1,213,230	N/A	30.70%	30.70%
17	Pilot ²	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 108,585	\$ 108,585	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 122,063,716	\$ 122,063,716	N/A	\$ 6,208,477	\$ 6,208,477	N/A	\$ 76,733,499	\$ 76,733,499	N/A	62.86%	62.86%
19													
20	Training Center	N/A	\$ 945,010	\$ 945,010	N/A	\$ 49,791	\$ 49,791	N/A	\$ 741,109	\$ 741,109	N/A	78.42%	78.42%
21	Inspections	N/A	\$ 2,636,480	\$ 2,636,480	N/A	\$ 142,753	\$ 142,753	N/A	\$ 1,086,000	\$ 1,086,000	N/A	41.19%	41.19%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 43,541	\$ 43,541	N/A	\$ 1,200,599	\$ 1,200,599	N/A	82.80%	82.80%
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	\$ 5,424	\$ 5,424	N/A	\$ 42,714	\$ 42,714	N/A	36.94%	36.94%
25	Regulatory Compliance	N/A	\$ 358,217	\$ 358,217	N/A	\$ 27,217	\$ 27,217	N/A	\$ 356,644	\$ 356,644	N/A	99.56%	99.56%
26	General Administration	N/A	\$ 6,818,403	\$ 6,818,403	N/A	\$ 537,517	\$ 537,517	N/A	\$ 5,291,194	\$ 5,291,194	N/A	77.60%	77.60%
27	CPUC Energy Division ⁴	N/A	\$ 86,000	\$ 86,000	N/A	\$ -	\$ -	N/A	\$ 114,365	\$ 114,365	N/A	132.98%	132.98%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 134,473,450	\$ 134,473,450	N/A	\$ 7,014,719	\$ 7,014,719	N/A	\$ 85,566,123	\$ 85,566,123	N/A	63.63%	63.63%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 302,353	\$ 302,353	N/A	\$ 3,051,847	\$ 3,051,847			
32	NGAT Costs					\$ 128,769	\$ 128,769		\$ 874,646	\$ 874,646			
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 Pilot current year expenditures related to 2019 activity paid and posted in 2020, however total 2017-2020 cycle spend still within overall cycle budget.												
37	³ Total current and y-t-d expenses are related to contractor payment advance and credit-back associated with COVID - 19.												
38	⁴ Total y-t-d CPUC oversight expense over authorized budget due to delayed billing related to 2019 activity, but still within overall 2017-2020 cycle budget.												
39	Note: In January 2020, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,987,394 for contractor costs related to all ESA Program measure categories associated to December 2019 activities. This amount will be incorporated in 2019 costs as reported in the SoCalGas' Annual Report filed May 2020.												
40	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
41													
42													

**Energy Savings Assistance Program Table 1A - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
November 2020**

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	\$ 3,422,895	\$ 3,422,895	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 13,366,922	\$ 13,366,922	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 20,001,550	\$ 20,001,550	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 14,241,745	\$ 14,241,745	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,392,325	\$ 1,392,325	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 18,495,563	\$ 18,495,563	N/A	\$ 4,054,446	\$ 4,054,446	N/A	\$ 4,054,446	\$ 4,054,446	N/A	21.92%	21.92%
In Home Education	N/A	\$ 4,896,366	\$ 4,896,366	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Training Center	N/A	\$ 32,049	\$ 32,049	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,168,900	\$ 1,168,900	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 500,000	\$ 500,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 54,758	\$ 54,758	N/A	\$ 445,497	\$ 445,497	N/A	9.90%	9.90%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 70,147	\$ 70,147	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/EXPENSES ¹	N/A	\$ 82,388,463	\$ 82,388,463	N/A	\$ 4,109,204	\$ 4,109,204	N/A	\$ 4,499,943	\$ 4,499,943	N/A	5.46%	5.46%

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 2020.

