

**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 MARCH 2021**

SHAWANE L. LEE

Attorney for:

SOUTHERN CALIFORNIA GAS COMPANY

555 West 5th Street, GT14E7

Los Angeles CA 90013

Telephone: (213) 244-8499

Facsimile: (213) 629-9620

E-Mail: slee5@socalgas.com

Date: April 21, 2021

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This is the third monthly report of program year (PY) 2021. The purpose of this report is to consolidate activity for Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Programs and provide the Energy Division with all the necessary information to assist in analyzing the Low-Income Programs.

This report presents year-to-date ESA and CARE Program results and expenditures through March 2021 for Southern California Gas Company (SoCalGas).

Respectfully Submitted
on behalf of Southern California Gas Company,

By: _____ */s/ Shawane L. Lee*
SHAWANE L. LEE

Attorney for:
SOUTHERN CALIFORNIA GAS COMPANY
555 West 5th Street, GT14E7
Los Angeles CA 90013
Telephone: (213) 244-8499
Facsimile: (213) 629-9620
E-Mail: slee5@socalgas.com

Date: April 21, 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 March 2021			
	Authorized / Planning Assumptions*	Actual to Date**	%
Budget	\$67,066,667	\$23,669,036	35%
Homes Treated	60,000	20,947	35%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved***	N/A	144,655	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 March 2021, SoCalGas processed and paid contractor invoices from prior months' activity for 14,437 treated homes. Additionally, SoCalGas paid for the weatherization of

¹ D.19-06-033, pg. 13.

14,437 homes, 581 furnace repairs and replacements, 316 water heater repairs and replacements, and 700 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 March.

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 March.

Energy Savings Assistance Program - Emails

During the month of March, SoCalGas sent 60,061 emails to customer lists covering 16 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 March, 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 March, SoCalGas sent 34,825 text messages to customers in 16 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 March.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 167 internet-generated leads for the ESA Program during the month of March 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 March.

