

**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 FEBRUARY 2021**

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Date: March 22, 2021

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1. Energy Savings Assistance (ESA) Program Overview

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

SoCalGas submitted its Bridge Funding Advice Letter (AL) 5501-A on November 27, 2019, which was approved by Energy Division (ED) on December 4, 2019. This report reflects the approved budget and homes treated updates per the disposition of AL 5501-A, as well as ESA activities beyond retreatments that were not completed at the end of 2020, and funded from the prior cycle.¹

Program Summary through February 2021			
	Authorized / Planning Assumptions*	Actual to Date**	%
Budget	\$67,066,667	\$6,022,673	9%
Homes Treated	60,000	6,510	11%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved***	N/A	48,663	N/A

* Authorized bridge period funding and homes treated goals for January – June 2021 per Advice Letter 5501-A approved December 4, 2019. Authorized budget does not include unspent funds carried over from prior cycles, per D.19-06-033.

** Actual expenditures to date include sum of total expenses reported on Tables 1 and 1A.

*** 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 February 2021, SoCalGas processed and paid contractor invoices from prior months' activity for 6,510 treated homes. Additionally, SoCalGas paid for the weatherization of

¹ D.19-06-033, pg. 13.

6,510 homes, 415 furnace repairs and replacements, 171 water heater repairs and replacements, and 873 High Efficiency (HE) clothes washers.

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

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

Ethnic and Mass Media Campaign

SoCalGas did not launch a media campaign during the month of February.

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 February.

Energy Savings Assistance Program - Emails

During the month of February, SoCalGas sent 124,445 emails to customer lists covering 23 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 February, SoCalGas did not send direct mailers as part of the Clear Plan. SoCalGas anticipates continuing direct mailings in the coming months.

Energy Savings Assistance Program – Text Messaging

In February, SoCalGas sent 94,534 text messages to customers in 23 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 February.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 140 internet-generated leads for the ESA Program during the month of February from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA contractors.

Energy Savings Assistance Program – Social Media Activity

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

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 February. 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>
February 1-6 (MICOP)	Outreach Phone Calls	Oxnard	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was disseminated to approximately 24 clients.
February 1 (OC Autism Foundation)	Newsletter Outreach	Orange County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via Phone. CAP information was disseminated to approximately 5,000 clients.
February 1 (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 66 attendees.
February 1 (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 44 attendees.
February 1 (Food Share of Ventura County)	Emergency Box Distribution	California Works - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 288 attendees.
February 1 (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.
February 1 (CFS- Promotores Collaborative)	CHC One on One	Templeton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			attendees.
February 2 (Viet SoCal)	Food Bank Distribution	Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
February 2 (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 166 attendees.
February 2 (CFS- Promotores Collaborative)	CHC One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
February 2 (Catholic Charities of Orange County)	Food Pantry	Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
February 3 (211 LA)	Family Support Virtual Office Hours	Paramount High School	CBO staff provided information for SoCalGas' Customer Assistance Programs. CBO staff distributed CAP materials to 1 parent in attendance.
February 3 (CFS- Promotores Collaborative)	Early Head Start	Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
February 3 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley Senior Center - Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 261 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 3 (Food Share of Ventura County)	Senior Kit Distribution	Faith Lutheran Church - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
February 4 (211 LA)	Café Meeting	Morning Side High School - Inglewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 13 parents, school staff members, and community members in attendance.
February 4 (Food Share of Ventura County)	Senior Kit Distribution	St Thomas Aquinas - Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 attendees.
February 4 (Food Share of Ventura County)	Senior Kit Distribution	Grace Bible Church - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 121 attendees.
February 4 (Catholic Charities of Orange County)	Food Pantry	Whitten Center - Placentia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
February 4 (Catholic Charities of Orange County)	Food Pantry	Christ Cathedral - Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
February 5	Imperial County Food Bank Meeting	Online	In partnership with SoCalGas Public Affairs department, SoCalGas' CAP information was provided to the CEO and Programs Manager of the Imperial County Food Bank in a virtual meeting. Future partnership efforts were