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
November 2020

ESA Program - CSD Leveraging							
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ¹ (Annual)	kW ¹ (Annual)	Therms ¹ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	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 Weatherized ⁶							
CSD MF Tenant Units Treated							
			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

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

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

Energy Savings Assistance Program Common Area Measures - Table 2B
Southern California Gas Company
November 2020

ESA Program - Multifamily Common Area ¹							
ESA CAM Measures ^{2,3}	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ^{4,12} (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%
Water Heater Replace	Each	5	-	-	TBD	\$ -	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	Home	-	-	-	-	\$ 17,356	72.8%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ 6,489	27.2%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures						\$ 23,845	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated ¹⁰	-
Subtotal of Master-metered Multifamily Properties Treated	-
Properties Treated ¹¹	-

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ 17,356	\$ 17,356
Direct Implementation (Non-Incentive)	\$ -	\$ 6,489	\$ 6,489
Direct Implementation	\$ -	\$ 421,653	\$ 421,653
TOTAL MF CAM COSTS	\$ -	\$ 445,497	\$ 445,497

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

¹¹ 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.

¹² NMEC calculations require 12 months prior and 12 months post implementation.

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
November 2020**

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	Southern California Gas Company	
3	November 2020	
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	541,644
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	3,224,186
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 5.63
13	Average Lifecycle Bill Savings / Treated Households	\$ 33.51
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	541,644
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	3,224,186
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.61
33	Average 1st Year Bill Savings / Treated Households	\$ 5.63
34	Average Lifecycle Bill Savings / Treated Household	\$ 33.51
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	November 2020						
4	Table 4A-1, ESA Program						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	18	12,348	12,366	36	286	322
8	Imperial	18,441	0	18,441	307	0	307
9	Kern	30,156	15,968	46,124	1,743	308	2,051
10	Kings	12,227	8	12,235	541	0	541
11	Los Angeles	2,850	998,655	1,001,505	576	53,135	53,711
12	Orange	11	231,301	231,312	0	8,855	8,855
13	Riverside	130,490	107,039	237,529	1,475	9,574	11,049
14	San Bernardino	999	159,955	160,954	141	14,981	15,122
15	San Luis Obispo	14,901	8,870	23,771	368	0	368
16	Santa Barbara	1,174	35,601	36,775	442	319	761
17	Tulare	46,280	11,535	57,815	1,696	697	2,393
18	Ventura	2,506	58,358	60,864	38	702	740
19	Total	260,053	1,639,638	1,899,691	7,363	88,857	96,220
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
November 2020**

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	855	58	0	1	18	0	2
Imperial	767	8	0	17	7	1	10
Kern	82	77	0	6	10	1	3
Kings	228	108	0	4	1	2	0
Los Angeles	82,190	1,815	16	241	467	104	248
Orange	42,274	259	2	27	702	136	666
Riverside	30,587	382	2	352	334	71	107
San Bernardino	27,622	491	5	186	421	33	44
San Luis Obispo	547	5	0	59	16	2	177
Santa Barbara	9	42	0	0	4	0	0
Tulare	6,546	601	2	183	49	12	18
Ventura	7,515	114	0	0	100	5	1
Total	199,222	3,960	27	1,076	2,129	367	1,276