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 March. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 1 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army - Ventura	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 68 attendees.
March 1 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - <i>CARES</i>	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 74 individuals.
March 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 55 attendees.
March 1-6 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 16 attendees.
March 1-15 (Veterans Legal Institute)	Concept to Kitchen for Small Business	Webinar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 25 attendees.
March 2 (211 LA)	Parent Meeting	Lynwood High School - Inglewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO staff distributed CAP materials to 7 parents and school staff members in attendance.
March 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.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 2 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in Spanish: Facebook Reach – 446 Instagram Reach – 121 Twitter Reach – 35
March 2 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 2 individuals.
March 2 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in English: Facebook Reach – 141 Instagram Reach – 246 Twitter Reach – 50
March 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 151 attendees.
March 3 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley Senior - Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.
March 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 45 attendees.
March 3 (Southern California Indian Center)	Wellness Training	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 3 (SLO-Promotores Collaborative)	One on One Outreach	San Miguel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 3 (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 20 clients.
March 3 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 81 individuals.
March 4 (Viet SoCal)	Radio Talk Show	Virtual (online)	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO staff promoted an upcoming CAP workshop on March 13 and summarized how to qualify for each program.
March 4 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 31 individuals.
March 4 (211 LA)	Advisory Meeting	Duarte High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 15 students and staff in attendance.
March 4-18 (Veterans Legal Institute)	Level Up with SBDC	Webinar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 40 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 4 (Veterans Legal Institute)	Discharge Upgrade 101	Webinar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 50 attendees.
March 4 (Viet SoCal)	Radio Talkshow	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs and a summary of how to qualify for the programs.
March 4 (Catholic Charities of Orange County)	Food Pantry	Placentia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
March 4 (Catholic Charities of Orange County)	Food Pantry	Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
March 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 80 attendees.
March 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 141 attendees.
March 5 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 37 individuals.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 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 63 attendees.
March 5 (Food Share of Ventura County)	Senior Kit Distribution	St Francis Assissi - Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 74 attendees.
March 5 (Via Care)	FEMA Vaccine Clinic	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
March 5 (Viet SoCal)	Facebook	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via social media. CAP information reached 5,213 views.
March 5 (Santa Barbara Food Bank)	Food Access for Farmworkers Distribution	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
March 5 (Catholic Charities of Orange County)	Food Pantry	Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
March 5 (SLO-Promotores Collaborative)	One on One Outreach	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 101 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 5 (SLO-Promotores Collaborative)	One on One Outreach	Nipomo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 5 (SLO-Promotores Collaborative)	One on One Outreach	Nipomo Social Services	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 151 attendees.
March 5 (SLO-Promotores Collaborative)	One on One Outreach	Nipomo Health Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 5 (SLO-Promotores Collaborative)	One on One Outreach	Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.
March 6 (Via Care)	FEMA Vaccine Clinic	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
March 7-12 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 13 clients.
March 8 (Via Care)	FEMA Vaccine Clinic	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 8 (Via Care)	507 Clinic Food Bank	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
March 8 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in English: Facebook Reach – 94 Instagram Reach – 269 Twitter Reach – 51
March 8 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in Spanish: Facebook Reach – 385 Instagram Reach – 141 Twitter Reach – 38
March 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 50 attendees.
March 8 (Food Share of Ventura County)	Emergency Box Distribution	St Thomas Aquinas - Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 96 attendees.
March 8 (Food Share of Ventura County)	Emergency Box Distribution	Cal Works - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 384 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 8 (211 LA)	Morning Café Meeting	Morningside High School, Inglewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 8 staff members and community partners in attendance.
March 9 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 35 individuals.
March 9 (211 LA)	Parent Meeting	Lynwood Side High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 4 parents and school staff members in attendance.
March 9 (Food Share of Ventura County)	Senior Kit Distribution	Sycamore Senior - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
March 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 107 attendees.
March 9 (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 512 attendees.
March 9 (Via Care)	FEMA Vaccine Clinic	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 09 (SLO-Promotores Collaborative)	One on One Outreach	WIC - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees.
March 09 (SLO-Promotores Collaborative)	One on One Outreach	Tolosa Children's Dental - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees.
March 09 (SLO-Promotores Collaborative)	One on One Outreach	Paso Robles Library - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 9 (Viet SoCal)	Food 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.
March 9	Veterans Legal Institute Board Meeting	Virtual (online)	In partnership with SoCalGas Public Affairs department, SoCalGas' Customer Assistance Programs co-presented a check to the Veteran's Legal Institute at a board meeting. The \$30,000 is intended to be used for supporting outreach to homeless, low-income, and disabled veterans.
March 10 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 47 individuals.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 10 (Food Share of Ventura County)	Senior Kit Distribution	Journey Church - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 17 attendees.
March 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 117 attendees.
March 10 (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 164 attendees.
March 10 (Food Share of Ventura County)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,152 attendees.
March 10 (Via Care)	FEMA Vaccine Clinic	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
March 10 (SLO-Promotores Collaborative)	One on One Outreach	CHC – San Luis Obispo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
March 10 (SLO-Promotores Collaborative)	One on One Outreach	Chelly Insurance - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 10 (211 LA)	Rise to the Challenge Meeting	Bellflower High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 74 members of the school staff, community organizations, and external partners in attendance.
March 10 (211 LA)	Parent Drop-In Meeting	Paramount High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 2 parents in attendance.
March 10 (211 LA)	Parent Workshop Meeting	Morningside High School, Inglewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 9 parents and staff members in attendance.
March 11 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 70 individuals.
March 11 (211 LA)	Parent-Drop-In Meeting	Paramount High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 23 parents in attendance.
March 11 (SLO-Promotores Collaborative)	One on One Outreach	CHC - Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
March 11 (SLO-Promotores Collaborative)	One on One Outreach	CHC - Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 11 (SLO-Promotores Collaborative)	One on One Outreach	Talley Vineyards - Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
March 11 (ONEgeneration)	Nury Martinez Council District 2 Drive-Thru Food Bank	Panorama City	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. While partnering with LA Labor Union Services, CBO staff provided in-person outreach to over 1,500 families and distributed CAP materials with meals.
March 12 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 62 individuals.
March 12 (SLO-Promotores Collaborative)	One on One Outreach	CHC - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 12 (SLO-Promotores Collaborative)	One on One Outreach	Social Services - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 12 (SLO-Promotores Collaborative)	One on One Outreach	CHC - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 13 (Viet SoCal)	Workshop	Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City, Fountain Valley, Irvine	CBO staff provided information for SoCalGas' Customer Assistance Programs. CBO staff hosted a two-hour CAP workshop and assisted 20 residents with applying online.
March 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 64 attendees.
March 13 (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 89 attendees.
March 13 (Food Share of Ventura County)	Emergency Box Distribution	Ruben Castro Charities - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 192 attendees.
March 13 (Viet SoCal)	Workshop	Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City, Fountain Valley, Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. The workshop helped 20 clients sign up online.
March 13 (MICOP)	Food Distribution	Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 13 (SLO-Promotores Collaborative)	One on One Outreach	San Miguel Mission	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees.
March 14-20 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 23 clients.
March 14 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in English: Facebook Reach – 191 Instagram Reach – 220 Twitter Reach – 47
March 14 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in Spanish: Facebook Reach – 486 Instagram Reach – 150 Twitter Reach – 37
March 14 (SLO-Promotores Collaborative)	One on One Outreach	La Reyna Market - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees.
March 15 (Catholic Charities of Orange County)	Food Pantry	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 15 (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 200 attendees.
March 15 (Food Share of Ventura County)	Senior Kit Distribution	Tafoya - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
March 15 (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 80 attendees.
March 15 (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 49 attendees.
March 15 (Food Share of Ventura County)	Emergency Box Distribution	Cal Works - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 288 attendees.
March 16 (ONEgeneration)	Nury Martinez Covid-19 Vaccine Clinic	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. While hosting a weeklong clinic in which 500 vaccinations were administered each day, CBO staff provided CAP materials to community members.
March 16 (ONEgeneration)	Supervisor Kuehl's Free Food Distribution	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. At a drive-thru food distribution, CBO staff distributed over 400 pieces of CAP materials to event attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 16 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - <i>CARES</i>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 109 individuals.
March 16 (211 LA)	Parent Meeting	Lynwood High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 6 parents and school staff members in attendance.
March 16 (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 24 attendees.
March 16 (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 62 attendees.
March 16 (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 219 attendees.
March 16 (SLO- Promotores Collaborative)	One on One Outreach	Carniceria La Barata - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 59 attendees.
March 16 (SLO- Promotores Collaborative)	One on One Outreach	Osos Clean Laundry - Los Osos	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 16 (SLO-Promotores Collaborative)	One on One Outreach	Ocean Plaza Cleaners - Los Oso	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.
March 16 (Viet SoCal)	Food 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.
March 17 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - <i>CARES</i>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 324 individuals.
March 17 (Southern California Indian Center)	Wellness Training	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to attendees.
March 17 (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 165 attendees.
March 17 (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 34 attendees.
March 17 (SLO-Promotores Collaborative)	One on One Outreach	Launderland - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 17 (SLO-Promotores Collaborative)	One on One Outreach	Swish and Swirl - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 17 (SLO-Promotores Collaborative)	One on One Outreach	Las Comadres Laundromat - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
March 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 enrollment and distributed materials regarding the Gas Assistance Fund.
March 18 (ONEgeneration)	Nury Martinez Covid-19 Vaccine Clinic	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. While hosting a weeklong clinic in which 500 vaccinations were administered each day, CBO staff provided CAP materials to community members.
March 18 (ONEgeneration)	Drive-Thru Food Pantry	Senior Enrichment Center – Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures and applications were distributed to each of the 800 attendee families.
March 18 (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 47 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 18 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - <i>CARES</i>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 43 individuals.
March 18 (SLO- Promotores Collaborative)	One on One Outreach	Grammar School District - Cambria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
March 19 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - <i>CARES</i>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 39 individuals.
March 19 (El Concilio)	E-mail Outreach	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via email. Information was sent to approximately 1,419 attendees.
March 20 (ONEgeneration)	Virtual Energy Fair	Virtual (online)	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. At a webinar with 45 attendees, CBO Staff discussed CAP and shared how to apply.
March 21-27 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 34 clients.
March 21 (Southern California Indian Center)	Wellness Training	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 21 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in English: Facebook Reach – 128 Instagram Reach – 210 Twitter Reach – 36
March 21 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in Spanish: Facebook Reach – 324 Instagram Reach – 152 Twitter Reach – 35
March 21 (SLO- Promotores Collaborative)	One on One Outreach	Cole line and Laundry - Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 1 attendee.
March 21 (SLO- Promotores Collaborative)	One on One Outreach	Washboard Laundromat - Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 16 attendees.
March 21 (SLO- Promotores Collaborative)	One on One Outreach	Cole line and Laundry - Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 1 attendee.
March 21 (SLO- Promotores Collaborative)	One on One Outreach	Washboard Laundromat 111 Halcyon Rd. Arroyo Grande.	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 16 attendees.
March 22 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 56 individuals.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 22 (211 LA)	Morning and Evening Workshop Meetings	Lynwood High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 22 parents and staff members in attendance.
March 22 (211 LA)	Morning Café Meeting	Morningside High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 12 members of the school staff and community partners in attendance.
March 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 111 attendees.
March 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 64 attendees.
March 22 (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 63 attendees.
March 22 (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 72 attendees.
March 22 (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 116 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 22 (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 67 attendees.
March 23 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 54 individuals.
March 23 (211 LA)	Parent Meeting	Lynwood High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 5 parents and staff in attendance.
March 23 (Viet SoCal)	Food 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.
March 23 (SLO-Promotores Collaborative)	One on One Outreach	Tablas Creek Vineyard - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 23 (SLO-Promotores Collaborative)	One on One Outreach	Alta Colina - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
March 24 (211 LA)	Connecting Families Meeting	Santa Monica High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 45 members of the school staff and community partners in attendance.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 24 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - <i>CARES</i>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 328 individuals.
March 24 (Food Share of Ventura County)	Senior Kit Distribution	Pacific Points - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 59 attendees.
March 24 (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 160 attendees.
March 24 (HSA LA)	Meal Delivery Program	Various locations (South Gate, Compton, Bell, Bell Gardens, Huntington Park, Downey, Commerce, Cerritos, Bellflower)	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with meals to 160 seniors across nine different cities.
March 24 (SLO- Promotores Collaborative)	One on One Outreach	CHC - Templeton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
March 24 (SLO- Promotores Collaborative)	One on One Outreach	Women's Health Clinic - Templeton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 24 (SLO-Promotores Collaborative)	One on One Outreach	CHC - Atascadero	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
March 24 (SLO-Promotores Collaborative)	Food Bank Distribution	San Miguel Mission	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 25	Response to Ontario Firework Explosion	Remote	In partnership with SoCalGas Public Affairs department, SoCalGas' distributed 20 SoCalGas Customer Assistance Programs Kits prepared for the City of Ontario. After a firework-related explosion left multiple homes without gas; CAP brochures and other SoCalGas information provided details on how to eventually reactivate service and other promotions.
March 25 (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 CAPs and distributed materials regarding the Gas Assistance Fund.
March 25 (ONEgeneration)	North Valley Caring Services Outreach	North Valley Caring Services	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO staff distributed 400 pieces of CAP materials to members.
March 25 (SLO-Promotores Collaborative)	Food Bank Distribution	Creston Community Church - Creston	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 26 (MEND)	Case Management Check-in call	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 26 (MEND)	Food Distribution	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 333 attendees.
March 26 (MEND)	Wellness Foodbox Delivery	San Fernando Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 26 (ONEgeneration)	Drive-Thru Food Pantry	Senior Enrichment Center – Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO staff distributed CAP brochures and applications to each of the 800 attendees' families.
March 26 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - CARES	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 111 individuals.
March 26 (211 LA)	CSI Staff Meeting	Azusa High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 16 members of the school staff in attendance.
March 26 (211 LA)	Café Meeting	Bellflower High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 15 members of the school staff in attendance.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 26 (Food Share of Ventura County)	Senior Kit Distribution	CEDC - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.
March 26 (MICOP)	Food Distribution	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to approximately 300 clients.
March 26 (SLO-Promotores Collaborative)	Farmworker Vaccination Event	South County Regional Center - Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 650 attendees.
March 26 (SLO-Promotores Collaborative)	Farmworker Vaccination Event	Paso Robles Event Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 670 attendees.
March 27 (SLO-Promotores Collaborative)	One on One Outreach	Nipomo Children Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
March 27 (SLO-Promotores Collaborative)	One on One Outreach	Migrant and Seasonal Head start Center. Nipomo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
March 28 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in Spanish: Facebook Reach – 242 Instagram Reach – 147 Twitter Reach – 15

