

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



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Application 19-11-003
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Application of Pacific Gas and Electric Company
for Approval of its Energy Savings Assistance and
California Alternate Rates for Energy Programs
and Budgets for 2021-2026 Program Years.
(U39M)

And Related Matters.

Application 19-11-004
Application 19-11-005
Application 19-11-006
Application 19-11-007

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR JANUARY 2022**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ESA PROGRAM EXECUTIVE SUMMARY

1.1. ESA Program Overview

1.1.1. Provide a summary of the ESA Program elements as approved in Decision (D.)21-06-015.

On June 3, 2021, Decision (D.) 21-06-015 was issued approving the applications of the four major IOUs and setting forth the parameters for the administration of the CARE, Family Electric Rate Assistance (FERA) and ESA Programs for the 2021-2026 Program Cycle. This report reflects the approved budget and homes treated updates per D.21-06-015.

| Program Summary Expenses for 2022 ESA Program (SF, MH, MF In-Unit) | | | |
|---|---|---------------------------|----------|
| | 2022 Authorized / Planning Assumption* | Actual to Date | % |
| Budget | \$94,685,883 | \$426,520 | 0.45% |
| Homes Treated | 94,600 | 0 | 0% |
| kWh Saved | N/A | N/A | N/A |
| kW Demand Reduced | N/A | N/A | N/A |
| Therms Saved | 1,435,220 | 0 | 0% |
| GHG Emissions Reduced (Tons) | 7,345 | 0 | 0% |

* Per D.21-06-015, approved annual energy savings and household treatment goals for PYs 2022-2026 are for the entire ESA Program portfolio, including Main ESA Program, Multi-Family (MF) in-unit, MF Common Area Measures (CAM) and Multi-Family Whole Building (MFWB), with the singular exception of the Staff Proposal pilot.

In January 2022, SoCalGas processed and paid contractor invoices related to work performed in 2021. This activity will be reflected in SoCalGas' Annual Report for the PY2021.

| Program Summary Expenses for 2022 ESA Program MF CAM | | | |
|---|---|---------------------------|----------|
| | 2022 Authorized / Planning Assumptions | Actual to Date | % |
| Budget | \$21,605,999 | \$71,472 | 0.33% |
| Properties Treated* | 30 - 50 | 0 | 0% |
| kWh Saved | N/A | N/A | N/A |
| kW Demand Reduced | N/A | N/A | N/A |
| Therms Saved | N/A | 0 | 0% |

* Properties treated estimate per AL 5865 filed September 17, 2021.

In January 2022, SoCalGas processed and paid contractor invoices related to ESA Program MF work performed in 2021. This activity will be reflected in SoCalGas' Annual Report for the PY 2021.

| ESA Program Pilot Plus/Deep Summary Expenses | | | |
|---|---|---------------------------|----------|
| | 2022 Authorized / Planning Assumptions | Actual to Date | % |
| Budget | \$6,510,545 | \$0 | 0% |
| Homes Treated | 0 | 0 | 0% |
| kWh Saved | 0 | 0 | 0% |
| kW Demand Reduced | 0 | 0 | 0% |
| Therms Saved | 0 | 0 | 0% |
| GHG Emissions Reduced (Tons) | 0 | 0 | 0% |

No Pilot Plus/Pilot Deep activity occurred in January 2022.

1.1.2 Program Measure Changes

No measure changes occurred in January 2022.

1.2. ESA Program Customer Outreach and Enrollment Update

1.2.1. Provide a summary of the ESA Program outreach and enrollment strategies deployed this month.

As SoCalGas moves from the goal of homes treated to therms savings, the purpose of ongoing communications is to help build necessary awareness, recognition, and trust so that customers are willing to engage with and participate in the program. At this time, SoCalGas is concentrating efforts in ZIP codes with low ESA Program enrollment that are also Disadvantaged Communities (DACs), targeting current CARE customers who have not received ESA Program measures since 2016 in those areas. SoCalGas continued marketing and communication efforts to increase program awareness and reduce barriers that prevent customers from participating. It is anticipated that a customer's current participation in CARE may prompt them to learn more about and participate in the ESA Program.

1.2.2. Customer Assistance Marketing, Education and Outreach for the CARE and ESA Programs.

Ethnic and Mass Media Campaign

SoCalGas launched a media campaign during the month of November which ended in mid-December 2021. The campaign's objective was to increase awareness among eligible customers across the SoCalGas service territory and reduce barriers customers may have to program enrollment, such as trust and skepticism. Supporting the goal of the ongoing monthly ESA Program communications, this campaign complemented ongoing efforts to build necessary awareness, recognition, and trust so that customers are willing to engage with and participate in the program, especially as the program and its goals evolve. The campaign included a mix of channels, including mobile, display, search, and

social, to generate awareness and drive customers to the ESA Program web page on socialgas.com to learn more and apply. The campaign focused on the message of, “Your home deserves upgrades. You deserve savings” and reinforced that the program can help with no-cost home improvements to help customers save money and energy year-round. Results will be shared once available from SoCalGas’s advertising agency, at this time scheduled for February 2022.

E- Newsletter

SoCalGas did not participate in any E-Newsletter campaigns related to low-income programs during the month of January.

Energy Savings Assistance Program - Emails

SoCalGas sent approximately 17,844 emails in January. The email included a high-level explanation of the program, shared a list of available measures that customers may qualify for, and encouraged customers to visit the program web page or call the program's direct line to learn more.

Energy Saving Assistance Program - Direct Mailings

SoCalGas sent approximately 22,267 direct mail letters in English and Spanish in January. The letter included a high-level explanation of the program, shared a list of available measures that customers may qualify for, and encouraged customers to visit the program web page or call the program's direct line to learn more.

Energy Savings Assistance Program – Text Messaging

SoCalGas sent approximately 19,344 text messages in January. The message focused on how the customer may qualify for home improvements by professional contractors at no cost and encouraged them to learn more using the program vanity URL (socialgas.com/Improvements).

Energy Savings Assistance Program - Bill Inserts

SoCalGas did not send any bill inserts during the month of January.

Energy Savings Assistance Program - Web Activities

There were 297 internet-generated leads for the ESA Program during the month of January from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA Program contractors.

Energy Savings Assistance Program – Social Media Activity

SoCalGas posted an ESA Program social media post in January to Twitter and Facebook. While social media posts have previously focused on the entire SoCalGas service territory, these posts were promoted to specific ZIP codes with low ESA Program penetration to test engagement and determine if post interaction could be increased. The Facebook post reached 8,868 unique viewers and generated 82 link clicks with a cost of \$1.22 per click. The Twitter post resulted in 16,292 impressions and 88 total engagements. Additional testing is

needed to determine the best use of budget to reach the most customers and encourage clicks and post engagement.

Community Outreach & Engagement – ESA Program and CARE

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. A complete listing of outreach events that SoCalGas participated in during the month of January can be found in **Appendix A**.

CBOs and Faith-Based Organizations (FBOs) also constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE and ESA Programs and provide the community with information on enrollment. 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 January, 211 LA participated in 3 virtual outreach events. Customer Assistance Programs were also promoted through four (4) social media postings. In total, 147 callers were informed about the CARE Program, with 22 interested in the ESA Program.

SoCalGas Customer Assistance Programs started a collaboration with Walking Shield in February 2021. Walking Shield's mission is to improve the quality of life for families in Orange and Los Angeles Counties by coordinating programs that provide shelter, healthcare, community development support, educational assistance, employment development, and humanitarian aid. Also, through this partnership, Walking Shield provides SoCalGas Customer Assistance Program (CAP) information to the community by utilizing social media platforms and newsletters, and via phone and virtual meetings with clients. In the month of January, Walking Shield held 10 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Six (6) clients completed their applications or expressed interest in enrollment. Walking Shield also emailed a total of 50 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.

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. In the month of January, Catholic Charities of Orange County distributed SoCalGas Customer Assistance Programs material to 990 individuals that came to various food pantry events.

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 January, 396 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 as well as under their COVID-19 support page. These pages garnered 174 total views in the month of January.

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. In

January, the Los Angeles County + USC Medical Center Chaplin Department sent out 25 emails to their contacts sharing CAP information.

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 January, Worksite Wellness staff offered virtual Health Education presentations, in addition to distributing sanitation care packages, vouchers for food boxes, and supplies to low-income families. These presentations have also been made available in-person at local parks. The presentations reached over 674 clients while 131 clients attended Community Health classes in-person or online last month. Staff also provided enrollment assistance to 134 families that qualified for Customer Assistance Programs based on Medi-Cal, MyHealthLA, or Covered California participation. Enrollments are still being conducted over the phone, while others are being done in-person as the Worksite Wellness office remains open at 100% capacity.

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 159 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 January, 173 people were provided information about SoCalGas Customer Assistance Programs.

A partnership with St. Barnabas Foundation (SBSS) 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 can introduce SoCalGas' Customer Assistance Programs to clients directly as well as provide translations and answer common questions about their gas bill. During the month of January, 11 clients received one-on-one case management phone calls. Multilingual Customer Assistance Programs collateral materials were also distributed to 595 clients during at-home meal deliveries, while additional materials were mailed to 115 clients. Digital materials were also posted to SBSS's social media profiles and website.

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 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's programs, medical assistance programs, and veteran outreach services. However, for the month of January, Unity Shoppe was still able to provide information on SoCalGas' Customer Assistance Programs to over 426 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 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 January, Food Share Ventura County distributed 8,163 "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. El Concilio did not supply a report of January activities.

In San Luis Obispo County, a partnership has been established with Center for Family Strengthening - Promotores Collaborative (CFS- Promotores Collaborative). This organization aims to develop 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, CAP information will be disseminated in parenting classes and support programs as well as their social media outlets.

A new collaboration recently began with The Link Family Resource Center (The Link) in San Luis Obispo County. The Link provides support to accessing food, housing, clothing, health care, and parent education. The Link also assists with navigating the social services system for mental health services, disability benefits, drug and alcohol recovery, adoption and guardianship support and family reunification. The Link is disseminating Customer Assistance Information to the community members in San Luis Obispo.

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 January, FIND Foodbank's partnership with SoCalGas led to 1,800 one-on-one outreach opportunities to present SoCalGas' CAP information in 13 of the coverage areas they serve: Bermuda Dunes, Cathedral City, Coachella, Indian Wells, Desert Hot Springs, Indio, La Quinta, Mecca, North Palm Springs, Oasis, Palm Desert, Palm Springs, and Thermal.

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. 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. One-on-one assistance statistics for January were not available at the time of this reporting.

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 January, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 94 tenants at a community resource fair. Approximately 50% of these tenants were already enrolled in programs. ICLC did not receive any inquiries with additional questions.