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			discussed, as were opportunities to share CAP information with Food Bank clients in 2021.
February 5 (Food Share of Ventura County)	Senior Kit Distribution	Rodney Fernandez - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
February 5 (Food Share of Ventura County)	Senior Kit Distribution	St Francis Assisi - Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees.
February 5 (CFS- Promotores Collaborative)	La Mexicana One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
February 5 (CFS- Promotores Collaborative)	La Reyna Market One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
February 6 (Viet SoCal)	Gifts for Seniors and Low-Income Spring 2021	Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City, Fountain Valley Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 220 attendees.
February 6 (MICOP)	Food Distribution	Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 140 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 6 (CFS- Promotores Collaborative)	Walmart One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
February 6 (CFS- Promotores Collaborative)	Guadalajara Market One on One	Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees.
February 6 (CFS- Promotores Collaborative)	JNJ'S Liquor and Laundromat One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 37 attendees.
February 7-13 (MICOP)	Outreach Phone Calls	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via Phone. CAP information was disseminated to approximately 21 clients.
February 8 (Via Care)	507 Clinic Food Bank	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees.
February 8 (CFS- Promotores Collaborative)	Cole Linen & Laundry One on One	Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.
February 8 (Food Share of Ventura County)	Senior Kit Distribution	Palm Vista - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 9 (Viet SoCal)	Food Bank Distribution	Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City,	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
February 9 (211 LA)	Family Support Staff Meeting – Caring Connections	Bellflower High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO staff distributed CAP materials to 17 parents in attendance.
February 9	Veterans Legal Institute Board Meeting	Online	In partnership with SoCalGas Public Affairs department, SoCalGas' CAP information was provided to the Veterans Legal Institute at a virtual board meeting. Potential expansion of the CBO's Inland Empire operations with CAP outreach was discussed.
February 9 (Food Share of Ventura County)	Senior Kit Distribution	Sycamore Senior Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 59 attendees.
February 9 (Food Share of Ventura County)	Senior Kit Distribution	Camino Del Sol - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.
February 9 (CFS- Promotores Collaborative)	San Miguel Market One on One	Los Osos	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 10 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 102 attendees.
February 11	Meeting with Antelope Valley Air Quality Management District	Virtual Event	In partnership with SoCalGas' Public Affairs and Environmental Policy departments, SoCalGas Customer Assistance Programs met with the Antelope Valley Air Quality Management District to explain current energy efficiency incentives and discuss future partnership opportunities.
February 11 (Food Share of Ventura County)	Senior Kit Distribution	BGC - Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 165 attendees.
February 11 (ONEgeneration)	Vaccine Clinic	Adult Day Care & Child Care – Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. While partnering with other organizations to vaccinate 250 elderly adults, CBO staff provided in-person outreach regarding CAP information and distributed materials regarding the Gas Assistance Fund.
February 11 (OC Autism Foundation)	OC Tet Celebration	Orange County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via Phone. CAP information was disseminated to approximately 800 clients.
February 12 (ONEgeneration)	Drive-Thru Food Pantry	Senior Enrichment Center - Reseda	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO staff distributed CAP brochures and applications to each of the 650 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 12 (CFS- Promotores Collaborative)	El Korita del Real One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 38 attendees.
February 13 (Food Share of Ventura County)	Senior Kit Distribution	LUCHA Pantry - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
February 13 (CFS- Promotores Collaborative)	La Parrilla Taqueria One on One	Atascadero	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 attendees.
February 14-20 (MICOP)	Outreach Phone Calls	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via Phone. CAP information was disseminated to approximately 28 clients.
February 15 (CFS- Promotores Collaborative)	Trejo Family Child Care One on One	Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
February 15 (CFS- Promotores Collaborative)	Aguirre Family Child Care One on One	Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 15 (CFS- Promotores Collaborative)	Placencia Family Child Care One on One	Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 16 (Viet SoCal)	Food Bank Distribution	Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
February 16 (Food Share of Ventura County)	Senior Kit Distribution	Evangelistic - Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 84 attendees.
February 16 (Food Share of Ventura County)	Senior Kit Distribution	Casa Pacifica - Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.
February 17 (Veterans Legal Institute)	ASCUI Legal Education and Resources	Webinar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
February 17 (Food Share of Ventura County)	Senior Kit Distribution	San Salvador Mission - Piru	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
February 17 (Food Share of Ventura County)	Senior Kit Distribution	Westpark - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 57 attendees.
February 18	Brookins-Kirkland Community AME Church Presentation	Conference Call	Customer Assistance Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 10 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 18 (Food Share of Ventura County)	Senior Kit Distribution	Our Lady of Guadalupe - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 221 attendees.
February 18 (ONEgeneration)	Vaccine Clinic	Adult Day Care & Child Care – Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. While partnering with other organizations to vaccinate 250 elderly adults, CBO staff provided in-person outreach regarding CAP information and distributed materials regarding Gas Assistance Fund.
February 18 (Food Share of Ventura County)	Senior Kit Distribution	Mira Vista - Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 77 attendees.
February 18 (CFS- Promotores Collaborative)	Martinez Restaurant One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 18 (CFS- Promotores Collaborative)	Coast Unified School District One on One	Cambria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 67 attendees.
February 18 (CFS- Promotores Collaborative)	Oceano Family Resource Center One on One	Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 19 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 179

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			attendees.
February 19 (Food Share of Ventura County)	Senior Kit Distribution	Church of the Nazarene	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
February 19 (Food Share of Ventura County)	Senior Kit Distribution	Tafoya	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 19 (Food Share of Ventura County)	Senior Kit Distribution	Church of the Living Christ - Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 43 attendees.
February 19 (CFS- Promotores Collaborative)	Heidi's Cafe One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
February 20 (CFS- Promotores Collaborative)	San Patrick's Catholic Church One on One	Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
February 21-27 (MICOP)	Outreach Phone Calls	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via Phone. CAP information was disseminated to approximately 14 clients.
February 21 (CFS- Promotores Collaborative)	La Placita Market	Nipomo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 22 (Veterans Legal Institute)	Americas SBDC, Cal State Fullerton VLI	Webinar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
February 22 (CFS- Promotores Collaborative)	Emigrant Program Preschool One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
February 22 (Food Share of Ventura County)	Senior Kit Distribution	Mary Star of the Sea - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 133 attendees.
February 22 (Food Share of Ventura County)	Senior Kit Distribution	Nyeland Promise - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
February 22 (ONEgeneration)	Adult Day Care Activity Packet Distribution	Adult Day Care & Child Care – Van Nuys	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 72 elderly residents.
February 22 (211 LA)	Evening Weekly Parent Drop-In	Morning Side High School - Inglewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 13 students, parents, school staff members, and community members in attendance.
February 22 (211 LA)	211 Overview Presentation	Morning Side High School - Inglewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 8 parents in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 23-28 (Veterans Legal Institute)	Online Outreach	Orange County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees.
February 23 (Viet SoCal)	Food Bank Distribution	Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
February 23 (211 LA)	Morning Parent Check-In / Employment Resources	Lynwood high School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 22 parents, school staff members, and community members.
February 23 (211 LA)	Evening Parent Check-In / Employment Resources	Lynwood High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 10 parents, school staff members, and community members in attendance.
February 23 (Food Share of Ventura County)	Senior Kit Distribution	Heritage - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 72 attendees.
February 23 (Food Share of Ventura County)	Senior Kit Distribution	SDA Church - Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 61 attendees.
February 23 (El Concilio)	Email Outreach	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via email. CAP information was sent to approximately

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			3,324 attendees.
February 23 (Catholic Charities of Orange County)	IHM- Food Pantry	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
February 23 (CFS- Promotores Collaborative)	Farmers Market One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
February 23 (CFS- Promotores Collaborative)	Cambria Grammar School One on One	Cambria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 72 attendees.
February 24 (El Concilio)	Email Outreach	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via email. CAP information was sent to approximately 3,324 attendees.
February 25 (211 LA)	Advisory Council Meeting	Bellflower High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 21 school staff members in attendance.
February 25 (211 LA)	211 Overview Presentation	Santa Monica High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 7 parents in attendance.
February 25 (El Nido)	Produce Distribution	El Nido Family Source Center - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 7 parents in attendance.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 25 (Food Share of Ventura County)	Senior Kit Distribution	New Life Community Church - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 146 attendees.
February 25 (Food Share of Ventura County)	Senior Kit Distribution	Foodshare - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 74 attendees.
February 26	Meeting with Metrolink	Virtual Meeting	In partnership with SoCalGas' Public Affairs department, SoCalGas Customer Assistance Programs met with Metrolink to discuss future cross-promotional opportunities. Metrolink expressed interest in promoting CAP information to individuals with discounted train passes. SoCalGas RPA and CAP staff explained the enrollment and verification processes.
February 26 (Food Share of Ventura County)	Senior Kit Distribution	Oxnard PAL - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 119 attendees.
February 26 (Food Share of Ventura County)	Senior Kit Distribution	CEDC - Santa Paulan - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
February 26 (CFS- Promotores Collaborative)	Ariana's Market One on One	Morro Bay	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 26 (CFS- Promotores Collaborative)	San Miguel Bakery One on One	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
February 26 (CFS- Promotores Collaborative)	Oceano First 5	Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 26 (ONEgeneration)	Drive-Thru Food Pantry	Senior Enrichment Center - Reseda	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO staff distributed CAP brochures and applications to each of the 650 attendees.
February 27 (ONEgeneration)	Rummage Sale	Senior Enrichment Center - Reseda	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO Staff provided in-person outreach and distributed CAP brochures to its 50 to 100 attendees.
February 27 (MICOP)	Food Distribution	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
February 27 (Santa Barbara Food Bank)	Lompoc High School - Healthy School Pantry	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
February 28 (CFS- Promotores Collaborative)	Chapala Restaurant	Morro Bay	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.