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 28 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in English: Facebook Reach – 129 Instagram Reach – 286 Twitter Reach – 32
March 29 (SLO-Promotores Collaborative)	One on One Outreach	Head Start Child – San Luis Obispo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 29 (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 44 attendees.
March 29 (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 52 attendees.
March 30 (MEND)	Food Distribution	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 333 attendees.
March 30 (OC Autism)	Interview with Little Saigon TV	Virtual (online)	CBO staff coordinated an interview between SoCalGas CAP team and a local television network regarding Customer Assistance Programs. A member of the SoCalGas CAP team spent a segment of the interview discussing programs available to the community. Between its views on Facebook and Public Access television, the interview was viewed over 6,000 times within the first twenty-four hours.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 30 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - <i>CARES</i>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 92 individuals.
March 30 (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 3 attendees.
March 30 (Food Share of Ventura County)	Senior Kit Distribution	Oxnard PAL	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
March 30 (Viet SoCal)	Food 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.
March 31 (ONEgeneration)	UCLA Eye Clinic	Senior Enrichment Center – Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 15 patients.
March 31 (HSA LA)	Meal Delivery Program	Various locations (Los Angeles)	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with meals to 14 seniors within Los Angeles.
March 31 (LAC + USC Medical Center)	Food Distribution	Los Angeles County/USC Medical Center Auxiliary - <i>CARES</i>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 97 individuals.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 31 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in Spanish: Facebook Reach – 158 Instagram Reach – 86 Twitter Reach – 8
March 31 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs on social media platform in English: Facebook Reach – 91 Instagram Reach – 181 Twitter Reach – 20