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 January, ONEgeneration staff provided in-person outreach to its constituents about SoCalGas Customer Assistance Programs, distributed related materials through email, and promoted Gas Assistance Fund information through social media. ONEgeneration co-hosted or attended 6 community events where staff provided collateral materials and information about 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 January, Veterans Legal Institute participated in 3 separate events where SoCalGas Customer Assistance Programs information was distributed to 234 attendees and created three social media posts seen by 212 people online. Additionally in January, 145 online Customer Assistance Programs applications were emailed to Veterans Legal Institute clients, which included a detailed message and link to the SoCalGas Customer Assistance Programs website.

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. Informational materials about SoCalGas Customer Assistance Programs were distributed at three major events in the month of January, including a food bank drop off for seniors. Materials were also distributed to 58 participants attending two workshops providing information on U.S. citizenship. Viet SoCal also published information about Customer Assistance Programs in their weekly newspaper, Nguoi Viet.

SoCalGas Customer Assistance Programs was able to commence a partnership with MEND poverty (MEND). 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. In January, MEND disseminated Customer Assistance Programs information through their food distributions, wellness food deliveries and case management calls.

At 2021 year's end, SoCal Gas Customer Assistance Programs began partnering with Propel. Propel runs a mobile application named Providers. Providers was designed for the financial management needs of low-income Americans who receive government benefits including Cal Fresh and SNAP/EBT. The app runs ads with information about SoCalGas Customer Assistance Programs. In the month of January, Propel ran both English and Spanish ads for SoCalGas. The ads garnered 2,720 clicks and 156,524 impressions during the month.

In the month of January, SoCalGas Customer Assistance Programs continued its collaboration with Goodwill Industries of Orange County. 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 of Orange County 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.

Tribal Outreach Activity

SoCalGas engages in ongoing collaborative outreach efforts with 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. Details regarding specific events that took place during the month of January can be found in **Appendix A**.

Disability Community Outreach

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 January, Fiesta Educativa has held virtual workshops through Zoom due to the COVID-19 emergency. 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 January, Blind Support Services provided one-on-one touchpoints to 49 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. During the month of January, SCRS-IL was able to disseminate Customer Assistance Program information to 1,042 community members through their PPE distributions.

Frank D. Lanterman Regional Center (Lanterman) 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 January, Lanterman Regional Center facilitated three weekly food distributions and delivered 230 boxes to homes.

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 January, DCRC collaborated with local farmer's markets to provide fresh produce to low-income members of the disability community, or those facing financial hardships during the pandemic. DCRC staff distributed Customer Assistance Program information at three (3) weekly food distribution events to 39 individuals with their fresh produce.

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. In the month of January, OCAF had two

major events: The Tet Parade Event and Lunar New Year Celebration Event. Through these events, Customer Assistance Program information was distributed to a combined 750 attendees. This month, OCAF was able to distribute CAP information to over 325 contacts through their crisis call line. They also shared CAP information on their social media channels and via the OC Health & Education Talkshow every Tuesday on Channel 56.10, YouTube, Facebook Live and www.littlesaigontv.com. In January, a Facebook post providing CARE information was posted for OCAF's 2,349 Facebook followers. OCAF has a monthly newsletter that reaches over 5,250 OCAF members and a monthly Kids Club subscription program that reaches over 250 members. Both the newsletter and subscription program include SoCalGas customer assistance programs links.

Details regarding specific Disability events that took place during the month of January can be found in **Appendix A**.

Outreach by Field Employees

Although some temporary restrictions regarding entering customers' homes due to health and safety concerns remain in place, field service employees continue to distribute CAP brochures to customers when entering customer premises.

Throughout the year, the CAP 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 January. This option is in addition to

the regular system-wide semi-annual deployment of CAP brochures to operating bases.

1.2.3. Managing Energy Use

Throughout the ESA Program enrollment and assessment process, program representatives discuss energy use with customers to tailor delivery of energy education to each individual customer. For example, educating the customer on recommended thermostat settings ensures their home remains comfortable, their energy use decreases, and their furnace does not have to work unnecessarily hard. Customers are also provided guidance on various energy industry labels such as EnergyGuide and ENERGY STAR which may assist customers in determining the appropriate appliances for their home. These and many other details and tips are offered through verbal discussions and either a physical Energy Education Guide or an online version of the Energy Education Guide.

1.2.4. Services to Reduce Energy Bill

Prior to ESA Program enrollment, customers are informed of the potential energy and bill savings that they would benefit from by having their home serviced by an ESA Program contractor. As mentioned earlier, throughout enrollment, assessment, and energy education customers are informed of ways to reduce their energy use and energy bills. In addition to discussing the benefits of the ESA Program, customers are also informed of other customer assistance programs including CARE, which provides a 20% discount on their energy bill. Finally, the

principal benefit of installing ESA Program measures is to reduce energy consumption and provide bill savings.

1.3. Leveraging Success Evaluation, Including CSD

In 2022, 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 to 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 to support the installation of High-Efficiency (HE) clothes washer and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District
- Fontana Water Company¹
- Liberty Utilities, formerly Park Water Company²
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company³

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

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

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

- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District
- Rancho California Water District

For the purpose of helping mitigate the impact of drought in the state, SoCalGas recently entered into an agreement with MWD to provide installations of cold-water measures such as premium efficiency toilets and smart irrigation controllers through SoCalGas's ESA Program. These measures will be provided to SoCalGas' customers in MWD's territories until June 30, 2024 or budget exhaustion.

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

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

Providers have reported 2022 activity noted below. 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 | 5 |
| Colton Public Utilities | 0 |
| LADWP | 0 |
| Pasadena Water and Power | 0 |
| Riverside Public Utilities | 0 |
| Total | 5 |

Affordable Broadband

California Emerging Technology Fund (CETF) is currently promoted on SoCalGas’s website (socialgas.com/Assistance and socialgas.com/Asistencia) and via monthly CARE emails to residential customers. In addition to promoting CETF via marketing channels, SoCalGas includes CETF information in ongoing CBO training presentations. SoCalGas will continue to cross-promote affordable broadband messaging when relevant and appropriate. The ESA Program is also actively working with CETF to include CETF promotional flyers in SoCalGas Energy Education kits in the coming months.

1.3.1. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What were the results 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 Program measures to eligible customers.

1.4. Workforce Education & Training (WE&T)

1.4.1. Please summarize efforts to improve and expand ESA 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 (2) areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Program Field Operations. In response to COVID-19 restrictions, SoCalGas completed development of an online E&A curriculum in May 2020. Implementation of the curriculum as well as online 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 as follows.

| SoCalGas Enrollment and Assessment Training | | |
|--|----------------|--------------|
| | January | Total |
| Attended Class | 7 | 7 |
| Tested | 7 | 7 |
| Passed | 3 | 3 |
| Retention Rate* | 43% | 43% |
| *Retention Rate is Passed/Tested | | |

| SoCalGas Field Operations Training | | | | |
|---|-----------------------|------------------------|-----------------------|------------------------|
| | January | | YTD Total | |
| | No. of Classes | No. of Students | No. of Classes | No. of Students |
| Class Type | | | | |
| Wx / NGAT Initial | 0 | 0 | 0 | 0 |
| HVAC Initial | 0 | 0 | 0 | 0 |
| Wx / NGAT Refresher | 1 | 12 | 1 | 12 |
| HVAC Refresher | 1 | 4 | 1 | 4 |
| Grand Total | 2 | 16 | 2 | 16 |

1.5. Studies and Pilots

1.5.1. ESA Program Studies

2022 Low Income Needs Assessment (LINA) Study

The Low-Income Needs Assessment (LINA) is a mandated study required to be completed every three (3) years per AB 327 and PUC Sec. 382(d). The 2022 LINA is focused on understanding the energy needs of California's large low-income renter population including those living in single family homes as well as different types of multifamily properties. In particular, the study will (a) identify renter needs (or a lack of needs) addressed or not addressed by the program (b) identify needs among specific sub-groups of renters, (c) outline program, policy and market barriers and potential solutions to serving the rental market, and (d) as appropriate, recommend how ESA Program may better assist renters with the bill savings and/or mediate Health/Comfort/Safety (HCS) Hardships. The study is expected to employ multiple methods of data collection and analysis including review of existing research, analysis of existing secondary data, collection, and analysis of survey data with rental customers and interview data with renters and landlords of different types of properties.

The California Investor-Owned Utilities (IOUs) awarded the project to Evergreen Economics in January 2021, through a competitive bidding process. Southern California Edison (SCE) is the lead utility of the study.

In February of 2022, Evergreen Economics plans to conduct customer phone surveys. The study is on track to be completed by December of 2022 as planned.

Categorical Study

The IOUs operate three (3) energy assistance programs for income qualified households. The three (3) programs include two (2) reduced rate programs, the CARE and FERA Programs, as well as the direct install ESA Program.

Categorical programs are means-tested low-income assistance programs⁴ in which the customer's income is verified by the appropriate state and federal agencies. All low-income programs allow categorical program participations to be eligibly enrolled.

The Categorical Eligibility study is to evaluate relevant categorical programs and analyze how the eligibility requirements and process of the categorical programs align with the income guidelines of the ESA Program, CARE and FERA.

The statewide Study Working Group is currently finalizing the Scope of Work for the study. The Request for Proposal (RFP) will be published later in February. The IOUs and ED will select a consultant for this project through a competitive bidding process. San Diego Gas and Electric (SDG&E) is the lead utility of this study. The study is scheduled to be completed by December of 2022.

⁴ See Public Assistance Programs via: [California Alternate Rates for Energy CARE | SoCalGas](#)

ESA Program CAM Process Evaluation

The process evaluation has two (2) primary interrelated objectives: (1) To assess the relative effectiveness of the IOUs' current Multifamily Common Area Measures (MF-CAM) delivery and implementation strategies, and provide recommendations where improvements could be made and; (2) to identify what data currently exist and may be needed to assess performance and success as defined by the core objectives of the initiative. Results and recommended data collection that are later incorporated into program implementation processes will facilitate more reliable evaluations of the impacts of common area measures installed in multifamily properties. In addition, results of the process evaluation are expected to inform future program designs targeting the low-income MF sector.

The IOUs awarded the project to Resources Innovation (formerly Nexant Inc.) in July 2021, through a competitive bidding process. Pacific Gas & Electric (PG&E) is the lead utility of the study.

To date, Resources Innovation has completed a project mid-point memo. A public presentation will be conducted in February. The study is on track to be completed by June of 2022, as planned.

1.1.1. ESA Program Pilot

SoCalGas had no pilot activity in January.