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 2021, 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 opportunities. SoCalGas participates in co-funding to support the installation of HE clothes washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet

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

- Eastern Municipal Water District
- Fontana Water Company²
- Liberty Utilities, formerly Park Water Company³
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company⁴
- 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 2021 through the month of February. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing &

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

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

⁴ San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

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

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	36
Colton Public Utilities	0
LADWP	0
Pasadena Water and Power	19
Riverside Public Utilities	0
Total	55

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 2020.

Implementation of the curriculum as well as on-line testing began in June 2020.

SoCalGas began presenting field operations training online in September 2020 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			
	January	February	Total
Attended Class*	16	48	64
Tested	16	43	59
Passed	5	26	31
Retention Rate**	31%	60%	53%
*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			

SoCalGas Field Operations Training*						
Class Type	January		February		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	0	0	0	0	0	0
HVAC Initial	0	0	0	0	0	0
Wx / NGAT Refresher	0	0	0	0	0	0
HVAC Refresher	0	0	0	0	0	0
Grand Total	0	0	0	0	0	0
* As of September 2020, in person training has transitioned to on-line training. No training sessions were conducted in February 2021.						

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.” 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 – February

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 all standard and high-usage reviews for CARE Program eligibility 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.

On February 12, 2021, the Commission issued Res. M-4849 extending the Emergency Customer Protections for residential and small business customers through June 30, 2021. SoCalGas submitted AL 5768 extending the customer protections identified in Res. M-4842 through June 30, 2021.

2.1.1. Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget*	Actual Expenses to Date	% of Budget Spent
Outreach	\$2,002,443	\$486,753	24.31%
Processing, Certification and Verification	\$1,560,676	\$248,310	15.91%
Information Tech./Programming	\$518,898	\$82,789	15.95%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$218,751	\$(23,160)	-10.59%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$237,929	\$54,060	22.72%
General Administration	\$476,864	\$115,691	24.26%
CPUC Energy Division Staff	\$30,000	\$27,672	92.24%
Total Expenses	\$5,045,561	\$992,115	19.66%
Subsidies and Benefits	\$67,506,127	\$45,536,639	67.46%
Total Program Costs and Discounts	\$72,551,688	\$46,528,754	64.13%

* Authorized bridge period funding for January – June 2021 per D.19-06-022.

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 221,017 successful enrollments, 71,910 recertifications, 6,093 post-enrollment verifications and 10,449 opt-outs. Activity for February is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	6,015	4,729	78%
Re-certification	145	137	94%
PEV	16	9	56%
Customer opt-out	105	105	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 February 2021, CSRs successfully enrolled 8,168 customers in CARE. An additional 2,166 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 425,317 with an additional 165,764 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 February, SoCalGas processed a total of 67 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
1,787,290	1,708,891	104.59%

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 February, SoCalGas sent 10,921 emails to new customers with a probability of being eligible for the CARE program. A total of 199 customers enrolled using the link within this email. A total of 20,541 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 335 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 February, SoCalGas sent 6,050 text messages to new customers and existing customers not on CARE. A total of 67 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 120 approved enrollments in February.

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 February, 211 LA did not participate in outreach events due to the COVID-19 emergency; however, 222 callers were informed about the CARE Program, with 16 interested in the ESA Program.

In the month of February, 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 piloted the Goodwill collaboration for six months which concluded this month. As a result of this successful partnership, CAP outreach efforts will continue with Goodwill of Orange County for 2021.

SoCalGas Customer Assistance Programs recently started a new collaboration with Walking Shield. Walking Shield's mission is to improve the quality of life for 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 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. In the month of February, Walking Shield held 12 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 35 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 2,400 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 February, 1,005 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 (371 total views and 311 unique views) as well as under their COVID-19 support page (689 total views and 582 unique views). For the month of February, no social media posts with SoCalGas information were shared on Facebook.

A 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 February, Worksite Wellness staff provided enrollment assistance to 435 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 277 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 February, 100 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 February, 790 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 February, Unity Shoppe was still able to

provide information on SoCalGas' Customer Assistance Programs to over 752 participants. Due to the COVID-19 pandemic, Unity Shoppe has seen an increase in participants, and in March 2020 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 February, Food Share Ventura County distributed 3,757 "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 Concilio’s 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 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 February, FIND Foodbank's partnership with SoCalGas led to 2,500 one-on-one outreach opportunities to present SoCalGas' CAP information in 4 of the coverage areas they serve: Desert Hot Springs, Indian Wells, Indio and North Palm Springs.

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 February, 321 calls were received, with only 56 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 speaking 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 265 El Nido Pacoima visitors in February. 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.

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 February, due to the COVID-19 emergency, SCDC has changed its programming and has provided one-on-one assistance to 63 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 February, through their partnership with SoCalGas, information

regarding SoCalGas' Customer Assistance Programs was distributed to 59 tenants via mail, along with tenant's rights information.

This year, SoCalGas has entered into a new partnership with ONEgeneration, a non-profit focused on providing intergenerational care and services. Operating throughout the western San Fernando Valley, ONEgeneration serves a variety of constituents and communities. These range from low-income, homebound, and medically frail senior citizens to developmentally disabled or at-risk youth to infants and children up to six years old. They also service diverse, multiethnic communities, with program participants speaking a number of languages. In February, ONEgeneration staff provided in-person outreach to its constituents about SoCalGas Customer Assistance Programs, distributed related materials through email, and promoted Gas Assistance Fund through social media.

ONEgeneration Case Managers and the Community Outreach Coordinator met with 25 elderly program participants to assist them with CAP information and applications. Their monthly newsletter highlighting the CARE program and Gas Assistance Fund information was distributed by email to 5,000 organizational contacts. During a ONEgeneration Vaccine Clinic, 50 individuals discussed and requested more information about SoCalGas CAP. Through their posts on Facebook and Twitter, information on the Gas Assistance Fund Program was extended to over 600 people.