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:

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

Footnote continued on next page

- 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 March. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	276
Colton Public Utilities	0
LADWP	0
Pasadena Water and Power	19
Riverside Public Utilities	0
Total	295

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.

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.

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	March	Total
Attended Class*	16	48	45	109
Tested	16	43	43	102
Passed	5	26	25	56
Retention Rate**	31%	60%	58%	55%
*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		March		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	0	0	0	0	0	0	0	0
HVAC Initial	0	0	0	0	0	0	0	0
Wx / NGAT Refresher	0	0	0	0	0	0	0	0
HVAC Refresher	0	0	0	0	0	0	0	0
Grand Total	0	0	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 March 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 – March

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	\$716,910	35.80%
Processing, Certification and Verification	\$1,560,676	\$384,127	24.61%
Information Tech./Programming	\$518,898	\$158,979	30.64%
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	\$88,661	37.26%
General Administration	\$476,864	\$185,023	38.80%
CPUC Energy Division Staff	\$30,000	\$32,3792	107.93%
Total Expenses	\$5,045,561	\$1,542,919	30.58%
Subsidies and Benefits	\$67,506,127	\$63,347,384	93.84%
Total Program Costs and Discounts	\$72,551,688	\$64,890,303	89.44%

* 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 226,286 successful enrollments, 72,116 recertifications, 6,101 post-enrollment verifications and 10,580 opt-outs. Activity for March is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	6,750	5,269	78%
Re-certification	213	206	96%
PEV	14	8	57%
Customer opt-out	131	131	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 March 2021, CSRs successfully enrolled 10,009 customers in CARE. An additional 2,888 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 435,326 with an additional 168,652 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 March, SoCalGas processed a total of 48 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
1,796,671	1,708,891	105.14%

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 March, SoCalGas sent 10,707 emails to new customers with a probability of being eligible for the CARE program. A total of 205 customers enrolled using the link within this email. A total of 17,442 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 402 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 March, SoCalGas sent 11,306 text messages

to new customers and existing customers not on CARE. A total of 78 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 563 approved enrollments in March. Please also note the following correction to last month's report. In February, canvassers generated 259 enrollments.

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 March, 211 LA participated in 19 virtual outreach events. In total 286 callers were informed about the CARE Program, with 19 interested in the ESA Program.

In the month of March, 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 in February.

As a result of the Goodwill Los Angeles partnership, CAP outreach efforts will continue with Goodwill of Orange County for 2021. For the month of March 84,059 Customer Assistance Program information was disseminated in 10 stores located in the following communities: Anaheim, Westminster, Santa Ana, Fullerton, Garden Grove and Cypress.

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 March, Walking Shield held 18 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Walking Shield also emailed a total of 40 participants from their education program with information on SoCalGas' Customer Assistance Programs, as well

as a link to apply. On social media, CBO staff posted SoCalGas program information and links via Facebook, Instagram and Twitter and reached approximately 2,500 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 March, 993 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 (496 total views and 374 unique views) as well as under their COVID-19 support page (883 total views and 743 unique views). For the month of March, recognition of SoCalGas and its resources were posted to the Families Forward Facebook and Instagram pages, reaching an audience of over 5,000 social media followers.

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 March, Worksite Wellness staff provided enrollment assistance to 60 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 in 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 280 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 March, 174 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 March, 675 clients were reached through their home meal deliveries. SBSS also disseminates SoCalGas Customer Assistance Program information via a printed newsletter, using information provided by SoCalGas Customer Assistance outreach staff. This distribution has reached to about 115 clients. 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 March, Unity Shoppe was still able to provide information on SoCalGas' Customer Assistance Programs to over 823 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 March, Food Share Ventura County distributed 6,465 "Emergency Box Distributions" and "Senior Kit Distributions" with SoCalGas' Customer Assistance Programs materials at various locations throughout Ventura County, as listed individually above.

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

In San Luis Obispo County, a 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 March, FIND Foodbank's partnership with SoCalGas led to 175 one-on-one outreach opportunities to present SoCalGas' CAP information in four of the coverage areas they serve: Desert Hot Springs, Indio Mecca, and Rancho Mirage.

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 March, Second Harvest Food Bank did not submit a report but will include information on the annual report.

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 282 El Nido Pacoima visitors in March. 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 March, due to the COVID-19 emergency, SCDC has changed its programming and has provided one-on-one assistance to 65 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 March, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 61 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 March, 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 attended by 250 elders, 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 the month of March, SCIC hosted three Financial Wellness events and informed clients on SoCalGas' Customer Assistance Programs.

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 March, Veterans Legal Institute hosted two webinars with 90 attendees detailing SoCalGas Customer Assistance Programs.

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 March, Viet SoCal utilized their social media account on Facebook to promote SoCalGas Customer Assistance Programs. Their post reached 5,213 people and was engaged with 214 times. Materials with information about SoCalGas Customer Assistance Programs was distributed at five food bank events. At these events for residents of Garden Grove, Westminster, Stanton, Santa Ana, Anaheim, Midway City, Fountain Valley, and Irvine, staff provided SoCalGas materials to 120 households during the month of March. Viet SoCal also published information about Customer Assistance Programs in their weekly newspaper, *Nguoi Viet*.