2. CARE PROGRAM EXECUTIVE SUMMARY

2.1. CARE Program Overview

2.1.1. Please provide CARE Program summary costs.

| CARE Budget Categories | Authorized Budget | Actual Expenses to Date | % of Budget Spent |
|--|--------------------------|--------------------------------|--------------------------|
| Outreach | \$4,216,431 | \$323,647 | 8% |
| Processing, Certification and Verification | \$2,425,658 | \$122,966 | 5% |
| Information Tech./Programming | \$1,063,935 | \$38,499 | 4% |
| Pilots | \$80,000 | \$0 | 0% |
| CHANGES | \$437,502 | \$28,562 | 7% |
| Studies | \$62,500 | \$0 | 0% |
| Regulatory Compliance | \$610,337 | \$27,312 | 4% |
| General Administration | \$1,111,980 | \$113,208 | 10% |
| CPUC Energy Division Staff | \$77,250 | \$5,284 | 7% |
| Total Expenses | \$10,085,593 | \$659,476 | 7% |
| Subsidies and Benefits | \$139,583,569 | \$36,532,620 | 26% |
| Total Program Costs and Discounts | \$149,669,162 | \$37,192,096 | 25% |

2.1.2. Provide the CARE Program enrollment rate to date.

| CARE Enrollment | | |
|------------------------------|------------------------------|------------------------|
| Participants Enrolled | Eligible Participants | Enrollment Rate |
| 1,813,709 | 1,601,758 | 113% |

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 267,235 successful enrollments, 100,606 recertifications, 6,622 post-enrollment verifications and 18,261 opt-outs. Activity for January is as follows:

| CARE My Account Activity | | | |
|---------------------------------|---------------------|-----------------|-------------------|
| | Transactions | Approved | % Approved |
| Self-certification | 9,689 | 7,303 | 75% |
| Re-certification | 5,152 | 4,943 | 96% |
| PEV | 72 | 65 | 90% |
| Customer opt-out | 541 | N/A | N/A |

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 in 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 January 2022, CSRs successfully enrolled 8,741 customers in CARE. An additional 2,116 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 19,747 with an additional 191,449 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. Customers are given 90 days to respond and complete the request. During the month of January, SoCalGas processed a total of 4,430 on-line renewals.

2.2. Marketing & Outreach

2.2.1. Discuss utility marketing activities and those undertaken by third parties on the utility's behalf.

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas prioritizes email communication whenever possible to deliver messages in a timely and cost-effective manner. During the month of January, SoCalGas sent approximately 10,711 emails to new customers with a probability of being eligible for the CARE program. A total of 2,164 customers enrolled using the link within this email. A total of approximately 21,973 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 9,365 enrolled using the link within this email.

SoCalGas also sends monthly re-apply emails to recapture customers who have fallen off the CARE program. SoCalGas sent approximately 10,789 emails encouraging these customers to re-apply in January. 3,349 customers re-applied online using the link from the email they received.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid mobile phone numbers encouraging them to apply online. In January, SoCalGas sent approximately 14,940 text messages to new customers, existing customers not on CARE, and customers needing to re-apply to remain on the program. A total of 2,457 enrollments were generated from text messages sent.

CARE Direct Mail Activity & Enrollments

During the month of January, SoCalGas sent approximately 14,935 direct mail letters to new customers deemed likely to be eligible for the CARE Program. The letters encouraged customers to enroll online. SoCalGas mailed approximately 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. Additionally, to reach customers who previously participated in the CARE program but failed to recertify, SoCalGas sends direct mail letters encouraging customers to re-apply online and renew their monthly bill discount. In the month of January, SoCalGas mailed approximately 16,975 letters to customers who failed to renew their CARE eligibility.

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 3,046 online enrollments processed in January. These online enrollments are generated when a customer organically searched for and visits the CARE homepage.

CARE Bill Inserts

SoCalGas did not send a bill insert in the month of January. SoCalGas approved 1,341 bill insert applications from prior months in January.

CARE Social & Mass Media Campaign

SoCalGas launched a fall 2021 CARE multi-channel mass media campaign in late

October that ended in late December. With the temporary suspension of the recertification and post-enrollment verification (PEV) processes ending in July 2021, SoCalGas's priority is to help customers remain on the CARE program. With this in mind, a goal of this mass media effort was to increase customer awareness around the need to take steps to retain their monthly 20% discount. The fall 2021 CARE mass media campaign not only encouraged customers to apply for the program but mentioned that customers may re-apply as well. The "re-apply" message encouraged customers to either re-apply to continue their monthly 20% bill discount or rejoin the program if they are still eligible. This mass media campaign reached customers in the SoCalGas territory (messages available in English, Spanish, Chinese, Korean, and Vietnamese) across channels including digital, radio, out-of-home (OOH) media, television, and more. Results will be shared once available from SoCalGas's advertising agency, at this time scheduled for February 2022.

While the fall 2021 CARE campaign ended in December, SoCalGas launched an additional paid media effort in late January 2022 using the same assets from the fall campaign. The messaging and creative of the original campaign remain relevant and will benefit customers during what could be a challenging season due to the increase in costs and use of natural gas. This campaign effort will run for six weeks and focus on mobile, search, social, and video, targeting General and Hispanic markets.

2.2.2. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

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 533 approved enrollments in January.

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. For a partial list of the organizations, their primary focus, and the counties and communities they serve, please refer to **Section 1.2.2** above.

CARE Data Sharing

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 January, 7,552 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 January generated 1,363 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 185 customers enrolled through leveraging during the month of January.

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. Per direction from the Commission, the CPUC/California Lifeline limited-duration pilot

program ended as of June 30, 2021. Therefore, SoCalGas continued to promote California Lifeline but removed promotions of the Boost Mobile pilot program.

In January, SoCalGas continued to display the California Lifeline web link 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 January, SoCalGas also sent emails to new customers, existing customers not on CARE, and customers needing to re-apply for CARE with information about California LifeLine.

2.3. CARE Recertification Complaints

2.3.1. Report the number of customer complaints received (formal or informal, however and wherever received) about their CARE recertification efforts, with the nature of the complaints and resolution.

There were no recertification complaints in the month of January.

2.4. Studies and Pilots

2.4.1. CARE Program Studies

2022 Low Income Needs Assessment (LINA) Study

See **Section 1.5.1** above.

Categorical Study

See **Section 1.5.1** above.

2.4.2. CARE Program Pilot

SoCalGas had no pilot activity in January.