SoCalGas engages in collaborative outreach efforts with the Southern California Indian Center (SCIC). SCIC is a non-profit organization focused on serving and promoting self-sufficiency in American Indian, Alaskan Native and Native Hawaiian communities across Los Angeles, Orange and Riverside Counties. Their constituency consists of the largest concentration of American Indian/Native Alaskans in the United States, covering over 350 tribal groups. They are particularly dedicated to supporting community efforts in workforce development, youth education, family support, and multimedia training.

In 2021, SoCalGas also began partnering with Veterans Legal Institute. Based in Orange County, Veterans Legal Institute facilitates pro bono legal assistance to homeless, at-risk, disabled, and low-income current and former service members. Through their core values of outreach, compassion, leadership, empowerment, and quality advocacy, their organization aims to overcome barriers for veteran self-sufficiency. In the month of February, Veterans Legal Institute hosted two webinars with 90 attendees detailing SoCalGas Customer Assistance Programs. They also created two social media posts seen by 127 people online.

In partnership with SoCalGas, The Vietnamese Community of the Southern Californians (Viet SoCal) works to promote assistance programs to Vietnamese communities in Orange County and across Southern California. Viet SoCal publishes local Vietnamese news online, advocates for Vietnamese residents, and offers community-based programs. In the month of February, materials with

information about SoCalGas Customer Assistance Programs was distributed at four food bank events. At a gift distribution for elderly and low-income residents in Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City, Fountain Valley, and Irvine, staff provided SoCalGas materials to 220 households. Viet SoCal also published information about Customer Assistance Programs in their weekly newspaper, *Nguoi Viet*.

CARE Direct Mail Activity & Enrollments

During the month of February, SoCalGas sent 14,804 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 1,363

online enrollments processed in February. 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 February, but a Customer Assistance bill message was included on customer's bills. SoCalGas approved 48 bill insert applications from prior months in February.

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 February. 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 November 2020 that ended in January 2021. SoCalGas 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 was to inform customers experiencing financial

hardship due to COVID-19 that they may now be eligible for CARE. STFRD, the ad agency SoCalGas partners with, shared that campaign results will be available within the coming weeks.

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 February, Fiesta Educativa has held virtual workshops through Zoom due to the COVID-19 emergency. 448 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 February, Blind Support Services provided one-on-one touchpoints to 14 households with 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 868 clients during the month of February.

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 February, Lanterman Regional Center facilitated many online support and training meetings. Approximately 420 people were introduced to SoCalGas' low income programs.

In 2021, SoCalGas Customer Assistance Programs began collaborating with OC Autism Foundation (OCAF). OCAF directly impacts the lives of children and adults who are affected by Autism Spectrum Disorder and their families. OCAF's goal is to educate, empower & employ individuals affected by Autism and other related disabilities and their families. For the month of February, OC Autism Foundation (OCAF) was able to distribute CAP information to 50 clients through their crisis call and telehealth case management.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 6 (Fiesta Educativa)	FE Statewide Conference Morning Session	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via Zoom. CAP information was distributed to approximately 212 attendees.
February 13 (Fiesta Educativa)	FE Statewide Conference Afternoon Session	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via Zoom. CAP information was distributed to approximately 173 attendees.
February 23 (Fiesta Educativa)	Cafecito con OCRA	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via Zoom. CAP information was distributed to approximately 60 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 February, 1,730 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 February generated 1,796 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 88 customers enrolled through leveraging during the month of February.

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 February, 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 February, 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 February.

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	February 2021												
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	\$ 3,834,940	\$ 3,834,940	N/A	\$ 647,054	\$ 647,054	N/A	\$ 647,054	\$ 647,054	N/A	16.87%	16.87%
9	Domestic Hot Water	N/A	\$ 8,438,696	\$ 8,438,696	N/A	\$ 661,521	\$ 661,521	N/A	\$ 661,270	\$ 661,270	N/A	7.84%	7.84%
10	Enclosure	N/A	\$ 14,912,545	\$ 14,912,545	N/A	\$ 1,284,156	\$ 1,284,156	N/A	\$ 1,284,156	\$ 1,284,156	N/A	8.61%	8.61%
11	HVAC	N/A	\$ 11,301,101	\$ 11,301,101	N/A	\$ 728,051	\$ 728,051	N/A	\$ 728,051	\$ 728,051	N/A	6.44%	6.44%
12	Maintenance	N/A	\$ 1,139,967	\$ 1,139,967	N/A	\$ 59,145	\$ 59,145	N/A	\$ 59,145	\$ 59,145	N/A	5.19%	5.19%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous ²	N/A	\$ -	\$ -	N/A	\$ (8,747)	\$ (8,747)	N/A	\$ (193,635)	\$ (193,635)	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 19,264,327	\$ 19,264,327	N/A	\$ 1,442,062	\$ 1,442,062	N/A	\$ 1,445,343	\$ 1,445,343	N/A	7.50%	7.50%
16	In Home Education	N/A	\$ 1,468,425	\$ 1,468,425	N/A	\$ 79,688	\$ 79,688	N/A	\$ 79,651	\$ 79,651	N/A	5.42%	5.42%
17	Pilot ²	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 60,360,000	\$ 60,360,000	N/A	\$ 4,892,930	\$ 4,892,930	N/A	\$ 4,711,035	\$ 4,711,035	N/A	7.80%	7.80%
19													
20	Training Center	N/A	\$ 472,384	\$ 472,384	N/A	\$ 45,089	\$ 45,089	N/A	\$ 91,146	\$ 91,146	N/A	19.29%	19.29%
21	Inspections	N/A	\$ 1,052,623	\$ 1,052,623	N/A	\$ 146,528	\$ 146,528	N/A	\$ 146,528	\$ 146,528	N/A	13.92%	13.92%
22	Marketing and Outreach	N/A	\$ 900,607	\$ 900,607	N/A	\$ 40,921	\$ 40,921	N/A	\$ 80,637	\$ 80,637	N/A	8.95%	8.95%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies	N/A	\$ 112,500	\$ 112,500	N/A	\$ 592	\$ 592	N/A	\$ 1,338	\$ 1,338	N/A	1.19%	1.19%
25	Regulatory Compliance	N/A	\$ 337,669	\$ 337,669	N/A	\$ 31,576	\$ 31,576	N/A	\$ 60,559	\$ 60,559	N/A	17.93%	17.93%
26	General Administration	N/A	\$ 3,777,134	\$ 3,777,134	N/A	\$ 434,185	\$ 434,185	N/A	\$ 786,600	\$ 786,600	N/A	20.83%	20.83%
27	CPUC Energy Division	N/A	\$ 53,750	\$ 53,750	N/A	\$ 21,279	\$ 21,279	N/A	\$ 41,508	\$ 41,508	N/A	77.22%	77.22%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 67,066,667	\$ 67,066,667	N/A	\$ 5,613,100	\$ 5,613,100	N/A	\$ 5,919,350	\$ 5,919,350	N/A	8.83%	8.83%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 258,846	\$ 258,846	N/A	\$ 522,872	\$ 522,872			
32	NGAT Costs					\$ 68,258	\$ 68,258		\$ 80,004	\$ 80,004			
33													
34													
35	¹ Reflects January - June 2021 authorized bridge period funding per Advice Letter 5501-A approved December 4, 2019. 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 Total current and y-t-d repayment credits associated with COVID - 19 contractor advances in 2020.												
37	Note: In January 2021, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$4,880,686 for contractor costs related to all ESA Program measure categories associated to December 2020 activities. This amount will be incorporated in 2020 costs as reported in the SoCalGas' Annual Report filed May 2021.												
38	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1A - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
February 2021**