In the month of March, SoCalGas Customer Assistance Programs was able to commence a partnership with MEND poverty. MEND established operations in Pacoima, where it continues to provide food, clothing, one-on-one case management and support services to low-income individuals and families. For 50 years, MEND has continuously served the most vulnerable in the community, including those who are homeless, unemployed/under-employed, very low income, and older adults. MEND will disseminate Customer Assistance Programs information through their food distributions, wellness food deliveries and case management calls.

CARE Direct Mail Activity & Enrollments

During the month of March, SoCalGas sent 14,537 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 1,463 online enrollments processed in March. These online enrollments are generated when a customer organically searches for and visits the CARE homepage.

CARE Bill Inserts

46,149 bill inserts were deployed during the month of March promoting the CARE program and other assistance programs, and a bill message promoting CARE was also included on customer's bills. SoCalGas approved 5 bill insert applications from prior months in March.

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 March. 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, is responsible for sharing campaign results. As of March 2021, STFRD has not yet provided findings and is compiling data. SoCalGas will include this information in the monthly report when it is available.

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 March, Fiesta Educativa has held virtual workshops through Zoom due to the COVID-19 emergency. 304 clients were introduced to SoCalGas' 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 March, Blind Support Services provided one-on-one touchpoints to 10 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 550 clients during the month of March.

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 March, Lanterman Regional Center facilitated many online support and training meetings. Approximately 810 people were introduced to SoCalGas' low income programs.

Based in the City of Los Angeles, Disability Community Resource Center (DCRC) partners with SoCalGas to further their mission of supporting peer-led programs and services for people with disabilities. The organization is a Center for Independent Living, imparting to its constituents self-determination, accessible styles of living, and the fullest possible participation in community life. Among its initiatives, DCRC recruits persons with disabilities as staff members, assists with coordinating events and activities for local disability communities, and advocates public policy eliminating discrimination or other barriers for persons with disabilities. In the month of March, DCRC collaborated with a local farmer's market to provide fresh produce to low-income members of the disability community, or those facing financial hardships during the pandemic. At five weekly food distribution events, DCRC staff distributed Customer Assistance Program information to 50 individuals with their fresh produce. Additionally, throughout the month, staff virtually met with constituents for intake or case management meetings. Twenty-three individuals were informed about SoCalGas

Customer Assistance Programs; thirteen of them were already enrolled in a program while two more signed up for the first time.

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 March, OC Autism Foundation (OCAF) was able to distribute CAP information to 100 clients through their crisis call and telehealth case management. They also shared Customers Assistance Program information on their social media and had a reach of 300 views.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 1 (OC Autism)	Newsletter	Orange County	CBO staff provided information regarding SoCalGas’ Customer Assistance programs via email. CAP materials were distributed to approximately 5,000 members.
March 1 (OC Autism)	Subscription for Monthly Kids Club	Orange County	CBO staff provided information regarding SoCalGas’ Customer Assistance programs via email. CAP materials were distributed to approximately 200 members.
March 2 (SCRS)	Vaccination Site	Baldwin Park	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 4 (Lanterman Regional Center)	Training for Parents	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 185 attendees.
March 4 (Fiesta Educativa)	Online Workshop	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
March 5 (Lanterman Regional Center)	Food Distribution	Lanterman Regional Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
March 5 (SCRS)	Vaccination Site	Baldwin Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
March 9 (SCRS)	Outreach Event for Low Income Workers	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
March 9 (Fiesta Educativa)	Online Workshop	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
March 9 (Fiesta Educativa)	APEP Orientation	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 10 (Fiesta Educativa)	Fiestas Familiares Inland Empire	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 11 (Fiesta Educativa)	Online Workshop	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 12 (Lanterman Regional Center)	Food Distribution	Lanterman Regional Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
March 12 (Fiesta Educativa)	Mom 2 Mom	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
March 16 (Fiesta Educativa)	Online Workshop	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
March 18 (Fiesta Educativa)	Mom 2 Mom	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 37 attendees.
March 19 (Lanterman Regional Center)	Food Distribution	Lanterman Regional Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 19 (SCRS)	PPE Bag Distribution	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
March 20 (Lanerman Regional Center)	PPE Distribution	Lanerman Regional Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 375 attendees.
March 20 (Fiesta Educativa)	Mimi Conference	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 54 attendees.
March 22 (SCRS)	Virtual Presentation	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
March 23 (Fiesta Educativa)	Online Workshop	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
March 24 (SCRS)	Virtual Presentation	Glendale College	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
March 25 (Fiesta Educativa)	Online Workshop	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
March 25 (Fiesta Educativa)	Mom 2 Mom	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees
March 26 (SCRS)	PPE Bag Distribution	Los Alamitos	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
March 26 (Lanterman Regional Center)	Food Distribution	Lanterman Regional Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
March 27 (Lanterman Regional Center)	PPE Distribution	Lanterman Regional Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 375 attendees.
March 27-31 (MICOP)	Phone Outreach	Ventura County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via phone. CAP information was distributed to approximately 6 clients.
March 30 (Fiesta Educativa)	Online Workshop	Zoom Virtual Event	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
March 30 (SCRS)	Outreach Event	Cal State Dominguez Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of March, 2,710 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 March generated 1,989 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 131 customers enrolled through leveraging during the month of March.

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 March, 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 March, SoCalGas also sent an e-mail to new and existing customers not on CARE, promoting the 20% discount, with California LifeLine, Gas Assistance Fund and Call the California Emerging Technology Fund (CETF) messages included.

2.3. CARE Recertification Complaints

There were no recertification complaints in the month of March.