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	November 2020																
4	Table 5A, ESA Program																
5	Gas & Electric					Gas Only¹			Electric Only				Total				
6	Month	# 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			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	13,616	85,799	-	-	-	-	-	-	13,616	85,799	-	-
10	March	-	-	-	-	9,405	57,571	-	-	-	-	-	-	9,405	57,571	-	-
11	April	-	-	-	-	13,506	62,907	-	-	-	-	-	-	13,506	62,907	-	-
12	May	-	-	-	-	2,696	9,436	-	-	-	-	-	-	2,696	9,436	-	-
13	June	-	-	-	-	1,274	4,333	-	-	-	-	-	-	1,274	4,333	-	-
14	July	-	-	-	-	7,530	39,502	-	-	-	-	-	-	7,530	39,502	-	-
15	August	-	-	-	-	8,081	58,762	-	-	-	-	-	-	8,081	58,762	-	-
16	September	-	-	-	-	10,271	57,795	-	-	-	-	-	-	10,271	57,795	-	-
17	October	-	-	-	-	12,826	71,614	-	-	-	-	-	-	12,826	71,614	-	-
18	November	-	-	-	-	17,015	93,925	-	-	-	-	-	-	17,015	93,925	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	96,220	541,644	-	-	-	-	-	-	96,220	541,644	-	-
21																	
22	As of September 2019, all savings are calculated based on the following source:																
23	DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.																
24	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
26																	
27	Table 5B, ESA Program - CSD Leveraging																
28	Gas & Electric					Gas Only			Electric Only				Total				
31	Month	# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
32			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
33	January																
34	February																
35	March																
36	April																
37	May																
38	June																
39	July																
40	August																
41	September																
42	October																
43	November																
44	December																
45	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46																	
47																	
48	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
50																	
51	Table 5C, ESA Program - Multi-Family Common Area																
52	Gas & Electric					Gas Only			Electric Only				Total				
53	Month	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
54			Therm	kWh	kW		Therm ¹	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
55	January																
56	February																
57	March																
58	April																
59	May																
60	June																
61	July																
62	August																
63	September																
64	October																
65	November																
66	December																
67	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68																	
69	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
70	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
71	1 - Savings calculated via deemed savings: NMEC methodology continues to be reviewed and evaluated with the Energy Division																

	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	November 2020												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 264,207	\$ 264,207	N/A	26.42%	26.42%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ -	\$ -	N/A	\$ 264,207	\$ 264,207	N/A	26.42%	26.42%
10	Studies												
11	Low Income Impact Evaluation ²	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 ^{2,3}	N/A	\$ 125,000	\$ 125,000	N/A	\$ 5,424	\$ 5,424	N/A	\$ 289,888	\$ 289,888	N/A	231.91%	231.91%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	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	\$ -	\$ -	N/A	\$ 26,908	\$ 26,908	N/A	13.45%	13.45%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ 5,424	\$ 5,424	N/A	\$ 493,843	\$ 493,843	N/A	98.77%	98.77%
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 from Lead IOU for cost related to 2016.												
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
November 2020**

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	120

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
15,228	11,653	93

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 8 - Contractor Advanced Funding and Repayment
Southern California Gas Company
November 2020**

	B-C			E x F				(B)-(cumulative H + cumulative I)	
	Total Advanced Amount	Total Advance PPRS Credit Eligible [1]	Total Advance Not Eligible for PPRS Credit	Percentage for PPRS Credit Calculation	Total Contractor Invoices Eligible for PPRS Credit [2]	Total PPRS Credit Earned [3]	PPRS Credits Applied [4]	Non PPRS Payments Applied [5]	Total Advances Outstanding
Jan-20									
Feb-20									
Mar-20									
Apr-20	\$ 3,385,695.00								
May-20	\$ 9,855,019.62								
Jun-20	\$ 201,864.00								
Jul-20	\$ 949,446.00								
Aug-20		\$ 5,363,051.67	\$ 9,028,972.95	40%	\$ 4,457,143.11	\$ 1,782,857.24	\$ -	\$ 1,024,292.78	\$ 13,367,731.84
Sep-20		\$ 444,798.27	\$ (444,798.27)	40%	\$ 54,175.61	\$ 21,670.24	\$ 11,132.55	\$ 490,909.45	\$ (502,042.00)
Oct-20		\$ -	\$ -	40%	\$ 7,845,963.70	\$ 3,138,385.48	\$ 101,428.16	\$ 2,908,660.45	\$ (3,010,088.61)
Nov-20		\$ 1,042,349.88	\$ (1,042,349.88)	40%	\$ 10,440,868.87	\$ 4,176,347.55	\$ 621,273.54	\$ 88,699.30	\$ (709,972.84)
Dec-20				40%		\$ -			\$ -
Total	\$ 14,392,024.62	\$ 6,850,199.82	\$ 7,541,824.80		\$ 22,798,151.29	\$ 9,119,260.52	\$ 733,834.25	\$ 4,512,561.98	\$ 9,145,628.39

IOUs - Do not delete footnotes 1-5 below.