ESA Program:	Authorized Budget ¹			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	\$ 7,044,592	\$ 7,044,592	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,896,366	\$ 4,896,366	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 3,620,732	\$ 3,620,732	N/A	\$ 20,540	\$ 20,540	N/A	\$ 103,323	\$ 103,323	N/A	2.85%	2.85%
TOTAL PROGRAM BUDGET/EXPENSES ¹	N/A	\$ 67,987,128	\$ 67,987,128	N/A	\$ 20,540	\$ 20,540	N/A	\$ 103,323	\$ 103,323	N/A	0.15%	0.15%

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. Budget is derived by taking 2020 table 1A unspent funds budget, less what is projected to be the 2020 table 1A spend related to EE measures and MF-CAM only in the 2020 annual report to be filed May 2021 - (\$80,317,366 - \$12,387,668 = \$67,987,128)

² Year to date expenses include cost from current year 2021.

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	Z	AA	AB	AC	AD	AE	AF									
1	Energy Savings Assistance Program Table 2																																								
2	Southern California Gas Company																																								
3	February 2021																																								
4																																									
5	ESA Program (Summary) Total ¹							ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE) ⁹																					
6	Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation ¹⁰						Year-To-Date Completed & Expensed Installation ¹⁰						Year-To-Date Completed & Expensed Installation ¹⁰																					
7	Measures	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh² (Annual)	kW² (Annual)	Therms² (Annual)	Expenses (\$)	% of Expenditure					
8	Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																																		
9	High Efficiency Clothes Washer	Home	873	-	-	17,441	\$ 742,309	14.6%	Home	580	-	-	11,622	\$ 493,773	16.3%	Home	293	-	-	5,820	\$ 248,535	12.1%	Home	413	-	-	8,284	\$ 351,644	15.5%												
10	Microwaves ³	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
11	Refrigerators	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
12	Freezers	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
13	Domestic Hot Water																																								
14	Other Hot Water ⁴	Home	7,854	-	-	24,811	\$ 250,071	4.9%	Home	4,307	-	-	13,606	\$ 148,708	4.9%	Home	3,547	-	-	11,205	\$ 101,363	4.9%	Home	4,340	-	-	13,710	\$ 118,807	5.2%												
15	Tank and Pipe Insulation ⁵	Home	83	-	-	527	\$ 3,606	0.1%	Home	49	-	-	311	\$ 2,047	0.1%	Home	34	-	-	216	\$ 1,559	0.1%	Home	41	-	-	260	\$ 1,582	0.1%												
16	Water Heater Repair/Replace	Home	171	-	-	409	\$ 292,176	5.7%	Home	109	-	-	261	\$ 183,081	6.0%	Home	62	-	-	148	\$ 109,095	5.3%	Home	40	-	-	96	\$ 61,702	2.7%												
17	Thermostatic Shower Valve	Each	3,365	-	-	5,485	\$ 154,016	3.0%	Each	1,970	-	-	3,211	\$ 90,075	3.0%	Each	1,395	-	-	2,274	\$ 63,941	3.1%	Each	1,690	-	-	2,755	\$ 77,352	3.4%												
18	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
19	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
20	Tub Diverter/Spout	Each	82	-	-	461	\$ 9,164	0.2%	Each	42	-	-	236	\$ 4,719	0.2%	Each	40	-	-	225	\$ 4,445	0.2%	Each	37	-	-	208	\$ 4,177	0.2%												
21	Enclosure																																								
22	Air Sealing / Envelope ⁶	Home	7,075	-	-	4,417	\$ 894,713	17.6%	Home	3,734	-	-	2,188	\$ 481,095	15.9%	Home	3,341	-	-	2,229	\$ 413,618	20.2%	Home	3,690	-	-	3,939	\$ 389,438	17.2%												
23	Attic Insulation	Home	219	-	-	6,686	\$ 413,179	8.1%	Home	137	-	-	4,139	\$ 268,342	8.9%	Home	82	-	-	2,547	\$ 144,837	7.1%	Home	111	-	-	2,762	\$ 191,830	8.5%												
24	HVAC																																								
25	Furnace Repair/Replacement	Home	415	-	-	(14,283)	\$ 509,186	10.0%	Home	203	-	-	(6,777)	\$ 253,869	8.4%	Home	212	-	-	(7,506)	\$ 255,317	12.4%	Home	215	-	-	(9,126)	\$ 226,094	10.0%												
26	Room A/C Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
27	Central A/C replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
28	Heat Pump Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
29	Evaporative Cooler	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
30	Duct Testing and Sealing	Home	62	-	-	689	\$ 24,126	0.5%	Home	35	-	-	389	\$ 13,736	0.5%	Home	27	-	-	300	\$ 10,390	0.5%	Home	19	-	-	211	\$ 7,038	0.3%												
31	Energy Efficient Fan Control A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
32	Prescriptive Duct Sealing	Home	619	-	-	2,166	\$ 65,056	1.3%	Home	424	-	-	1,333	\$ 44,640	1.5%	Home	195	-	-	2,166	\$ 20,416	1.0%	Home	139	-	-	1,544	\$ 13,860	0.6%												
33	High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
34	New - Blower Motor Retrofit	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
35	Maintenance																																								
36	Furnace Clean and Tune	Home	1,024	-	-	(1,260)	\$ 59,145	1.2%	Home	707	-	-	(870)	\$ 40,985	1.4%	Home	317	-	-	(390)	\$ 18,160	0.9%	Home	366	-	-	(450)	\$ 19,582	0.9%												
37	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
38	Lighting																																								
39	Lighting	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%					
40																																									
41	New - LED Diffuse A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
42	New - LED Reflector Bulbs (PAR/BR)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
43	New - LED Torchieres	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
44	New - LED Exterior Hardwired Fixtures	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
45	New - LED Internal Hardwire	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%					
46	Miscellaneous																																								
47	Pool Pumps	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home																		