3. APPENDIX A – CUSTOMER ASSISTANCE PROGRAM OUTREACH EVENTS

CBO Outreach Events

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--------------------------|------------------------------|---|
| January 1 (Walking Shield) | Social Media | Online | Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP information was distributed via social media in English: Facebook Reach – 663 Instagram Reach – 211 Twitter Reach – 1421 |
| January 2 (ONEgeneration) | Encino Farmers Market | Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 450 event attendees. |
| January 3 (Catholic Charites of Orange County) | Food Pantry | La Purisima-Orange | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees. |
| January 3 (Catholic Charites of Orange County) | Food Pantry | Christ Cathedral-Orange | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--------------------------------|---|---|
| January 3 (Catholic Charites of Orange County) | Food Pantry | Whitten Community-Placentia | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees. |
| January 3 (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 32 attendees. |
| January 3 (Food Share of Ventura County) | Emergency Box Distribution | River Community Church - Ventura | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees. |
| January 3 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees. |
| January 3 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 3 (VietSoCal) | Radio Bolsa | Radio Bolsa Partnership | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via Radio to thousands of listeners. |
| January 4 (OC Autism Foundation) | OC Health & Education Talkshow | Channel 56.10, YouTube, FB Live and www.littlesaigon.tv.com | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners. |
| January 4 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|----------------------------|---|--|
| January 4 (Food Share of Ventura County) | Emergency Box Distribution | St. Francis Assisi-Fillmore | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees. |
| January 4 (Food Share of Ventura County) | Emergency Box Distribution | Rio Student Service- Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees. |
| January 4 (Food Share of Ventura County) | Senior Kit Distribution | Fillmore Active Adult Center-Fillmore | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 134 attendees. |
| January 5 (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 1020 attendees. |
| January 5 (Food Share of Ventura County) | Senior Kit Distribution | Pleasant Valley Senior Center-Camarillo | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 196 attendees. |
| January 5 (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 42 attendees. |
| January 5 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees. |
| January 5 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--------------------------------|------------------------------------|--|
| January 6 (The Link) | SLO Co. Food Bank Distribution | Shandon High School | CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 48 participants. |
| January 6 (The Link) | SLO Co. Food Bank Distribution | Baywood Elementary School-Los Osos | CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 18 participants. |
| January 6 (CFS- Promotores Collaborative) | One on One | Campos Ceramic-Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees. |
| January 6 (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 48 attendees. |
| January 6 (Food Share of Ventura County) | Senior Kit Distribution | Grace Bible-Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 112 attendees. |
| January 7 (Catholic Charites of Orange County) | Food Pantry | IHM- Santa Ana | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 140 attendees. |
| January 7 (Food Share of Ventura County) | Senior Kit Distribution | Rodney Fernandez Apt- Santa Paula | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees. |
| January 7 (Food Share of Ventura County) | Senior Kit Distribution | St Francis Assisi-Fillmore | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 63 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|--|-------------------------------------|---|
| January 8 (CFS- Promotores Collaborative) | One on One | Carmelita Bakery- Grover Beach | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 73 attendees. |
| January 8 (CFS- Promotores Collaborative) | One on One | Campo Ceramic- Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees. |
| January 8 (VietSoCal) | ESL and Citizenship and Social Benefit Workshop | Garden Grove Central Office | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees. |
| January 8 (Veteran's Legal Institute) | 358th MP CO In- Person Resource Event | Army Reserve Center- Tustin | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 95 attendees. |
| January 8 (Food Share of Ventura County) | Emergency Box Distribution | RC Charities- Moorpark | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 61 attendees. |
| January 8 (Food Share of Ventura County) | Senior Kit Distribution | LUCHA Pantry- Santa Paula | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 54 attendees. |
| January 10 (Food Share of Ventura County) | Senior Kit Distribution | Seven High Apartments- Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees. |
| January 10 (Catholic Charites of Orange County) | Food Pantry | St. Boniface- Anaheim | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|--------------------------------|---|---|
| January 10 (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 36 attendees. |
| January 10 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 10 (VietSoCal) | Radio Bolsa | Radio Bolsa Partnership | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via Radio to thousands of listeners. |
| January 10 (HSA LA) | Grab-and-Go Meal Site | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 40 meal recipients. |
| January 10 (HSA LA) | Senior Line Dancing Class | Compton | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 25 participants. |
| January 11 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 11 (OC Autism Foundation) | OC Health & Education Talkshow | Channel 56.10, YouTube, FB Live and www.littlesaigon.tv.com | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners. |
| January 11 (Via Care) | 507 Vaccine Clinic | Los Angeles | 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> |
|---|----------------------------|--------------------------------------|---|
| January 11 (CFS- Promotores Collaborative) | One on One | La Michoacana Paleteria- Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 11 (Food Share of Ventura County) | Emergency Box Distribution | Nyeland Promise-Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees. |
| January 11 (Food Share of Ventura County) | Emergency Box Distribution | Rio Student Service- Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees. |
| January 11 (Food Share of Ventura County) | Senior Kit Distribution | Salvation Army-Ventura | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 44 attendees. |
| January 11 (Food Share of Ventura County) | Senior Kit Distribution | Sycamore Senior Village- Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 attendees. |
| January 11 (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 1,020 attendees. |
| January 11 (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 78 attendees. |
| January 12 (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 21 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|--------------------------------|--|--|
| January 12 (Food Share of Ventura County) | Senior Kit Distribution | Salvation- Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 92 attendees. |
| January 12 (The Link) | SLO Co. Food Bank Distribution | Lillian Larsen School- San Miguel | CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 37 participants. |
| January 12 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 13 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 13 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees. |
| January 13 (The Link) | SLO Co. Food Bank Distribution | Bauer's Elementary School- Paso Robles | CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 5 participants. |
| January 13 (The Link) | SLO Co. Food Bank Distribution | CL Smith School- San Luis Obispo | CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 25 participants. |
| January 13 (Food Share of Ventura County) | Emergency Box Distribution | LUCHA Pantry- Santa Paula | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 225 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|--|---------------------------------|---|
| January 13 (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 147 attendees. |
| January 13 (Food Share of Ventura County) | Senior Kit Distribution | Willet Ranch- Ventura | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees. |
| January 14 (Veteran's Legal Institute) | Client Interview Training and Briefing | Online | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees. |
| January 14 (VietSoCal) | Special Healthcare Workshop | Garden Grove Central Office | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 attendees. |
| January 14 (CFS- Promotores Collaborative) | One on One | La Placita Market- Nipomo | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 90 attendees. |
| January 14 (Catholic Charites of Orange County) | Food Pantry | St. Norbert's- Orange | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees. |
| January 14 (Food Share of Ventura County) | Senior Kit Distribution | South Oxnard Apartments- Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 303 attendees. |
| January 14 (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 16 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--------------------------------|---|---|
| January 15 (OC Autism Foundation) | Community Event- Tet Parade | Westminster | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 attendees. |
| January 15 (Food Share of Ventura County) | Emergency Box Distribution | RC Charities-Moorpark | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees. |
| January 16 (ONEgeneration) | Encino Farmers Market | Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 450 event attendees. |
| January 17 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 17 (VietSoCal) | Radio | Radio Bolsa Partnership | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via Radio to thousands of listeners. |
| January 18 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 18 (OC Autism Foundation) | OC Health & Education Talkshow | Channel 56.10, YouTube, FB Live and www.littlesaigon.tv.com | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners. |
| January 18 (CFS- Promotores Collaborative) | One on One | La Barata Market-Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 46 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---------------------------------------|---|--|
| January 18 (Food Share of Ventura County) | Senior Kit Distribution | Evangelistic Baptist- Port Hueneme | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 57 attendees. |
| January 18 | Meeting with Veterans Legal Institute | Virtual | In partnership with SoCalGas' Public Affairs department, SoCalGas Customer Assistance Programs met with Veterans Legal Institute (VLI) to discuss a continued partnership and sponsorship. VLI provides outreach to low-income and disabled veterans in the Inland Empire, Orange County, and Los Angeles. |
| January 18 (Food Share of Ventura County) | Senior Kit Distribution | Casa Pacifica Senior Housing-Port Hueneme | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 61 attendees. |
| January 18 (Food Share of Ventura County) | Senior Kit Distribution | CEDC Housing-Santa Paula | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 53 attendees. |
| January 18 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees. |
| January 19 (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 1,020 attendees. |
| January 19 (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 40 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---|--|--|
| January 19 (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 54 attendees. |
| January 19 (ONEgeneration) | Vaccine Clinic | Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to over 154 event attendees. |
| January 20 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 20 (The Link) | English Learner Advisory Committee (ELAC) Meeting | Cambria Grammar- School | CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 15 participants. |
| January 20 (The Link) | SLO Co. Food Bank Distribution | Virginia Peterson Elementary School- Paso Robles | CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 28 participants. |
| January 20 (OC Autism Foundation) | Social Media | Facebook Post-SoCalGas CARE Program | CAP information was distributed via social media in English: Facebook Reach – 2,349 followers. |
| January 20 (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 260 attendees. |
| January 20 (Food Share of Ventura County) | Senior Kit Distribution | Mira Vista-Camarillo | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 58 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|---|---|--|
| January 20 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees. |
| January 21 (LAC + USC Medical Center) | Food Distribution | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 60 individuals. |
| January 21 (ONEgeneration) | Vaccine Clinic | Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 50 event attendees. |
| January 21 (Food Share of Ventura County) | Senior Kit Distribution | Church of Nazarene- Oxnard River Community Church - Ventura | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 37 attendees. |
| January 22 (CFS- Promotores Collaborative) | One on One | La Guadalajara Market- Grover Beach | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 57 attendees. |
| January 22 (VietSoCal) | ESL and Citizenship and Social Benefit Workshop | Garden Grove Central Office | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees. |
| January 24 (Food Share of Ventura County) | Emergency Box Distribution | | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees. |
| January 24 (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 35 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---------------------------------|--|---|
| January 24 (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 108 attendees. |
| January 24 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 24 (VietSoCal) | Radio Bolsa | Radio Bolsa Partnership | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via Radio to thousands of listeners. |
| January 24 (OC Autism Foundation) | Community Event- Lunar New Year | Garden Grove | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees. |
| January 25 (OC Autism Foundation) | OC Health & Education Talkshow | Channel 56.10, YouTube, FB Live and www.littlesaigontv.com | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners. |
| January 25 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 25 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees. |
| January 25 (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 51 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---|--------------------------------------|--|
| January 25 (Food Share of Ventura County) | Senior Kit Distribution | SDA- Thousand Oaks | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 51 attendees. |
| January 25 (HSA LA) | Grab-and-Go Meal Site | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 118 meal recipients. |
| January 26 (211 LA) | LA Unified School District Virtual Training | Virtual | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials and information were distributed to 67 staff members in attendance. |
| January 26 (LAC + USC Medical Center) | Food Distribution | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 170 individuals. |
| January 26 (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 1,080 attendees. |
| January 26 (Food Share of Ventura County) | Senior Kit Distribution | Church of Living Christ- Simi Valley | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 56 attendees. |
| January 26 (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 46 attendees. |
| January 26 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|------------------------------------|--|
| January 27 (Families Forward) | Food Distribution | Irvine | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 27 (211 LA) | Santa Monica Unified School District ELAC Parent Meeting | Virtual | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials and information were distributed to 40 parents in attendance. |
| January 27 (CFS- Promotores Collaborative) | One on One | Delicias De Mi Tierra- Nipomo | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees. |
| January 27 (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 100 attendees. |
| January 27 (Food Share of Ventura County) | Senior Kit Distribution | Food Share Warehouse- Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 69 attendees. |
| January 27 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees. |
| January 28 (211 LA) | Paramount High School Virtual Training | Virtual | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials and information were distributed to 30 parents in attendance. |
| January 28 (MEND) | On-Site Diaper Distribution | Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 4 recipients with food distribution bags. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|--|------------------------------|--|
| January 28 (MEND) | On-Site Food Distribution | Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 246 recipients with food distribution bags. |
| January 28 (MEND) | Community Canvassing | Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 400 community members. |
| January 28 (MEND) | Wellness Food Box Deliveries | San Fernando Valley | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food deliveries to 2 community members. |
| January 28 (ONEgeneration) | Vaccine Clinic | Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 58 event attendees. |
| January 28 (211 LA) | Paramount High School Virtual Training | Virtual | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials and information were distributed to 30 parents in attendance. |
| January 28 (MEND) | On-Site Diaper Distribution | Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 4 recipients with food distribution bags. |
| January 28 (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 157 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|---|---------------------------------------|---|
| January 28 (CFS- Promotores Collaborative) | One on One | Taqueria Jalisco-Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees. |
| January 29 (VietSoCal) | Special Lunar New Year 2022 Celebration | Garden Grove Central Office | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees. |
| January 29 (CFS- Promotores Collaborative) | One on One | Campo Ceramic-Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees. |
| January 30 (ONEgeneration) | Rummage Sale | OSEC Adult Community Center- Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 75 event attendees. |
| January 30 (CFS- Promotores Collaborative) | One on One | Efren's Deli-Oceano | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees. |
| January 31 (CFS- Promotores Collaborative) | One on One | Cerritos Musicales-Atascadero | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees. |
| January 31 (VietSoCal) | Radio Bolsa | Radio Bolsa Partnership | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via Radio to thousands of listeners. |
| January 31 (MEND) | Community Canvassing | Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 40 community members. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--------------------------|--------------------------------|--|
| January 31 (VietSoCal) | Food Bank | Garden Grove Central Office | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees. |

Tribal Outreach Events

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|------------------------------|--|
| January 13 (Southern California Indian Center) | SCIC Wellness Workshop 1: Managing Stress with Laughter | Los Angeles and Zoom | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees. |
| January 20 (Southern California Indian Center) | SCIC Financial Wellness Training Week 1: Managing Personal Finances; Organizing for a New Year | Los Angeles and Zoom | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees. |
| January 27 (Southern California Indian Center) | SCIC Wellness Workshop 2: Managing Stress with Organization; Short and Long-term Planning | Los Angeles and Zoom | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees. |