[1] Contractor labor and labor-related costs. Post-Pandemic Return to Service (PPRS) credit **eligible**. Based on number of contractors eligible for PPRS credit as of last calendar day of a given month.

[2] For work performed during PPRS credit-earning period July 15, 2020 through January 14, 2021, for contractors receiving advances. (Dates will vary by IOU based on start of PPRS credit earnings period.) Only includes contractors eligible for PPRS credit as of the reporting month.

[3] Based on total monthly contractor invoices, up to maximum allowable for each contractor. Contractors who are not eligible for PPRS credit as of reporting month have a maximum allowable amount of 0.

[4] Credits may be applied at a later date than earned depending on the contractor repayment schedule. This value should not exceed column I.

[5] Includes repayments processed for which PPRS credits were not applied.

Note: This table created pursuant to section 1.2.3 in Commission Resolution E-5074. This report covers the period from the issuance of advances until the last day of the month reported. Any required corrections/adjustments are reported herein and supersede results reported in prior months.

	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	November 2020												
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	\$ 495,613	\$ 495,613	N/A	\$ 3,495,570	\$ 3,495,570	N/A	87.28%	87.28%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 122,089	\$ 122,089	N/A	\$ 1,305,454	\$ 1,305,454	N/A	44.01%	44.01%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 6,502	\$ 6,502	N/A	\$ 89,507	\$ 89,507	N/A	57.81%	57.81%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 51,879	\$ 51,879	N/A	\$ 613,167	\$ 613,167	N/A	59.08%	59.08%
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	\$ 347,900	\$ 347,900	N/A	79.52%	79.52%
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	\$ 24,516	\$ 24,516	N/A	\$ 347,198	\$ 347,198	N/A	72.96%	72.96%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 53,838	\$ 53,838	N/A	\$ 724,528	\$ 724,528	N/A	75.97%	75.97%
17	CPUC Energy Division ²	N/A	\$ 60,000	\$ 60,000	N/A	\$ -	\$ -	N/A	\$ 76,243	\$ 76,243	N/A	127.07%	127.07%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 754,438	\$ 754,438	N/A	\$ 6,999,566	\$ 6,999,566	N/A	69.36%	69.36%
20													
21	CARE Rate Discount	N/A	\$ 135,012,254	\$ 135,012,254	N/A	\$ 13,099,146	\$ 13,099,146	N/A	\$ 129,314,015	\$ 129,314,015	N/A	95.78%	95.78%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 145,103,376	\$ 145,103,376	N/A	\$ 13,853,584	\$ 13,853,584	N/A	\$ 136,313,581	\$ 136,313,581	N/A	93.94%	93.94%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 1,216,528	\$ 1,216,528	N/A	\$ 13,938,166	\$ 13,938,166			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 1,216,528	\$ 1,216,528	N/A	\$ 13,938,166	\$ 13,938,166			
31													
32	Indirect Costs				N/A	\$ 139,279	\$ 139,279	N/A	\$ 1,475,575	\$ 1,475,575			
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 Total y-t-d CPUC oversight expense over authorized budget due to delayed billing related to 2019 activity, but still within overall 2017-2020 cycle budget.												
36	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y			
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																											
2	Southern California Gas Company																											
3	November 2020																											
4																												