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	March 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	\$ 844,371	\$ 844,371	N/A	\$ 1,491,425	\$ 1,491,425	N/A	38.89%	38.89%
9	Domestic Hot Water	N/A	\$ 8,438,696	\$ 8,438,696	N/A	\$ 2,899,276	\$ 2,899,276	N/A	\$ 3,560,546	\$ 3,560,546	N/A	42.19%	42.19%
10	Enclosure	N/A	\$ 14,912,545	\$ 14,912,545	N/A	\$ 4,701,894	\$ 4,701,894	N/A	\$ 5,986,050	\$ 5,986,050	N/A	40.14%	40.14%
11	HVAC	N/A	\$ 11,301,101	\$ 11,301,101	N/A	\$ 2,447,244	\$ 2,447,244	N/A	\$ 3,175,295	\$ 3,175,295	N/A	28.10%	28.10%
12	Maintenance	N/A	\$ 1,139,967	\$ 1,139,967	N/A	\$ 209,470	\$ 209,470	N/A	\$ 268,616	\$ 268,616	N/A	23.56%	23.56%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous ²	N/A	\$ -	\$ -	N/A	\$ (493,481)	\$ (493,481)	N/A	\$ (687,116)	\$ (687,116)	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 19,264,327	\$ 19,264,327	N/A	\$ 5,539,777	\$ 5,539,777	N/A	\$ 6,985,121	\$ 6,985,121	N/A	36.26%	36.26%
16	In Home Education	N/A	\$ 1,468,425	\$ 1,468,425	N/A	\$ 258,269	\$ 258,269	N/A	\$ 337,920	\$ 337,920	N/A	23.01%	23.01%
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	\$ 16,406,822	\$ 16,406,822	N/A	\$ 21,117,857	\$ 21,117,857	N/A	34.99%	34.99%
19													
20	Training Center	N/A	\$ 472,384	\$ 472,384	N/A	\$ 57,133	\$ 57,133	N/A	\$ 148,279	\$ 148,279	N/A	31.39%	31.39%
21	Inspections	N/A	\$ 1,052,623	\$ 1,052,623	N/A	\$ 217,748	\$ 217,748	N/A	\$ 364,276	\$ 364,276	N/A	34.61%	34.61%
22	Marketing and Outreach	N/A	\$ 900,607	\$ 900,607	N/A	\$ 154,629	\$ 154,629	N/A	\$ 235,266	\$ 235,266	N/A	26.12%	26.12%
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	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	1.19%	1.19%
25	Regulatory Compliance	N/A	\$ 337,669	\$ 337,669	N/A	\$ 39,996	\$ 39,996	N/A	\$ 100,555	\$ 100,555	N/A	29.78%	29.78%
26	General Administration	N/A	\$ 3,777,134	\$ 3,777,134	N/A	\$ 731,357	\$ 731,357	N/A	\$ 1,517,957	\$ 1,517,957	N/A	40.19%	40.19%
27	CPUC Energy Division	N/A	\$ 53,750	\$ 53,750	N/A	\$ 7,060	\$ 7,060	N/A	\$ 48,568	\$ 48,568	N/A	90.36%	90.36%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 67,066,667	\$ 67,066,667	N/A	\$ 17,614,745	\$ 17,614,745	N/A	\$ 23,534,095	\$ 23,534,095	N/A	35.09%	35.09%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 441,103	\$ 441,103	N/A	\$ 963,975	\$ 963,975			
32	NGAT Costs					\$ 261,411	\$ 261,411		\$ 341,415	\$ 341,415			
33													
34													
35	¹ Reflects January - June 2021 authorized bridge period funding per Advice Letter 5501-G-A approved December 4, 2019. Additional funds allocated from prior-cycle unspent budgets												
36	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												
37	December 19, 2018 are not shown on this table but appear on Table 1A.												
38	² Total current and y-t-d repayment credits associated with COVID - 19 contractor advances in 2020.												
39	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												
40	2020 activities. This amount will be incorporated in 2020 costs as reported in the SoCalGas' Annual Report filed May 2021.												
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1A - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
March 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	\$ 31,618	\$ 31,618	N/A	\$ 134,941	\$ 134,941	N/A	3.73%	3.73%
TOTAL PROGRAM BUDGET/EXPENSES ¹	N/A	\$ 67,987,128	\$ 67,987,128	N/A	\$ 31,618	\$ 31,618	N/A	\$ 134,941	\$ 134,941	N/A	0.20%	0.20%

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.

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

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ¹ (Annual)	kW ¹ (Annual)	Therms ¹ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home						0.0%
Microwaves ²	Home						0.0%
Refrigerators	Each						0.0%
Freezers	Each						0.0%
Domestic Hot Water							
Other Hot Water ³	Home						0.0%
Tank and Pipe Insulation ⁴	Home						0.0%
Water Heater Repair/Replace	Home						0.0%
Thermostatic Shower Valve	Each						0.0%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
Tub Diverter/Spout	Each						0.0%
Enclosure							
Air Sealing / Envelope ⁵	Home						0.0%
Attic Insulation	Home						0.0%
HVAC							
Furnace Repair/Replacement	Home						0.0%
Room A/C Replacement	Home						0.0%
Central A/C replacement	Home						0.0%
Heat Pump Replacement	Home						0.0%
Evaporative Cooler	Home						0.0%
Duct Testing and Sealing	Home						0.0%
Energy Efficient Fan Control A/C Time Delay	Home						0.0%
Prescriptive Duct Sealing	Home						0.0%
High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - Blower Motor Retrofit	Home						0.0%
Maintenance							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
Lighting							
Lighting	Home						0.0%
New - LED Diffuse A-Lamps	Each						0.0%
New - LED Reflector Bulbs (PAR/BR)	Each						0.0%
New - LED Torchieres	Each						0.0%
New - LED Exterior Hardwired Fixtures	Each						0.0%
New - LED Internal Hardwire	Each						0.0%
Miscellaneous							
Pool Pumps	Home						0.0%
Smart Power Strips - Tier 1	Home						0.0%
New - Smart Power Strips - Tier 2	Each						0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home					\$ -	0.0%
In-Home Education	Home					\$ -	0.0%
Total Savings/Expenditures			-	-	-	\$ -	0.0%
Total Households Weatherized ⁶							
CSD MF Tenant Units Treated			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