Disability Outreach Events

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|--|--|
| January 1 (OC Autism Foundation) | Subscription | Mailing of Monthly Kids Club activities with SoCalGas CARE program and links | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter Subscription Reach – over 250 members. |
| January 1 (OC Autism Foundation) | Newsletter | Electronic mailing and Postal mailing of monthly newsletter with SoCalGas Customer Assistance Programs information | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter and Postal Mail: Newsletter and Postal Mail Reach – over 5,250 members. |
| January 3 (SCRS) | COVID Recovery Support Group | East Los Angeles Community and Zoom | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees. |
| January 3 (Lanterman Regional Center) | PPE Distribution | Drive Thru | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 365 attendees. |
| January 5 (Lanterman Regional Center) | Presentation for Participants | Virtual | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 44 attendees. |
| January 10 (SCRS) | COVID Rapid Test Distribution Outreach | Downey SCRS Office, In-Person | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 attendees. |
| January 10 (BSS) | Eddy Dee Smith Senior Center | Jurupa Valley | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 49 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|----------------------------------|---|
| January 12 (SCRS) | COVID Rapid Test Distribution Outreach | Arcadia SCRS Office, In-Person | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees. |
| January 13 (Fiesta Educativa) | What You Need to Know About COVID-19 and the Omicron Variant | Los Angeles, Zoom/Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 269 attendees. |
| January 14 (SCRS) | COVID Rapid Test Distribution Outreach | San Bernardino SCRS Office | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 82 attendees. |
| January 14 (BSS) | Whispering Wind Center | Apple Valley | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees. |
| January 18 (SCRS) | COVID Rapid Test Distribution Outreach | East LA Senior Center, In-Person | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 165 attendees. |
| January 21 (SCRS) | PPE Distribution Outreach for Veterans with Disabilities | Hollywood, In-Person | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees. |
| January 24 (SCRS) | PPE Distribution Outreach Event | Downey High School, In-Person | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 355 attendees. |
| January 24 (Fiesta Educativa) | Facebook post | Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 63 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|---|------------------------------|---|
| January 26 (BSS) | The Core Health Fair | Sun City | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees. |
| January 27 (OC Autism Foundation) | Friendship Club | Garden Grove and FB live | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees. |
| January 27 (Lanterman Regional Center) | Parent Training | Virtual | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees. |
| January 27 (Fiesta Educativa) | Workshop: How to Organize Medical Records | Los Angeles, Zoom/Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees. |
| January 27 (SCRS) | PPE Distribution Outreach Event | Arcadia | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees. |
| January 28 (SCRS) | PPE Distribution Outreach Event | Compton College | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 attendees. |
| January 29 (Lanterman Regional Center) | PPE Distribution | Drive Thru | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 365 attendees. |
| January 31 (SCRS) | COVID-19 Recovery Resources Presentation | Downey, Zoom | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees. |

4. APPENDIX B – ESA PROGRAM AND CARE TABLES

ESA Program Summary Expenses

ESA Program - Table 1 - Program Expenses ESA Main (SF, MH, MF In-Unit)

ESA Program - Table 2 - Program Expenses & Energy Savings by Measures Installed
(SF, MH, MF In-Unit)

ESA Program - Table 2A - Program Expenses & Energy Savings by Measures Installed
(CSD Leveraging)

ESA Program - Table 2B - Program Expenses & Energy Savings by Measures Installed
(Multifamily Common Area Measures)

ESA Program – Table 2B-1 – Eligible Common Area Measures List

ESA Program - Table 2C – Program Expenses & Energy Savings by Measures Installed
(Pilot Plus/Pilot Deep)

ESA Program - Table 2D – Program Expenses & Energy Savings by Measures Installed
(Electrification and Clean Energy Pilots)

ESA Program - Table 3A-F – Energy Savings and Average Bill Savings per Treated
Home/Common Area

ESA Program - Table 4A-D – Homes/Buildings Treated

ESA Program - Table 5A-D - Program Customer Summary by Month

ESA Program - Table 6 - Expenditures for Pilots and Studies

ESA Program – Table 7 – Customer Segments/Need State by Demographic, Financial,
Location and Health Condition

ESA Program – Table 8 – Clean Energy Referral, Leveraging and Coordination

ESA Program – Table 9 – Tribal Outreach

CARE Program - Table 1 - CARE Overall Program Expenses

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

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

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

CARE Program - Table 4 - Enrollment by County

CARE Program - Table 5 - Recertification Results

CARE Program - Table 6 - Capitation Contractors

CARE Program - Table 7 - Expenditures for the Pilot/Studies

CARE Program - Table 8 – CARE and Disadvantaged Communities Enrollment Rate for ZIP Codes

CARE Program - Table 8A – Top 10 Lowest Enrollment Rates in High Disconnection, High Poverty, and DAC Communities by ZIP

**Energy Savings Assistance Program Table - Summary Expenses
Southern California Gas Company
January 2022**

| ESA Program: | Authorized Budget | | | Current Month Expenses | | | Year to Date Expenses | | | % of Budget Spent YTD | | |
|---|-------------------|-----------------------|-----------------------|------------------------|-------------------|-------------------|-----------------------|-------------------|-------------------|-----------------------|-----------|-----------|
| | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| ESA Main Program (SF, MH, MF In-Unit) | N/A | \$ 94,685,883 | \$ 94,685,883 | N/A | \$ 426,520 | \$ 426,520 | N/A | \$ 426,520 | \$ 426,520 | N/A | 0.45% | 0.45% |
| ESA Multifamily Common Area Measures | N/A | \$ 21,605,889 | \$ 21,605,889 | N/A | \$ 71,472 | \$ 71,472 | N/A | \$ 71,472 | \$ 71,472 | N/A | 0.33% | 0.33% |
| ESA Multifamily Whole Building | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| ESA Pilot Plus and Pilot Deep | N/A | \$ 6,510,545 | \$ 6,510,545 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| CSD Leveraging | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Building Electrification Retrofit Pilot (SCE) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Clean Energy Homes New Construction Pilot (SCE) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| | | | \$ - | | \$ - | \$ - | | \$ - | \$ - | | | |
| | | | \$ - | | \$ - | \$ - | | \$ - | \$ - | | | |
| ESA Program TOTAL | N/A | \$ 122,802,317 | \$ 122,802,317 | N/A | \$ 497,992 | \$ 497,992 | N/A | \$ 497,992 | \$ 497,992 | N/A | 0% | 0% |

**Energy Savings Assistance Program Table 1 - Main (SF, MH, MF In-Unit) Expenses
Southern California Gas Company
January 2022**

| Appliances ESA Program: | Authorized Budget [1] | | | Current Month Expenses | | | Year to Date Expenses | | | % of Budget Spent YTD | | |
|---|-----------------------|----------------------|----------------------|------------------------|-------------------|-------------------|-----------------------|-------------------|-------------------|-----------------------|-----------|-----------|
| | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| Energy Efficiency | | | | | | | | | | | | |
| Appliances | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | | |
| Domestic Hot Water | N/A | \$ - | \$ - | N/A | \$ (723) | \$ (723) | N/A | \$ (723) | \$ (723) | N/A | | |
| Enclosure | N/A | \$ - | \$ - | N/A | \$ (257) | \$ (257) | N/A | \$ (257) | \$ (257) | N/A | | |
| HVAC | N/A | \$ - | \$ - | N/A | \$ (2,349) | \$ (2,349) | N/A | \$ (2,349) | \$ (2,349) | N/A | | |
| Maintenance | N/A | \$ - | \$ - | N/A | \$ (8) | \$ (8) | N/A | \$ (8) | \$ (8) | N/A | | |
| Lighting | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | | |
| Miscellaneous | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | | |
| Customer Enrollment | N/A | \$ - | \$ - | N/A | \$ 3,775 | \$ 3,775 | N/A | \$ 3,775 | \$ 3,775 | N/A | | |
| In Home Education | N/A | \$ - | \$ - | N/A | \$ (4) | \$ (4) | N/A | \$ (4) | \$ (4) | N/A | | |
| Pilot | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | | |
| Energy Efficiency TOTAL | N/A | \$ 82,826,162 | \$ 82,826,162 | N/A | \$ 435 | \$ 435 | N/A | \$ 435 | \$ 435 | N/A | 0% | 0% |
| Training Center | N/A | \$ 1,066,865 | \$ 1,066,865 | N/A | \$ 44,501 | \$ 44,501 | N/A | \$ 44,501 | \$ 44,501 | N/A | 4% | 4% |
| Workforce Education and Training | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Inspections | N/A | \$ 1,606,551 | \$ 1,606,551 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Marketing and Outreach | N/A | \$ 1,383,806 | \$ 1,383,806 | N/A | \$ 16,059 | \$ 16,059 | N/A | \$ 16,059 | \$ 16,059 | N/A | 1% | 1% |
| Statewide Marketing and Outreach | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Studies [2] | N/A | \$ 218,750 | \$ 218,750 | N/A | \$ (24,400) | \$ (24,400) | N/A | \$ (24,400) | \$ (24,400) | N/A | -11% | -11% |
| Regulatory Compliance | N/A | \$ 495,468 | \$ 495,468 | N/A | \$ 29,978 | \$ 29,978 | N/A | \$ 29,978 | \$ 29,978 | N/A | 6% | 6% |
| General Administration | N/A | \$ 6,993,078 | \$ 6,993,078 | N/A | \$ 352,022 | \$ 352,022 | N/A | \$ 352,022 | \$ 352,022 | N/A | 5% | 5% |
| CPUC Energy Division | N/A | \$ 95,203 | \$ 95,203 | N/A | \$ 7,926 | \$ 7,926 | N/A | \$ 7,926 | \$ 7,926 | N/A | 8% | 8% |
| Administration TOTAL | N/A | \$ 11,859,721 | \$ 11,859,721 | N/A | \$ 426,086 | \$ 426,086 | N/A | \$ 426,086 | \$ 426,086 | N/A | 4% | 4% |
| TOTAL PROGRAM COSTS | N/A | \$ 94,685,883 | \$ 94,685,883 | N/A | \$ 426,520 | \$ 426,520 | N/A | \$ 426,520 | \$ 426,520 | N/A | 0% | 0% |
| Funded Outside of ESA Program Budget | | | | | | | | | | | | |
| Indirect Costs | | | | N/A | \$ 255,219 | \$ 255,219 | N/A | \$ 255,219 | \$ 255,219 | | | |
| NGAT Costs | | | | | \$ 35,626 | \$ 35,626 | | \$ 35,626 | \$ 35,626 | | | |

[1] Reflects authorized funding per D.21-06-015 dated June 3, 2021

[2] Monthly amount reflect accounting reversal of Dec 2021 accrual where timing of invoice delayed and s/b paid in Feb 2022 business.

Note 1: In January 2021, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$1,995,518 for contractor costs related to all ESA Program measure categories associated to December 2021 activities. This amount will be incorporated in 2021 costs as reported in the SoCalGas' Annual Report filed May 2022.