5		New Enrollment									Recertification				Attrition (Drop Offs)					Enrollment								
6		Automatic Enrollment				Self-Certification (Income or Categorical)																						
7	2019	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)	Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
8	January	2,214	1,524	80	3,818	5,635	5,465	10,500	0	21,600	25,418	4,786	12,476	18,833	36,095	14,204	65	200	11,889	26,358	61,513	-940	1,608,798	1,671,785	96.23%			
9	February	2,155	1,933	87	4,175	7,786	6,111	10,201	0	24,098	28,273	4,811	13,645	19,247	37,703	13,520	80	238	12,225	26,063	65,976	2,210	1,611,008	1,671,785	96.36%			
10	March	1,946	2,017	157	4,120	7,268	9,472	11,790	0	28,530	32,650	8,284	11,001	28,128	54,413	10,683	165	305	11,895	23,048	87,063	9,602	1,620,610	1,671,785	96.94%			
11	April	2,751	1,719	188	4,658	13,065	10,363	9,940	0	33,368	38,026	9,978	17,034	0	27,012	2,325	108	562	9,907	12,902	65,038	25,124	1,645,734	1,674,331	98.29%			
12	May	5,895	1,722	92	7,709	13,520	5,045	8,219	0	26,784	34,493	1,936	10,792	0	12,728	0	104	280	9,469	9,853	47,221	24,640	1,670,374	1,674,331	99.76%			
13	June	5,388	1,460	56	6,904	8,284	3,115	9,106	2	20,507	27,411	585	7,594	0	8,179	0	32	90	11,759	11,881	35,590	15,530	1,685,904	1,674,331	100.69%			
14	July	4,268	1,667	22	5,957	5,810	2,884	9,964	4	18,662	24,619	290	13,533	0	13,823	0	12	41	10,729	10,782	38,442	13,837	1,699,741	1,675,718	101.43%			
15	August	4,745	1,692	68	6,505	5,566	2,853	10,424	0	18,843	25,348	212	11,345	0	11,557	0	4	24	11,898	11,926	36,905	13,422	1,713,163	1,675,718	102.23%			
16	September	6,043	1,744	85	7,872	5,569	3,689	10,007	0	19,265	27,137	123	11,919	0	12,042	0	1	13	11,927	11,941	39,179	15,196	1,728,359	1,675,718	103.14%			
17	October	6,336	1,940	73	8,349	4,859	6,486	10,031	1	21,377	29,726	120	10,472	0	10,592	0	2	20	11,191	11,213	40,318	18,513	1,746,872	1,676,884	104.17%			
18	November	4,717	1,954	113	6,784	4,681	2,726	8,877	1	16,285	23,069	101	7,360	0	7,461	0	1	9	3,004	3,014	30,530	20,055	1,758,076	1,676,884	104.84%			
19	December																											
20	YTD Total	46,458	19,372	1,021	66,851	82,043	58,209	109,059	8	249,319	316,170	31,226	134,171	66,208	231,605	40,732	574	1,782	115,893	158,981	547,775	157,189	1,758,076	1,676,884	104.84%			
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	November 2020								
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	1,608,798	4,848	0.30%	13	349	362	7.47%	0.02%
7	February	1,611,008	5,081	0.32%	16	276	292	5.75%	0.02%
8	March	1,620,610	4,830	0.30%	11	218	229	4.74%	0.01%
9	April	1,645,734	687	0.04%	2	1	3	0.44%	0.00%
10	May	1,670,374	334	0.02%	0	1	1	0.30%	0.00%
11	June	1,685,904	174	0.01%	0	1	1	0.57%	0.00%
12	July	1,699,741	136	0.01%	0	0	0	0.00%	0.00%
13	August	1,713,163	80	0.00%	0	0	0	0.00%	0.00%
14	September	1,728,359	128	0.01%	0	0	0	0.00%	0.00%
15	October	1,746,872	55	0.00%	0	0	1	1.82%	0.00%
16	November	1,758,076	25	0.00%	0	0	0	0.00%	0.00%
17	December								
18	YTD Total	1,758,076	16,378	0.93%	42	846	889	5.43%	0.05%

19

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

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

26

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

30	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
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	0	0	0.00%	0	0	0	0.00%	0.00%

44

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

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

47 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.