Energy Savings Assistance Program Table 2A
Southern California Gas Company
February 2021

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 Weatherized⁶							
CSD MF Tenant Units Treated							
			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

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

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

Energy Savings Assistance Program Common Area Measures - Table 2B
Southern California Gas Company
February 2021

ESA CAM Measures ^{2,3}	ESA Program - Multifamily Common Area ¹						
	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ^{4,12} (Annual)	Expenses ¹³ (\$)	% 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%
		-	-	-	-	\$ -	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	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	16	-	-	TBD	\$ 82,782	100.0%
		-	-	-	-	\$ -	
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	-	-	-	-	\$ -	0.0%
Pilots							
		-	-	-	-	\$ -	
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
		-	-	-	-	\$ -	
Total Savings/Expenditures			-	-	-	\$ 82,782	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated ¹⁰	5
Subtotal of Master-metered Multifamily Properties Treated	5
Properties Treated ¹¹	5

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ -	\$ -
Direct Implementation (Non-Incentive)	\$ -	\$ -	\$ -
Direct Implementation ¹³	\$ -	\$ 103,323	\$ 103,323
TOTAL MF CAM COSTS	\$ -	\$ 103,323	\$ 103,323

<<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 data.

¹³ Includes expenditures for projects from 2021; partial payment for projects completed in 2021 may have been included in 2020.

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
February 2021

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	February 2021	
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	48,663
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	398,692
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.85
12	Average 1st Year Bill Savings / Treated Households	\$ 6.35
13	Average Lifecycle Bill Savings / Treated Households	\$ 52.06
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	48,663
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	398,692
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.85
33	Average 1st Year Bill Savings / Treated Households	\$ 6.35
34	Average Lifecycle Bill Savings / Treated Household	\$ 52.06
35		
36		
37	Table 3B, ESA Program - Multifamily Common Area¹	
38	Annual kWh Savings	N/A
39	Annual Therm Savings	TBD
40	Lifecycle kWh Savings	N/A
41	Lifecycle Therm Savings	TBD
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	¹ NMEC calculations require 12 months prior and post implementation data.	
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	Energy Savings Assistance Program Table 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	February 2021						
4	Table 4A-1, ESA Program						
5		Eligible Households			Households Treated YTD		
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	12,154	12,169	1	17	18
8	Imperial	17,198	0	17,198	40	0	40
9	Kern	36,583	19,227	55,810	94	29	123
10	Kings	14,990	13	15,003	36	0	36
11	Los Angeles	2,934	1,077,961	1,080,895	22	2,787	2,809
12	Orange	7	252,851	252,858	0	677	677
13	Riverside	100,248	89,387	189,635	127	924	1,051
14	San Bernardino	866	133,209	134,075	29	1,229	1,258
15	San Luis Obispo	14,145	9,147	23,292	47	0	47
16	Santa Barbara	1,021	34,617	35,638	61	55	116
17	Tulare	52,284	12,698	64,982	191	66	257
18	Ventura	2,312	60,404	62,716	6	72	78
19	Total	242,603	1,701,668	1,944,271	654	5,856	6,510
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
February 2021**

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	1	0	0	0	0	0	0
Imperial	12	0	0	0	3	0	0
Kern	18,719	1	0	8	10	0	0
Kings	7,867	0	0	1	2	0	0
Los Angeles	153,720	33	0	9	174	22	51
Orange	36,744	0	0	2	40	3	1
Riverside	56,760	20	0	2	275	22	18
San Bernardino	27,586	16	0	60	80	32	21
San Luis Obispo	158	0	0	0	1	0	1
Santa Barbara	8,246	0	0	0	1	0	0
Tulare	7,719	0	0	3	5	0	2
Ventura	27,421	7	0	1	17	1	0
Total	344,953	77	0	86	608	80	94

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	February 2021																
4	Table 5A, ESA Program																
5		Gas & Electric				Gas Only ¹			Electric Only				Total				
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	February	-	-	-	-	6,510	48,663	-	-	-	-	-	-	6,510	48,663	-	-
10	March	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11	April	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	6,510	48,663	-	-	-	-	-	-	6,510	48,663	-	-
21																	
22	¹ 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		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
32	Month		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		# 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	Month		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	February 2021												
4													
5		2021 Authorized Bridge Period Budget			Current Month Expenses			Expenses Since Jan. 1, 2021			% of Bridge Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8		N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	Total Pilots	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Studies												
11	Impact Evaluation	N/A	\$ 93,750	\$ 93,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12	Needs Assessment	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Cost-Effectiveness/NEBs	N/A	\$ -	\$ -	N/A	\$ 592	\$ 592	N/A	\$ 1,338	\$ 1,338	N/A	0.00%	0.00%
14	Process Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Categorical Eligibility	N/A	\$ 18,750	\$ 18,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
16	Potential Ad Hoc Tasks	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	Total Studies	N/A	\$ 112,500	\$ 112,500	N/A	\$ 592	\$ 592	N/A	\$ 1,338	\$ 1,338	N/A	1.19%	1.19%
18													
19	¹ Reflects January - June 2021 authorized bridge period funding per Advice Letter 5501-A approved December 4, 2019.												
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
February 2021**