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

Note 2: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 2 (SF, MH, MF In-Unit)

Southern California Gas Company

January 2022*

| ESA Program (Summary) Total | | | | | | | |
|---|-------|--|------------------|-----------------|---------------------|---------------|------------------|
| Measures | Units | Year-To-Date Completed & Expensed Installation | | | | | |
| | | Quantity Installed | kWh [1] (Annual) | kW [1] (Annual) | Therms [1] (Annual) | Expenses (\$) | % of Expenditure |
| Appliances | | | | | | | |
| High Efficiency Clothes Washer | Home | | | | | | |
| Refrigerators | Each | | | | | | |
| Freezers | Each | | | | | | |
| New - Clothier Dryer | Each | | | | | | |
| New - Dishwasher | Each | | | | | | |
| Domestic Hot Water | | | | | | | |
| Other Domestic Hot Water [3] | Home | | | | | | |
| Water Heater Tank and Pipe Insulation [4] | Home | | | | | | |
| Water Heater Repair/Replacement | Home | | | | | | |
| Thermostatic Shower Valve | Each | | | | | | |
| Combined Showerhead/TSV | Each | | | | | | |
| Heat Pump Water Heater | Each | | | | | | |
| Tub Diverter/ Tub Spout | Each | | | | | | |
| New - Solar Water Heating | Home | | | | | | |
| Enclosure | | | | | | | |
| Air Sealing/Envelope [5] | Home | | | | | | |
| New - Diagnostic Air Sealing | Home | | | | | | |
| Attic Insulation | Home | | | | | | |
| New - Floor Insulation | Home | | | | | | |
| HVAC | | | | | | | |
| Furnace Repair/Replacement | Home | | | | | | |
| Room A/C Replacement | Home | | | | | | |
| Central A/C Replacement | Home | | | | | | |
| Heat Pump Replacement | Home | | | | | | |
| Evaporative Cooler | Home | | | | | | |
| Duct Testing and Sealing | Home | | | | | | |
| Energy Efficient Fan Control | Home | | | | | | |
| Removed - A/C Time Delay | Home | | | | | | |
| Prescriptive Duct Sealing | Home | | | | | | |
| High Efficiency Forced Air Unit (HE FAU) | Home | | | | | | |
| Smart Thermostat | Each | | | | | | |
| New - Portable A/C | Each | | | | | | |
| New - Central Heat Pump-FS (propane or gas space) | Home | | | | | | |
| New - Wholehouse Fan | Home | | | | | | |
| Maintenance | | | | | | | |
| Furnace Clean and Tune | Home | | | | | | |
| Central A/C Tune up | Home | | | | | | |
| New - Evaporative Cooling Maintenance | Home | | | | | | |
| Lighting | | | | | | | |
| Removed - Interior Hard wired LED fixtures | Each | | | | | | |
| Exterior Hard wired LED fixtures | Each | | | | | | |
| Removed - LED Torchiere | Each | | | | | | |
| Removed - Occupancy Sensor | Each | | | | | | |
| Removed - LED Night Light | Each | | | | | | |
| LED Reflector Bulbs | Each | | | | | | |
| LED A-Lamps | Each | | | | | | |
| Miscellaneous | | | | | | | |
| Pool Pumps | Home | | | | | | |
| Smart Strip Tier I | Home | | | | | | |
| Smart Strip Tier II | Each | | | | | | |
| New - Air Purifier | Home | | | | | | |
| Cold Storage | Each | | | | | | |
| New - Comprehensive Home Health and Safety Check-up | Home | | | | | | |
| New - CO and Smoke Alarm | Each | | | | | | |
| Pilots | | | | | | | |
| Customer Enrollment | | | | | | | |
| Outreach & Assessment | Home | | | | | | |
| In-Home Energy Education | Home | | | | | | |
| Total Savings/Expenditures | | | | | | | |
| Total Households Weatherized [6] | | | | | | | |
| Households Treated | | | | | | | |
| - Single Family Households Treated | Home | | | | | | |
| - Multi-family Households Treated (In-unit) | Home | | | | | | |
| - Mobile Homes Treated | Home | | | | | | |
| Total Number of Households Treated | Home | - | | | | | |
| # Eligible Households to be Treated for PY | Home | - | | | | | |
| % of Households Treated | % | #DIV/0! | | | | | |
| - Master-Meter Households Treated | Home | | | | | | |

* In January 2022, SoCalGas processed and paid contractor invoices related to work performed in 2021.

[1] As of September 2019, all savings are calculated based on the following source:
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.
Note: Any measures noted as 'NEW' have been added during the course of this program year.
Note: Any measures noted as 'REMOVED', are no longer offered by the program but have been kept for tracking purposes.

Energy Savings Assistance Program Table 2A
Southern California Gas Company
January 2022

| 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% |
| Refrigerators | Each | - | - | - | - | \$ - | 0.0% |
| Freezers | Each | - | - | - | - | \$ - | 0.0% |
| New - Clothier Dryer | Each | - | - | - | - | \$ - | 0.0% |
| New - Dishwasher | Each | - | - | - | - | \$ - | 0.0% |
| Domestic Hot Water | | | | | | | |
| Other Domestic Hot Water [3] | Home | - | - | - | - | \$ - | 0.0% |
| Water Heater Tank and Pipe Insulation [4] | Home | - | - | - | - | \$ - | 0.0% |
| Water Heater Repair/Replacement | Home | - | - | - | - | \$ - | 0.0% |
| Thermostatic Shower Valve | Each | - | - | - | - | \$ - | 0.0% |
| Combined Showerhead/TSV | Each | - | - | - | - | \$ - | 0.0% |
| Heat Pump Water Heater | Each | - | - | - | - | \$ - | 0.0% |
| Tub Diverter/ Tub Spout | Each | - | - | - | - | \$ - | 0.0% |
| New - Solar Water Heating | Home | - | - | - | - | \$ - | 0.0% |
| Enclosure | | | | | | | |
| Air Sealing/Envelope [5] | Home | - | - | - | - | \$ - | 0.0% |
| New - Diagnostic Air Sealing | Home | - | - | - | - | \$ - | 0.0% |
| Attic Insulation | Home | - | - | - | - | \$ - | 0.0% |
| New - Floor 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 | Home | - | - | - | - | \$ - | 0.0% |
| Removed - A/C Time Delay | Home | - | - | - | - | \$ - | 0.0% |
| Prescriptive Duct Sealing | Home | - | - | - | - | \$ - | 0.0% |
| High Efficiency Forced Air Unit (HE FAU) | Home | - | - | - | - | \$ - | 0.0% |
| Smart Thermostat | Each | - | - | - | - | \$ - | 0.0% |
| New - Portable A/C | Each | - | - | - | - | \$ - | 0.0% |
| New - Central Heat Pump-FS (propane or gas space) | Home | - | - | - | - | \$ - | 0.0% |
| New - Wholehouse Fan | Home | - | - | - | - | \$ - | 0.0% |
| Maintenance | | | | | | | |
| Furnace Clean and Tune | Home | - | - | - | - | \$ - | 0.0% |
| Central A/C Tune up | Home | - | - | - | - | \$ - | 0.0% |
| New - Evaporative Cooling Maintenance | Home | - | - | - | - | \$ - | 0.0% |
| Lighting | | | | | | | |
| Removed - Interior Hard wired LED fixtures | Each | - | - | - | - | \$ - | 0.0% |
| Exterior Hard wired LED fixtures | Each | - | - | - | - | \$ - | 0.0% |
| Removed - LED Torchiere | Each | - | - | - | - | \$ - | 0.0% |
| Removed - Occupancy Sensor | Each | - | - | - | - | \$ - | 0.0% |
| Removed - LED Night Light | Each | - | - | - | - | \$ - | 0.0% |
| LED Reflector Bulbs | Each | - | - | - | - | \$ - | 0.0% |
| LED A-Lamps | Each | - | - | - | - | \$ - | 0.0% |
| Miscellaneous | | | | | | | |
| Pool Pumps | Home | - | - | - | - | \$ - | 0.0% |
| Smart Strip Tier I | Home | - | - | - | - | \$ - | 0.0% |
| Smart Strip Tier II | Each | - | - | - | - | \$ - | 0.0% |
| New - Air Purifier | Home | - | - | - | - | \$ - | 0.0% |
| Cold Storage | Each | - | - | - | - | \$ - | 0.0% |
| New - Comprehensive Home Health and Safety Check | Home | - | - | - | - | \$ - | 0.0% |
| New - CO and Smoke Alarm | 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 | | | |
| | | | | | | | |
| | | | | | | | |

[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, 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 Common Area Measures Program Table 2B
Southern California Gas Company
January 2022*

| Table 2B ESA Program - Multifamily Common Area Measures [1] | | | | | | | |
|--|--|---------------------------|---|-------------------------|------------------------|--------------------------------|---------------------------|
| Year-To-Date Completed & Expensed Installation | | | | | | | |
| ESA CAM Measures [2][3] | Units (of Measure such as "each") | Quantity Installed | Number of Units for Cap-kBTUh and Cap-Tons | kWh [4] (Annual) | kW [4] (Annual) | Therms [4][12] (Annual) | Expenses [13] (\$) |
| Appliances | | | | | | | |
| High Efficiency Clothers Washer | Home | - | - | - | - | - | \$ - |
| Domestic Hot Water | | | | | | | |
| Other Hot Water | Home | - | - | - | - | - | \$ - |
| Tank and Pipe Insulation | Home | - | - | - | - | - | \$ - |
| Water Heater Replace** | Cap-kBTUh | - | - | - | - | - | \$ - |
| Central Boiler Replace** | Cap-kBTUh | - | - | - | - | - | \$ - |
| Envelope | | | | | | | |
| Air Sealing/Envelope [6] | Home | - | - | - | - | - | \$ - |
| Attic Insulation | Home | - | - | - | - | - | \$ - |
| HVAC | | | | | | | |
| A/C Tune-up** | Cap-Tons | - | - | - | - | - | \$ - |
| Furnace Replacement** | Cap-kBTUh | - | - | - | - | - | \$ - |
| Heat Pump Split System** | Cap-Tons | - | - | - | - | - | \$ - |
| Programmable Thermostat | Each | - | - | - | - | - | \$ - |
| Lighting | | | | | | | |
| Exterior LED Lighting | Fixture | - | - | - | - | - | \$ - |
| Exterior LED Lighting - Pool | Lamp | - | - | - | - | - | \$ - |
| Interior LED Exit Sign | Fixture | - | - | - | - | - | \$ - |
| Interior LED Fixture | Fixture | - | - | - | - | - | \$ - |
| Interior LED Lighting | KiloLumen | - | - | - | - | - | \$ - |
| Interior LED Screw-in | Lamp | - | - | - | - | - | \$ - |
| Interior TLED Type A Lamps | Lamp | - | - | - | - | - | \$ - |
| Interior TLED Type C Lamps | Lamp | - | - | - | - | - | \$ - |
| Miscellaneous | | | | | | | |
| Tier-2 Smart Power Strip | Each | - | - | - | - | - | \$ - |
| Variable Speed Pool Pump | Each | - | - | - | - | - | \$ - |
| Ancillary Services | | | | | | | |
| Commissioning [7] | Home | - | - | - | - | - | \$ - |
| Audit [8] | Home | - | - | - | - | - | \$ - |
| Administration [9] | Home | - | - | - | - | - | \$ - |
| Total | | - | - | - | - | - | \$ - |

| Multifamily Properties Treated | Number |
|--|---------------|
| Total Number of Multifamily Properties Treated [10] | 0 |
| Subtotal of Master-metered Multifamily Properties Treated | 0 |
| Total Number of Multifamily Tenant Units w/in Properties Treated [11] | 0 |
| Total Number of buildings w/in Properties Treated | 0 |

| ESA Program - Multifamily Common Area | Year to Date Expenses | | |
|--|------------------------------|------------|--------------|
| | Electric | Gas | Total |
| Administration | | | \$ - |
| Direct Implementation (Non-Incentive) | | \$ 71,472 | \$ 71,472 |
| Direct Implementation | | | \$ - |
| TOTAL MF CAM COSTS | \$ - | \$ 71,472 | \$ 71,472 |

<<Includes measures costs

* In January 2022, SoCalGas processed and paid contractor invoices related to work performed in 2021.