48 **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	November 2020						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	3,048,694	386,423	292,276	67,075	15,214	11,858
7	Percentage		100.00%	75.64%	17.36%	3.94%	3.07%
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	November 2020									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	12,019	19	12,038	11,625	20	11,645	96.72%	105.14%	96.74%
8	Imperial	0	16,953	16,953	0	16,161	16,161	N/A	95.33%	95.33%
9	Kern	15,076	29,417	44,493	13,992	31,180	45,172	92.81%	105.99%	101.53%
10	Kings	8	12,147	12,155	11	15,886	15,897	133.20%	130.78%	130.78%
11	Los Angeles	850,704	2,836	853,540	892,153	1,553	893,706	104.87%	54.77%	104.71%
12	Orange	192,727	11	192,738	179,336	24	179,360	93.05%	223.65%	93.06%
13	Riverside	101,839	124,695	226,534	104,861	132,796	237,657	102.97%	106.50%	104.91%
14	San Bernardino	148,474	994	149,468	191,087	906	191,993	128.70%	91.12%	128.45%
15	San Luis Obispo	7,773	14,375	22,148	3,731	11,554	15,285	48.00%	80.37%	69.01%
16	Santa Barbara	32,036	1,115	33,152	30,505	671	31,176	95.22%	60.16%	94.04%
17	Tulare	11,456	45,509	56,965	12,920	51,985	64,905	112.78%	114.23%	113.94%
18	Ventura	54,491	2,209	56,699	53,298	1,821	55,119	97.81%	82.45%	97.21%
19	Total	1,426,604	250,280	1,676,884	1,493,519	264,557	1,758,076	104.69%	105.70%	104.84%
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	November 2020							
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	1,608,798	21,210	1.32%	15,352	657	72.38%	0.04%
7	February	1,611,008	24,571	1.53%	15,241	684	62.03%	0.04%
8	March	1,620,610	34,595	2.13%	19,806	951	57.25%	0.06%
9	April	1,645,734	267	0.02%	213	7	79.78%	0.00%
10	May	1,670,374	250	0.01%	173	10	69.20%	0.00%
11	June	1,685,904	262	0.02%	186	8	70.99%	0.00%
12	July	1,699,741	267	0.02%	197	11	73.78%	0.00%
13	August	1,713,163	220	0.01%	142	4	64.55%	0.00%
14	September	1,728,359	249	0.01%	158	4	63.45%	0.00%
15	October	1,746,872	275	0.02%	129	3	46.91%	0.00%
16	November	1,758,076	237	0.01%	45	0	18.99%	0.00%
17	December							
18	YTD Total	1,758,076	82,403	4.69%	51,642	2,339	62.67%	0.13%
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	November 2020						
4							
5	Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
6		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
7							
8	Community Action Partnership of Orange County		X	X	X	0	0
9	Sigma Beta Xi Youth and Community Services		X			1	8
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	0	0
13	LA Works		X			0	0
14	Children's Hospital of Orange County		X			0	0
15	LACDA		X			0	0
16	YMCA Montebello-Commerce		X			0	0
17	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
18	Coachella Valley Housing Coalition		X			0	0
19	Southeast Community Development Corp.		X			0	0
20	Latino Resource Organization		X			0	0
21	Community Action Partnership - Kern County		X			0	0
22	Ventura Cty Comm Human		X			0	0
23	Blessed Sacrament Church		X			0	0
24	Hermandad Mexicana		X			0	0
25	CSET		X			0	0
26	Crest Forest Family and Community Service		X			0	0
27	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
28	Veterans in Community Service		X	X	X	0	0
29	MEND		X			0	0
30	Catholic Charities of LA – Brownson House		X			0	0
31	OSCC, Inc. (Orange County Community Center)		X			0	0
32	APAC Service Center		X			0	0
33	Visalia Emergency Aid Council		X			0	0
34	Total Enrollments					1	8
35							
36	¹ All capitation contractors with contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
37	Note: agencies marked with an asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.						
38	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	November 2020								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,608,798	N/A	1,608,798	1,671,785	96.23%	-0.06%	5,636,985
7	February	N/A	1,611,008	N/A	1,611,008	1,671,785	96.36%	0.14%	5,639,639
8	March	N/A	1,620,610	N/A	1,620,610	1,671,785	96.94%	0.60%	5,642,789
9	April	N/A	1,645,734	N/A	1,645,734	1,674,331	98.29%	1.55%	5,645,179
10	May	N/A	1,670,374	N/A	1,670,374	1,674,331	99.76%	1.50%	5,647,079
11	June	N/A	1,685,904	N/A	1,685,904	1,674,331	100.69%	0.93%	5,648,752
12	July	N/A	1,699,741	N/A	1,699,741	1,675,718	101.43%	0.82%	5,649,640
13	August	N/A	1,713,163	N/A	1,713,163	1,675,718	102.23%	0.79%	5,651,070
14	September	N/A	1,728,359	N/A	1,728,359	1,675,718	103.14%	0.89%	5,652,500
15	October	N/A	1,746,872	N/A	1,746,872	1,676,884	104.17%	1.07%	5,653,600
16	November	N/A	1,758,076	N/A	1,758,076	1,676,884	104.84%	0.64%	5,655,726
17	December								
18	YTD Total	N/A	1,758,076	N/A	1,758,076	1,676,884	104.84%	8.86%	5,655,726
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	adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots Southern California Gas Company November 2020				
2					
3					
4					
5	2020	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2020	% of 2020 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 347,900	79.52%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 347,900	79.52%
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
Southern California Gas Company
Reporting Period: October 2020**