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

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

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

ESA Program - Multifamily Common Area ¹							
ESA CAM Measures ^{2,3}	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ^{4,12} (Annual)	Expenses 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%
		-	-	-	-	\$ -	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	\$ -	\$ 134,941	\$ 134,941
TOTAL MF CAM COSTS	\$ -	\$ 134,941	\$ 134,941

<<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
March 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	March 2021	
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	144,655
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	1,136,316
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.85
12	Average 1st Year Bill Savings / Treated Households	\$ 5.87
13	Average Lifecycle Bill Savings / Treated Households	\$ 46.11
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	144,655
29	Lifecycle kWh Savings	N/A
30	Lifecycle Therm Savings	1,136,316
31	Current kWh Rate	N/A
32	Current Therm Rate	\$ 0.85
33	Average 1st Year Bill Savings / Treated Households	\$ 5.87
34	Average Lifecycle Bill Savings / Treated Household	\$ 46.11
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	March 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	4	54	58
8	Imperial	17,198	0	17,198	113	1	114
9	Kern	36,583	19,227	55,810	310	67	377
10	Kings	14,990	13	15,003	141	0	141
11	Los Angeles	2,934	1,077,961	1,080,895	73	10,450	10,523
12	Orange	7	252,851	252,858	0	1,916	1,916
13	Riverside	100,248	89,387	189,635	237	2,369	2,606
14	San Bernardino	866	133,209	134,075	66	3,819	3,885
15	San Luis Obispo	14,145	9,147	23,292	82	0	82
16	Santa Barbara	1,021	34,617	35,638	170	104	274
17	Tulare	52,284	12,698	64,982	537	143	680
18	Ventura	2,312	60,404	62,716	17	274	291
19	Total	242,603	1,701,668	1,944,271	1,750	19,197	20,947
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
March 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	3,232	0	0	0	0	0	0
Imperial	12	0	0	0	4	0	1
Kern	23,267	1	0	8	10	0	2
Kings	7,883	0	0	10	3	0	4
Los Angeles	209,232	40	0	12	218	34	64
Orange	80,108	0	0	2	94	6	16
Riverside	56,842	30	0	2	303	51	19
San Bernardino	54,364	26	0	61	131	34	28
San Luis Obispo	13,385	0	0	0	1	0	1
Santa Barbara	8,247	0	0	0	4	0	0
Tulare	7,848	0	0	3	8	3	3
Ventura	27,421	7	0	1	21	3	0
Total	491,841	104	0	99	797	131	138

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	March 2021																
4	Table 5A, ESA Program																
5		Gas & Electric				Gas Only¹			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	-	-	-	-	14,437	95,992	-	-	-	-	-	-	14,437	95,992	-	-
11	April	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20	YTD Total	-	-	-	-	20,947	144,655	-	-	-	-	-	-	20,947	144,655	-	-
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		Therm¹	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	March 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 ²	N/A	\$ -	\$ -	N/A	\$ -	\$ -	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	\$ -	\$ -	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-G-A approved December 4, 2019.												
20	² Over due to delayed billing related to NEB study for 2020 activity.												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
March 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	2,417

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
7,207	12,970	504

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
March 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		\$ -	\$ -	40%	\$ 1,324,950.32	\$ 529,980.13	\$ (955,680.89)	\$ (493,480.95)	\$ 4,042,258.36
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		\$ 40,587,822.69	\$ 16,235,129.08	\$ (3,776,140.03)	\$ (6,573,626.23)	\$ 4,042,258.36

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	March 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	\$ 230,157	\$ 230,157	N/A	\$ 716,910	\$ 716,910	N/A	35.80%	35.80%
8	Processing / Certification Re-certification	N/A	\$ 1,483,259	\$ 1,483,259	N/A	\$ 124,546	\$ 124,546	N/A	\$ 357,841	\$ 357,841	N/A	24.13%	24.13%
9	Post Enrollment Verification	N/A	\$ 77,417	\$ 77,417	N/A	\$ 11,270	\$ 11,270	N/A	\$ 26,285	\$ 26,285	N/A	33.95%	33.95%
10	IT Programming	N/A	\$ 518,898	\$ 518,898	N/A	\$ 76,190	\$ 76,190	N/A	\$ 158,979	\$ 158,979	N/A	30.64%	30.64%
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	\$ -	\$ -	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	\$ 34,601	\$ 34,601	N/A	\$ 88,661	\$ 88,661	N/A	37.26%	37.26%
16	General Administration	N/A	\$ 476,864	\$ 476,864	N/A	\$ 69,332	\$ 69,332	N/A	\$ 185,023	\$ 185,023	N/A	38.80%	38.80%
17	CPUC Energy Division ³	N/A	\$ 30,000	\$ 30,000	N/A	\$ 4,707	\$ 4,707	N/A	\$ 32,379	\$ 32,379	N/A	107.93%	107.93%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 5,045,561	\$ 5,045,561	N/A	\$ 550,804	\$ 550,804	N/A	\$ 1,542,919	\$ 1,542,919	N/A	30.58%	30.58%
20													
21	CARE Rate Discount	N/A	\$ 67,506,127	\$ 67,506,127	N/A	\$ 17,810,745	\$ 17,810,745	N/A	\$ 63,347,384	\$ 63,347,384	N/A	93.84%	93.84%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 72,551,688	\$ 72,551,688	N/A	\$ 18,361,549	\$ 18,361,549	N/A	\$ 64,890,303	\$ 64,890,303	N/A	89.44%	89.44%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 3,307,250	\$ 3,307,250	N/A	\$ 10,896,956	\$ 10,896,956			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 3,307,250	\$ 3,307,250	N/A	\$ 10,896,956	\$ 10,896,956			
31													
32	Indirect Costs				N/A	\$ 175,979	\$ 175,979	N/A	\$ 448,856	\$ 448,856			
33													
34	¹ Reflects January - June 2021 authorized bridge period funding per Advice Letter 5501-G-A approved December 4, 2019.												
35	² YTD credit due to 2021 accounting accrual/reversal where the CPUC billing has been delayed.												
36	³ Over authorized bridge year budget due to delayed 2020 CPUC billing.												
37	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																								
2	Southern California Gas Company																								
3	March 2021																								
4																									
5	2021	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		Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
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	0	17,842	21,456	351	6,765	0	7,116	0	4	24	11,659	11,687	28,572	9,769	1,787,290	1,708,891	104.59%
10	March	2,710	1,989	131	4,830	6,223	2,550	8,778	0	17,551	22,381	345	7,875	0	8,220	0	1	27	12,972	13,000	30,601	9,381	1,796,671	1,708,891	105.14%
11	April				0					0	0				0					0	0	0			0.00%
12	May				0					0	0				0					0	0	0			0.00%
13	June				0					0	0				0					0	0	0			0.00%
14	July				0					0	0				0					0	0	0			0.00%
15	August				0					0	0				0					0	0	0			0.00%
16	September				0					0	0				0					0	0	0			0.00%
17	October				0					0	0				0					0	0	0			0.00%
18	November				0					0	0				0					0	0	0			0.00%
19	December				0					0	0				0					0	0	0			0.00%
20	YTD Total	6,479	5,267	311	12,057	20,425	7,081	24,892	0	52,398	64,455	934	21,823	0	22,757	0	6	61	35,067	35,134	87,212	29,321	1,796,671	1,708,891	105.14%
21																									
22	¹ Enrollments via data sharing between the IOUs.																								
23	² Enrollments via data sharing between departments and/or programs within the utility.																								
24	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																								