[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.

Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.

[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 2022; partial payment for projects completed in 2022 may have been included in 2021.

Note: 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.

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

Note: Implementation of the MF CAM Initiative AL 3196-E-A_2654-G-A was approved effective 5/30/2018.

** Note: This represents the unit of measure such as Cap Tons and Cap kBTUh. It is not a count of each measure installed or each home the measure was installed in.

Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Gas Company
January 2022

| 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 |
| Central 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 |
| Smart Thermostat | 12/19/2018 | N/A | All Climate Zones |
| A/C Tune-up | N/A | | |
| Heat Pump Split System | N/A | | |
| | | | |
| | | | |
| Lighting | | | |
| Exterior LED Lighting | N/A | | |
| Exterior LED Lighting - Pool | N/A | | |
| Interior LED Exit Sign | N/A | | |
| Interior LED Fixture | N/A | | |
| Interior LED Lighting | N/A | | |
| Interior LED Screw-in | N/A | | |
| Interior TLED Type A Lamps | N/A | | |
| Interior TLED Type C Lamps | N/A | | |
| | | | |
| | | | |
| Miscellaneous | | | |
| Tier-2 Smart Power Strip | N/A | | |
| Variable Speed Pool Pump | N/A | | |
| | | | |

Standard Notes (do not delete)

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

**Energy Savings Assistance Program Table 2C Pilot Plus and Pilot Deep
Southern California Gas Company
January 2022***

| Measures | Units | ESA Program - Pilot Plus | | | | | | Measures | Units | ESA Program - Pilot Deep | | | | | |
|---|-------|--|-----------------|----------------|--------------------|---------------|------------------|---|-------|--|-----------------|----------------|--------------------|---------------|------------------|
| | | Year-To-Date Completed & Expended Installation | | | | | | | | Year-To-Date Completed & Expended Installation | | | | | |
| | | Quantity Installed | kWh[3] (Annual) | kW[3] (Annual) | Therms[3] (Annual) | Expenses (\$) | % of Expenditure | | | Quantity Installed | kWh[3] (Annual) | kW[3] (Annual) | Therms[3] (Annual) | Expenses (\$) | % of Expenditure |
| Appliances | | | | | | | | Appliances | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| Domestic Hot Water | | | | | | | | Domestic Hot Water | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| Enclosure[1] | | | | | | | | Enclosure[1] | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| HVAC | | | | | | | | HVAC | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| Maintenance | | | | | | | | Maintenance | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% | | Home | - | - | - | - | \$ - | 0.0% |
| Lighting | | | | | | | | Lighting | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| Miscellaneous | | | | | | | | Miscellaneous | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% | | Each | - | - | - | - | \$ - | 0.0% |
| Customer Enrollment | | | | | | | | Customer Enrollment | | | | | | | |
| ESA Outreach & Assessment | Home | - | | | | \$ - | 0.0% | ESA Outreach & Assessment | Home | - | | | | \$ - | 0.0% |
| ESA In-Home Energy Education | Home | - | | | | \$ - | 0.0% | ESA In-Home Energy Education | Home | - | | | | \$ - | 0.0% |
| Total Savings/Expenditures | | | - | - | - | \$ - | 0.0% | Total Savings/Expenditures | | | - | - | - | \$ - | 0.0% |
| Households Treated | | Total | | | | | | Households Treated | | Total | | | | | |
| - Single Family Households Treated | Home | | | | | | | - Single Family Households Treated | Home | | | | | | |
| - Mobile Homes Treated | Home | | | | | | | - Mobile Homes Treated | Home | | | | | | |
| Total Number of Households Treated | Home | | | | | | | Total Number of Households Treated | Home | | | | | | |

* Data will be reported once Pilots commence.

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

Note: IOUs - If there are new measures that are approved through the ESA Working Group, mark in column A as such to indicate that it is a new measure.

**Energy Savings Assistance Program Table 2D Pilots
Southern California Gas Company
January 2022**

NOT APPLICABLE TO SOCALGAS

| Measures | Units | Building Electrification Retrofit Pilot (SCE) | | | | | |
|---|-------|--|-----------------|----------------|--------------------|---------------|------------------|
| | | Year-To-Date Completed & Expensed Installation | | | | | |
| | | Quantity Installed | kWh[3] (Annual) | kW[3] (Annual) | Therms[3] (Annual) | Expenses (\$) | % of Expenditure |
| Appliances | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| Domestic Hot Water | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| Enclosure[1] | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| HVAC | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| Maintenance | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| Lighting | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| Miscellaneous | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| Customer Enrollment | | | | | | | |
| ESA Outreach & Assessment | Home | - | - | - | - | \$ - | 0.0% |
| ESA In-Home Energy Education | Home | - | - | - | - | \$ - | 0.0% |
| Total Savings/Expenditures | | | - | - | - | \$ - | 0.0% |
| Households Treated | | Total | | | | | |
| - Single Family Households Treated | Home | | | | | | |
| - Mobile Homes Treated | Home | | | | | | |
| Total Number of Households Treated | Home | | | | | | |

| Measures | Units | Clean Energy Homes New Construction Pilot (SCE) | | | | | |
|---|-------|---|-----------------|----------------|--------------------|---------------|------------------|
| | | Year-To-Date Completed & Expensed Installation | | | | | |
| | | Quantity Installed | kWh[3] (Annual) | kW[3] (Annual) | Therms[3] (Annual) | Expenses (\$) | % of Expenditure |
| Appliances | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| Domestic Hot Water | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| Enclosure[1] | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| HVAC | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| Maintenance | | | | | | | |
| | Home | - | - | - | - | \$ - | 0.0% |
| | Home | - | - | - | - | \$ - | 0.0% |
| Lighting | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| Miscellaneous | | | | | | | |
| | Each | - | - | - | - | \$ - | 0.0% |
| | Each | - | - | - | - | \$ - | 0.0% |
| Customer Enrollment | | | | | | | |
| ESA Outreach & Assessment | Home | - | - | - | - | \$ - | 0.0% |
| ESA In-Home Energy Education | Home | - | - | - | - | \$ - | 0.0% |
| Total Savings/Expenditures | | | - | - | - | \$ - | 0.0% |
| Households Treated | | Total | | | | | |
| - Single Family Households Treated | Home | | | | | | |
| - Mobile Homes Treated | Home | | | | | | |
| Total Number of Households Treated | Home | | | | | | |

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

**Energy Savings Assistance Program Tables 3A-F - Energy Savings and Average Bill Savings
per Treated Home/Common Area
Southern California Gas Company
January 2022***

| Table 3A, ESA Program (SF, MH, MF In-Unit) | |
|--|------|
| Annual kWh Savings | - |
| Annual Therm Savings | - |
| Lifecycle kWh Savings | - |
| Lifecycle Therm Savings | - |
| Current kWh Rate | \$ - |
| Current Therm Rate | \$ - |
| Average 1st Year Bill Savings / Treated households | \$ - |
| Average Lifecycle Bill Savings / Treated Household | \$ - |

| Table 3B, ESA Program - CSD Leveraging | |
|--|------|
| Annual kWh Savings | - |
| Annual Therm Savings | - |
| Lifecycle kWh Savings | - |
| Lifecycle Therm Savings | - |
| Current kWh Rate | \$ - |
| Current Therm Rate | \$ - |
| Average 1st Year Bill Savings / Treated Households | \$ - |
| Average Lifecycle Bill Savings / Treated Household | \$ - |

| Table 3C, ESA Program - Multifamily Common Area [1] | |
|--|------|
| Annual kWh Savings | - |
| Annual Therm Savings | - |
| Lifecycle kWh Savings | - |
| Lifecycle Therm Savings | - |
| Current kWh Rate | \$ - |
| Current Therm Rate | \$ - |
| Average 1st Year Bill Savings / Treated Property | \$ - |
| Average Lifecycle Bill Savings / Treated Property | \$ - |

| Table 3D, ESA Program - Pilot Plus | |
|---|------|
| Annual kWh Savings | - |
| Annual Therm Savings | - |
| Lifecycle kWh Savings | - |
| Lifecycle Therm Savings | - |
| Current kWh Rate | \$ - |
| Current Therm Rate | \$ - |
| Average 1st Year Bill Savings / Treated Property | \$ - |
| Average Lifecycle Bill Savings / Treated Property | \$ - |

| Table 3E, ESA Program - Pilot Deep | |
|---|------|
| Annual kWh Savings | - |
| Annual Therm Savings | - |
| Lifecycle kWh Savings | - |
| Lifecycle Therm Savings | - |
| Current kWh Rate | \$ - |
| Current Therm Rate | \$ - |
| Average 1st Year Bill Savings / Treated Property | \$ - |
| Average Lifecycle Bill Savings / Treated Property | \$ - |

| Table 3F, Summary - ESA Program (SF, MH, MF In-Unit)/CSD Leveraging/MF CAM/Pilot Plus and Pilot Deep | |
|---|------|
| Annual kWh Savings | - |
| Annual Therm Savings | - |
| Lifecycle kWh Savings | - |
| Lifecycle Therm Savings | - |
| Current kWh Rate | \$ - |
| Current Therm Rate | \$ - |
| Average 1st Year Bill Savings / Treated Households | \$ - |
| Average Lifecycle Bill Savings / Treated Households | \$ - |

* In January 2022, SoCalGas processed and paid contractor invoices related to work performed in 2021.
[1] NMEC calculations require 12 months prior and post implementation data.