No. of attendees at Consumer Education sessions

150

SCG -- Disputes Resolved	
WARE Recertification/Audit	
TOTAL	

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

SCG -- Disputes Resolved by Language	
Spanish	
TOTAL	

SCG - Needs Assistance	
Assisted with Changes to Account	
WARE Enrollment	
MAP	
Dis Assistance Fund	
MAP/LIHEAP	
Set Up New Account	
Payment Extension	
TOTAL	

SCG - Needs Assistance by Language	
Spanish	
English	
Portuguese	
Spanish	
Vietnamese	
TOTAL	

Information provided by CHANGES contractor.

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

CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹
Southern California Gas Company
June 1 - August 31, 2020³

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Vietnamese	Avoiding Disconnection	2	N/A	17	CHANGES Ed Handout
		Total	2		17	
N/A	English	CARE/FERA and Other Assistance Programs	1	N/A	3	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	N/A	26	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	2	N/A	19	CHANGES Ed Handout
		Total	6		48	
N/A	Mandarin	Electric and Natural Gas Safety	4	N/A	32	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	2	N/A	13	CHANGES Ed Handout
		Total	6		45	
N/A	Vietnamese	Energy Conservation	1	N/A	10	CHANGES Ed Handout
		Total	1		10	
N/A	Vietnamese	Gas Aggregation	1	N/A	6	CHANGES Ed Handout
		Total	1		6	
N/A	Vietnamese	High Energy Use	1	N/A	4	CHANGES Ed Handout
		Total	1		4	
N/A	Vietnamese	Level Pay Plan	1	N/A	10	CHANGES Ed Handout
		Total	1		10	
N/A	Cantonese	Understanding Your Bill	4	N/A	39	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	4	N/A	32	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	2	N/A	13	CHANGES Ed Handout
		Total	10		84	
		Monthly Total	28		224	

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

² Contractor states all sessions at least 30 minutes.

³ Beginning July 2020, totals will be reported on a quarterly basis.

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