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	1,806

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
132	3,970	2,223

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
February 2021

	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 [2]	Total Contractor Invoices Eligible for PPRS Credit [3]	Total PPRS Credit Earned [4]	PPRS Credits Applied [5]	Non PPRS Payments Applied [6]	Total Advances Outstanding [7]
Jan-20									
Feb-20									
Mar-20									
Apr-20	\$ 3,385,695.00								\$ 3,385,695.00
May-20	\$ 9,855,019.62								\$ 13,240,714.62
Jun-20	\$ 201,864.00								\$ 13,442,578.62
Jul-20	\$ 949,446.00								\$ 14,392,024.62
Aug-20		\$ 5,363,051.67	\$ 9,028,972.95	40%	\$ 4,457,143.11	\$ 1,782,857.24	\$ -	\$ (1,008,114.71)	\$ 13,383,909.91
Sep-20		\$ 444,798.27	\$ (444,798.27)	40%	\$ 54,175.61	\$ 21,670.24	\$ (11,132.55)	\$ (490,909.45)	\$ 12,881,867.91
Oct-20		\$ -	\$ -	40%	\$ 7,845,963.70	\$ 3,138,385.48	\$ (101,428.16)	\$ (3,010,088.61)	\$ 9,770,351.14
Nov-20		\$ 1,000,348.19	\$ (1,000,348.19)	40%	\$ 10,440,868.87	\$ 4,176,347.55	\$ (621,273.54)	\$ (88,699.30)	\$ 9,060,378.30
Dec-20		\$ -	\$ -	40%	\$ 4,593,628.25	\$ 1,837,451.30	\$ (515,945.92)	\$ (1,288,698.00)	\$ 7,255,734.38
Jan-21		\$ -	\$ -	40%	\$ 9,793,312.86	\$ 3,917,325.14	\$ (683,368.27)	\$ (184,888.07)	\$ 6,387,478.04
Feb-21		\$ 51,735.19	\$ (51,735.19)	40%	\$ 2,077,779.97	\$ 831,111.99	\$ (887,310.70)	\$ (8,747.14)	\$ 5,491,420.20
Mar-21									
Apr-21									
May-21									
Jun-21									
Jul-21									
Aug-21									
Sep-21									
Oct-21									
Nov-21									
Dec-21									
Total	\$ 14,392,024.62	\$ 6,859,933.32	\$ 7,532,091.30		\$ 39,262,872.37	\$ 15,705,148.95	\$ (2,820,459.14)	\$ (6,080,145.28)	\$ 5,491,420.20

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] 40% for PPRS credit calculation from Joint Tier 2 Advice Letter 5654-G filed on June 29, 2020.

[3] 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.

[4] 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.

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

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

[7] For consistency among IOUs, beginning in February 2021, SoCalGas modified Total Advances Outstanding to display aggregated values.

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	February 2021												
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	\$ 2,002,443	\$ 2,002,443	N/A	\$ 380,188	\$ 380,188	N/A	\$ 486,753	\$ 486,753	N/A	24.31%	24.31%
8	Processing / Certification Re-certification	N/A	\$ 1,483,259	\$ 1,483,259	N/A	\$ 117,859	\$ 117,859	N/A	\$ 233,295	\$ 233,295	N/A	15.73%	15.73%
9	Post Enrollment Verification	N/A	\$ 77,417	\$ 77,417	N/A	\$ 8,393	\$ 8,393	N/A	\$ 15,015	\$ 15,015	N/A	19.39%	19.39%
10	IT Programming	N/A	\$ 518,898	\$ 518,898	N/A	\$ 51,547	\$ 51,547	N/A	\$ 82,789	\$ 82,789	N/A	15.95%	15.95%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES ²	N/A	\$ 218,751	\$ 218,751	N/A	\$ 51,840	\$ 51,840	N/A	\$ (23,160)	\$ (23,160)	N/A	-10.59%	-10.59%
14	Measurement and Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	N/A	\$ 237,929	\$ 237,929	N/A	\$ 28,662	\$ 28,662	N/A	\$ 54,060	\$ 54,060	N/A	22.72%	22.72%
16	General Administration	N/A	\$ 476,864	\$ 476,864	N/A	\$ 59,793	\$ 59,793	N/A	\$ 115,691	\$ 115,691	N/A	24.26%	24.26%
17	CPUC Energy Division	N/A	\$ 30,000	\$ 30,000	N/A	\$ 14,186	\$ 14,186	N/A	\$ 27,672	\$ 27,672	N/A	92.24%	92.24%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 5,045,561	\$ 5,045,561	N/A	\$ 712,468	\$ 712,468	N/A	\$ 992,115	\$ 992,115	N/A	19.66%	19.66%
20													
21	CARE Rate Discount	N/A	\$ 67,506,127	\$ 67,506,127	N/A	\$ 21,104,165	\$ 21,104,165	N/A	\$ 45,536,639	\$ 45,536,639	N/A	67.46%	67.46%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 72,551,688	\$ 72,551,688	N/A	\$ 21,816,633	\$ 21,816,633	N/A	\$ 46,528,754	\$ 46,528,754	N/A	64.13%	64.13%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 3,697,859	\$ 3,697,859	N/A	\$ 7,589,705	\$ 7,589,705			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 3,697,859	\$ 3,697,859	N/A	\$ 7,589,705	\$ 7,589,705			
31													
32	Indirect Costs				N/A	\$ 141,021	\$ 141,021	N/A	\$ 272,878	\$ 272,878			
33													
34	¹ Reflects January - June 2021 authorized bridge year funding per Advice Letter 5501-G-A dated December 4,2019.												
35	² YTD credit due to 2021 accounting accrual/reversal where the CPUC billing has been delayed.												
36	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Southern California Gas Company
February 2021

	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	February 2021																								
4																									
5		New Enrollment									Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
6		Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
7	2021	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)												Scheduled	Non-Scheduled (Duplicates)	Automatic	
8	January	2,039	1,482	92	3,613	6,842	2,141	8,022	0	17,005	20,618	238	7,183	0	7,421	0	1	10	10,436	10,447	28,039	10,171	1,777,521	1,708,891	104.02%
9	February	1,730	1,796	88	3,614	7,360	2,390	8,092		17,842	21,456	351	6,765	0	7,116	0	4	24	10,821	10,849	28,572	10,607	1,787,290	1,708,891	104.59%
10	March				0					0	0				0					0	0	0			#DIV/0!
11	April				0					0	0				0					0	0	0			#DIV/0!
12	May				0					0	0				0					0	0	0			#DIV/0!
13	June				0					0	0				0					0	0	0			#DIV/0!
14	July				0					0	0				0					0	0	0			#DIV/0!
15	August				0					0	0				0					0	0	0			#DIV/0!
16	September				0					0	0				0					0	0	0			#DIV/0!
17	October				0					0	0				0					0	0	0			#DIV/0!
18	November				0					0	0				0					0	0	0			#DIV/0!
19	December				0					0	0				0					0	0	0			#DIV/0!
20	YTD Total	3,769	3,278	180	7,227	14,202	4,531	16,114	0	34,847	42,074	589	13,948	0	14,537	0	5	34	21,257	21,296	56,611	20,778	1,787,290	1,708,891	104.59%

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	February 2021								
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	1,777,521	24	0.00%	0	0	0	0.00%	0.00%
7	February	1,787,290	23	0.00%	0	0	0	0.00%	0.00%
8	March			0.00%			0	0.00%	0.00%
9	April			0.00%			0	0.00%	0.00%
10	May			0.00%			0	0.00%	0.00%
11	June			0.00%			0	0.00%	0.00%
12	July			0.00%			0	0.00%	0.00%
13	August			0.00%			0	0.00%	0.00%
14	September			0.00%			0	0.00%	0.00%
15	October			0.00%			0	0.00%	0.00%
16	November			0.00%			0	0.00%	0.00%
17	December			0.00%			0	0.00%	0.00%
18	YTD Total	1,787,290	47	0.00%	0	0	0	0.00%	0.00%