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	March 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	1,796,671	26	0.00%	0	0	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	1,796,671	73	0.00%	0	0	0	0.00%	0.00%

19

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

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

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

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

24

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

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

42

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

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

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

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	March 2021						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	279,210	69,705	46,452	14,886	7,332	1,035
7	Percentage		100.00%	66.64%	21.36%	10.52%	1.48%
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 Southern California Gas Company March 2021									
2										
3										
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	11,852	20	11,872	100.57%	129.63%	100.61%
8	Imperial	0	15,655	15,655	0	16,476	16,476	N/A	105.24%	105.24%
9	Kern	18,321	35,482	53,803	14,637	31,686	46,323	79.89%	89.30%	86.10%
10	Kings	12	14,815	14,827	11	16,251	16,262	89.96%	109.70%	109.68%
11	Los Angeles	920,066	2,913	922,979	910,222	1,665	911,887	98.93%	57.16%	98.80%
12	Orange	211,298	7	211,304	185,076	25	185,101	87.59%	382.23%	87.60%
13	Riverside	84,660	94,595	179,255	107,526	135,699	243,225	127.01%	143.45%	135.69%
14	San Bernardino	122,753	855	123,608	194,205	887	195,092	158.21%	103.77%	157.83%
15	San Luis Obispo	8,054	13,603	21,658	3,891	11,882	15,773	48.31%	87.35%	72.83%
16	Santa Barbara	31,063	975	32,038	31,243	711	31,954	100.58%	72.95%	99.74%
17	Tulare	12,463	51,231	63,694	13,188	52,886	66,074	105.81%	103.23%	103.74%
18	Ventura	56,205	2,064	58,269	54,746	1,886	56,632	97.40%	91.36%	97.19%
19	Total	1,476,681	232,210	1,708,891	1,526,597	270,074	1,796,671	103.38%	116.31%	105.14%
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	March 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%	259	15	66.07%	0.00%
7	February	1,787,290	500	0.03%	323	14	64.60%	0.00%
8	March	1,796,671	478	0.03%	111	3	23.22%	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	1,796,671	1,370	0.08%	693	32	50.58%	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	March 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	March 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	1,796,671	N/A	1,796,671	1,708,891	105.14%	0.52%	5,665,809
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	1,796,671	N/A	1,796,671	1,708,891	105.14%	1.02%	5,665,809
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 Southern California Gas Company March 2021				
2					
3					
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	\$ -	\$ (23,160)	-10.59%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 218,751	\$ -	\$ (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: February 2021

No. of attendees at Consumer Education sessions

147

SCG -- Disputes Resolved	
Bill Adjustment	2
Enroll in Energy Assistance Programs	2
Gas Aggregation	3
TOTAL	7

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	5
TOTAL	5

SCG - Needs Assistance	
Assisted with Changes to Account	5
CARE Enrollment	4
Energy Efficiency Tool	7
Gas Assistance Fund	37
HEAP/LIHEAP	18
Payment Extension	4
Set Up New Account	2
TOTAL	77

SCG - Needs Assistance by Language	
Armenian	17
Cantonese	26
English	8
Korean	4
Spanish	21
Tagalog	1
TOTAL	77

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
December 1, 2020 - February 28, 2021³

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	7	N/A	32	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	2	N/A	28	CHANGES Ed Handout
		Total	9		60	
N/A	Armenian	CARE/FERA and Other Assistance Programs	1	N/A	4	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	3	N/A	38	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	16	N/A	352	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	1	N/A	7	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	2	N/A	29	CHANGES Ed Handout
		Total	23		430	
N/A	Vietnamese	Electric and Natural Gas Safety	2	N/A	36	CHANGES Ed Handout
		Total	2		36	
N/A	Cantonese	Energy Conservation	1	N/A	16	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	1	N/A	20	CHANGES Ed Handout
		Total	2		36	
N/A	Cantonese	Gas Aggregation	2	N/A	20	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	14	CHANGES Ed Handout
		Total	3		34	
N/A	Armenian	High Energy Use	9	N/A	48	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	19	CHANGES Ed Handout
		Total	10		67	
N/A	Armenian	Level Pay Plan	15	N/A	98	CHANGES Ed Handout
		Total	15		98	
N/A		Understanding Your Bill	0	N/A	0	CHANGES Ed Handout
		Total	0		0	
		Quarterly Total	64		761	

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.