19

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

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

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

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

24

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

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

42

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

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

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

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	February 2021						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	74,124	1,694	1,069	201	136	288
7	Percentage		100.00%	63.11%	11.87%	8.03%	17.00%
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	February 2021									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,784	15	11,800	11,813	20	11,833	100.24%	129.63%	100.28%
8	Imperial	0	15,655	15,655	0	16,424	16,424	N/A	104.91%	104.91%
9	Kern	18,321	35,482	53,803	14,506	31,541	46,047	79.18%	88.89%	85.58%
10	Kings	12	14,815	14,827	11	16,206	16,217	89.96%	109.39%	109.38%
11	Los Angeles	920,066	2,913	922,979	905,607	1,643	907,250	98.43%	56.41%	98.30%
12	Orange	211,298	7	211,304	183,688	24	183,712	86.93%	366.94%	86.94%
13	Riverside	84,660	94,595	179,255	106,874	134,981	241,855	126.24%	142.69%	134.92%
14	San Bernardino	122,753	855	123,608	193,518	895	194,413	157.65%	104.71%	157.28%
15	San Luis Obispo	8,054	13,603	21,658	3,857	11,837	15,694	47.89%	87.02%	72.46%
16	Santa Barbara	31,063	975	32,038	31,092	701	31,793	100.09%	71.93%	99.24%
17	Tulare	12,463	51,231	63,694	13,109	52,707	65,816	105.18%	102.88%	103.33%
18	Ventura	56,205	2,064	58,269	54,368	1,868	56,236	96.73%	90.49%	96.51%
19	Total	1,476,681	232,210	1,708,891	1,518,443	268,847	1,787,290	102.83%	115.78%	104.59%
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	February 2021							
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	1,777,521	392	0.02%	174	10	44.39%	0.00%
7	February	1,787,290	500	0.03%	177	5	35.40%	0.00%
8	March			0.00%			0.00%	0.00%
9	April			0.00%			0.00%	0.00%
10	May			0.00%			0.00%	0.00%
11	June			0.00%			0.00%	0.00%
12	July			0.00%			0.00%	0.00%
13	August			0.00%			0.00%	0.00%
14	September			0.00%			0.00%	0.00%
15	October			0.00%			0.00%	0.00%
16	November			0.00%			0.00%	0.00%
17	December			0.00%			0.00%	0.00%
18	YTD Total	1,787,290	892	0.05%	351	15	39.35%	0.00%
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	February 2021						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	Sigma Beta Xi Youth and Community Services		X			0	0
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	Hernandad 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	OCCC, 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					0	0
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	February 2021								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,777,521	N/A	1,777,521	1,708,891	104.02%	-0.06%	5,660,315
7	February	N/A	1,787,290	N/A	1,787,290	1,708,891	104.59%	0.55%	5,662,936
8	March	N/A		N/A			0.00%	0.00%	
9	April	N/A		N/A			0.00%	0.00%	
10	May	N/A		N/A			0.00%	0.00%	
11	June	N/A		N/A			0.00%	0.00%	
12	July	N/A		N/A			0.00%	0.00%	
13	August	N/A		N/A			0.00%	0.00%	
14	September	N/A		N/A			0.00%	0.00%	
15	October	N/A		N/A			0.00%	0.00%	
16	November	N/A		N/A			0.00%	0.00%	
17	December	N/A		N/A			0.00%	0.00%	
18	YTD Total	N/A	1,787,290	N/A	1,787,290	1,708,891	104.59%	0.49%	5,662,936
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	February 2021				
4					
5	2021	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2021	% of 2021 Budget Expensed
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES ²	\$ 218,751	\$ 51,840	\$ (23,160)	-10.59%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 218,751	\$ 51,840	\$ (23,160)	-10.59%
11					
12	¹ Reflects January - June 2021 authorized bridge year funding per Advice Letter 5501-G-A dated December 4,2019.				
13	² YTD credit due to 2021 accounting accrual/reversal where the CPUC billing has been delayed.				
14	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

CARE Table 10

**CHANGES: Monthly summary of ratepayers provided education, needs assistance and dispute resolution services¹
Southern California Gas Company
Reporting Period: January 2021**

No. of attendees at Consumer Education sessions

90

SCG -- Disputes Resolved	
Bill Adjustment	2
Enroll in Energy Assistance Programs	2
TOTAL	4

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	2
TOTAL	2

SCG - Needs Assistance	
Assisted with Changes to Account	6
Gas Assistance Fund	53
HEAP/LIHEAP	18
Payment Extension	9
Set Up New Account	1
TOTAL	87

SCG - Needs Assistance by Language	
Armenian	14
Cantonese	19
English	22
Mandarin	3
Spanish	29
TOTAL	87

¹ Information provided by CHANGES contractor.

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

**CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹
Southern California Gas Company**

September 1 - November 30, 2020³

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Cantonese	Avoiding Disconnection	1	N/A	17	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	1	N/A	3	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	1	N/A	8	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	3	N/A	29	CHANGES Ed Handout
		Total	6		57	
N/A	Armenian	CARE/FERA and Other Assistance Programs	9	N/A	34	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	3	N/A	56	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	4	N/A	44	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	15	N/A	232	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	2	N/A	9	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	21	CHANGES Ed Handout
		Total	36		396	
N/A	Armenian	Electric and Natural Gas Safety	3	N/A	8	CHANGES Ed Handout
N/A	Cantonese	Electric and Natural Gas Safety	2	N/A	20	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	10	N/A	138	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	10	CHANGES Ed Handout
		Total	16		176	
N/A	Cantonese	Energy Conservation	3	N/A	40	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	2	N/A	20	CHANGES Ed Handout
		Total	5		60	
N/A	Cantonese	Gas Aggregation	1	N/A	10	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	8	CHANGES Ed Handout
		Total	2		18	
N/A	Vietnamese	High Energy Use	4	N/A	44	CHANGES Ed Handout
		Total	4		44	
N/A	Vietnamese	Level Pay Plan	2	N/A	20	CHANGES Ed Handout
		Total	2		20	
N/A	Armenian	Understanding Your Bill	14	N/A	73	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	3	N/A	99	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	3	N/A	37	CHANGES Ed Handout
		Total	20		209	
		Quarterly Total	91		980	

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.