Note: Summary is the sum of ESA Program + CSD Leveraging + MF CAM + Pilot Plus + Pilot Deep

Energy Savings Assistance Program Table 4 - Homes/Buildings Treated
Southern California Gas Company
January 2022*

| Table 4A, ESA Program (SF, MH, MF In-Unit) | | | | | | |
|---|----------------------------|------------------|------------------|-------------------------------|--------------|--------------|
| County | Eligible Households | | | Households Treated YTD | | |
| | Rural [1] | Urban | Total | Rural | Urban | Total |
| Fresno | 7 | 11,495 | 11,502 | | | |
| Imperial | 19548 | 0 | 19,548 | | | |
| Kern | 31074 | 14,183 | 45,257 | | | |
| Kings | 12478 | 11 | 12,489 | | | |
| Los Angeles | 2392 | 957,477 | 959,869 | | | |
| Orange | 13 | 230,719 | 230,732 | | | |
| Riverside | 121084 | 96,272 | 217,356 | | | |
| San Bernardino | 855 | 166,793 | 167,648 | | | |
| San Luis Obispo | 13322 | 8,842 | 22,164 | | | |
| Santa Barbara | 1027 | 32,862 | 33,889 | | | |
| Tulare | 39371 | 10,472 | 49,843 | | | |
| Ventura | 2,389 | 57,071 | 59,460 | | | |
| Total | 243,560 | 1,586,197 | 1,829,757 | 0 | 0 | 0 |

| Table 4B, ESA Program - CSD Leveraging | | | | | | |
|---|--|--|--|-------------------------------|--------------|--------------|
| County | | | | Households Treated YTD | | |
| | | | | Rural | Urban | Total |
| Fresno | | | | 0 | 0 | 0 |
| Imperial | | | | | | |
| Kern | | | | | | |
| Kings | | | | | | |
| Los Angeles | | | | | | |
| Orange | | | | | | |
| Riverside | | | | | | |
| San Bernardino | | | | | | |
| San Luis Obispo | | | | | | |
| Santa Barbara | | | | | | |
| Tulare | | | | | | |
| Ventura | | | | 0 | 0 | 0 |
| Total | | | | 0 | 0 | 0 |

| Table 4C, ESA Program - Multifamily Common Area | | | | | | |
|--|--------------------------------|---|---|-------------------------------|--------------|--------------|
| County | Eligible Properties [2] | | | Properties Treated YTD | | |
| | | | | Rural | Urban | Total |
| Fresno | - | - | - | - | - | - |
| Imperial | | | | | | |
| Kern | | | | | | |
| Kings | | | | | | |
| Los Angeles | | | | | | |
| Orange | | | | | | |
| Riverside | | | | | | |
| San Bernardino | | | | | | |
| San Luis Obispo | | | | | | |
| Santa Barbara | | | | | | |
| Tulare | | | | | | |
| Ventura | - | - | - | - | 0 | 0 |
| Total | | | | | 0 | 0 |

| Table 4D, ESA Program - Pilot Plus and Pilot Deep | | | | | | |
|--|----------------------------|--------------|--------------|-------------------------------|--------------|--------------|
| County | Eligible Households | | | Households Treated YTD | | |
| | Rural [1] | Urban | Total | Rural | Urban | Total |
| Fresno | - | - | - | - | - | - |
| Imperial | | | | | | |
| Kern | | | | | | |
| Kings | | | | | | |
| Los Angeles | | | | | | |
| Orange | | | | | | |
| Riverside | | | | | | |
| San Bernardino | | | | | | |
| San Luis Obispo | | | | | | |
| Santa Barbara | | | | | | |
| Tulare | | | | | | |
| Ventura | - | - | - | - | - | - |
| Total | | | | | 0 | 0 |

* In January 2022, SoCalGas processed and paid contractor invoices related to work performed in 2021.

[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.

[2] Do not currently have Eligible Properties for ESA CAM.

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

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Southern California Gas Company
January 2022*

| Table 5A, ESA Program (SF,MH, MF In-Unit) | | | | | | | | | | | | | | | | |
|---|---------------------------------|----------|-----|----|---------------------------------|--------------|-----|----|---------------------------------|----------|-----|-------|---------------------------------|----------|-----|----|
| Month | Gas & Electric | | | | | Gas Only [1] | | | Electric Only | | | Total | | | | |
| | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | |
| | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW |
| January | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| February | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| March | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| April | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| May | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| June | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| July | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| August | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| September | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| October | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| November | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| December | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| YTD | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

| Table 5B, ESA Program - CSD Leveraging | | | | | | | | | | | | | | | | |
|--|---------------------------------|----------|-----|----|---------------------------------|--------------|-----|----|---------------------------------|----------|-----|-------|---------------------------------|----------|-----|----|
| Month | Gas & Electric | | | | | Gas Only [1] | | | Electric Only | | | Total | | | | |
| | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | |
| | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW |
| January | | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | |
| YTD | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

| Table 5C, ESA Program - Multifamily Common Area | | | | | | | | | | | | | | | | |
|---|----------------------------------|----------|-----|----|----------------------------------|--------------|-----|----|----------------------------------|----------|-----|-------|----------------------------------|----------|-----|----|
| Month | Gas & Electric | | | | | Gas Only [1] | | | Electric Only | | | Total | | | | |
| | # of Properties Treated by Month | (Annual) | | | # of Properties Treated by Month | (Annual) | | | # of Properties Treated by Month | (Annual) | | | # of Properties Treated by Month | (Annual) | | |
| | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW |
| January | | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | |
| YTD | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |

| Table 5D, ESA Program - Pilot Plus and Pilot Deep | | | | | | | | | | | | | | | | |
|---|---------------------------------|----------|-----|----|---------------------------------|--------------|-----|----|---------------------------------|----------|-----|-------|---------------------------------|----------|-----|----|
| Month | Gas & Electric | | | | | Gas Only [1] | | | Electric Only | | | Total | | | | |
| | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | |
| | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW |
| January | | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | |
| YTD | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |

* In January 2022, SoCalGas processed and paid contractor invoices related to work performed in 2021.
 [1] As of September 2019, all savings are calculated based on the following source: DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.
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 6 - Expenditures for Pilots and Studies
Southern California Gas Company
January 2022**

| | Authorized 2021-26 Funding | | | Current Month Expenses | | | Year to Date Expenses | | | Cycle to Date Expenses | | | % of Budget Expended | | |
|---|----------------------------|----------------------|----------------------|------------------------|--------------------|--------------------|-----------------------|-------------|-------------|------------------------|-------------|-------------|----------------------|-----------|-----------|
| | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| Pilots | | | | | | | | | | | | | | | |
| ESA Pilot Plus and Pilot Deep Program | N/A | \$ 32,552,726 | \$ 32,552,726 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| | | | | | | | | | | | | | | | |
| Total Pilots | N/A | \$ 32,552,726 | \$ 32,552,726 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| | | | | | | | | | | | | | | | |
| Studies | | | | | | | | | | | | | | | |
| Joint IOU - 2022 Low Income Needs Assessment (LINA) Study | N/A | \$ 62,500 | \$ 62,500 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Joint IOU - 2025 Low Income Needs Assessment (LINA) Study | N/A | \$ 62,500 | \$ 62,500 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Joint IOU - 2028 Low Income Needs Assessment (LINA) Study | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Joint IOU - Statewide CARE-ESA Categorical Study | N/A | \$ 18,750 | \$ 18,750 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Load Impact Evaluation Study | N/A | \$ 375,000 | \$ 375,000 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Equity Criteria and Non Energy Benefits Evaluation (NEB's) | N/A | \$ 125,000 | \$ 125,000 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Rapid Feedback Research and Analysis | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Joint IOU - Multifamily CAM Process Evaluation | N/A | \$ - | \$ - | N/A | \$ (24,000) | \$ (24,000) | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Joint IOU - Process Evaluation Studies (1-4 Studies) ^[1] | N/A | \$ 125,000 | \$ 125,000 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Potential Ad Hoc Tasks | N/A | \$ 300,000 | \$ 300,000 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| | | | | | | | | | | | | | | | |
| Total Studies | N/A | \$ 1,068,750 | \$ 1,068,750 | N/A | \$ (24,000) | \$ (24,000) | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |

^[1] Monthly amount reflect accounting reversal of Dec 2021 accrual where timing of invoice delayed and s/b paid in Feb 2022 business.

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 Clean Energy Referral, Leveraging, and Coordination
Southern California Gas Company
January 2022***

| Partner | Brief Description of Effort | # of Referral | # of Leveraging | # of Coordination Efforts | # of Leads | # of Enrollments |
|-----------------------|------------------------------------|----------------------|------------------------|----------------------------------|-------------------|-------------------------|
| LIHEAP | | | | | | |
| CSD | | | | | | |
| SASH | | | | | | |
| SDCWA | | | | | | |
| CARE/Medical Baseline | | | | | | |
| CARE High Usage | | | | | | |
| Etc. | | | | | | |

* Data not yet available.

Note: Leveraging activities would include when programs share resources to jointly support program delivery or administration. While coordination refers more generally to program communication, collaboration, and alignment of activities to support individual program delivery.

Energy Savings Assistance Program Table - 9 Tribal Outreach
Southern California Gas Company
January 2022*

| Outreach Status | Quantity (Includes CARE, FERA, and ESA) | List of Participating Tribes |
|---|---|------------------------------|
| Tribes completed ESA Meet & Confer | | |
| Tribes requested outreach materials or applications | | |
| Tribes who have not accepted offer to Meet and Confer | | |
| Non-Federally Recognized Tribes who participated in Meet & Confer | | |
| Tribes and Housing Authority sites involved in Focused Project/ESA | | |
| Partnership offer on Tribal Lands | | |
| Housing Authority and Tribal Temporary Assistance for Needy Families (TANF) office who received outreach (this includes email, U.S. mail, and/or phone calls) | | |
| Housing Authority and TANF offices who participated in Meet and Confer | | |

* No activity to report.

CARE Table 1 - CARE Program Expenses
Southern California Gas Company
January 2022

| CARE Program: | Authorized Budget [1] | | | Current Month Expenses | | | Year to Date Expenses | | | % of Budget Spent YTD | | |
|---|-----------------------|-----------------------|-----------------------|------------------------|----------------------|----------------------|-----------------------|----------------------|----------------------|-----------------------|------------|------------|
| | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| Outreach | N/A | \$ 4,216,431 | \$ 4,216,431 | N/A | \$ 323,647 | \$ 323,647 | N/A | \$ 323,647 | \$ 323,647 | N/A | 8% | 8% |
| Processing / Certification Re-certification | N/A | \$ 2,184,615 | \$ 2,184,615 | N/A | \$ 107,809 | \$ 107,809 | N/A | \$ 107,809 | \$ 107,809 | N/A | 5% | 5% |
| Post Enrollment Verification | N/A | \$ 241,043 | \$ 241,043 | N/A | \$ 15,157 | \$ 15,157 | N/A | \$ 15,157 | \$ 15,157 | N/A | 6% | 6% |
| IT Programming | N/A | \$ 1,063,935 | \$ 1,063,935 | N/A | \$ 38,499 | \$ 38,499 | N/A | \$ 38,499 | \$ 38,499 | N/A | 4% | 4% |
| Pilots | N/A | \$ 80,000 | \$ 80,000 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| CHANGES Program | N/A | \$ 437,502 | \$ 437,502 | N/A | \$ 28,562 | \$ 28,562 | N/A | \$ 28,562 | \$ 28,562 | N/A | 7% | 7% |
| Studies | N/A | \$ 62,500 | \$ 62,500 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0% | 0% |
| Regulatory Compliance | N/A | \$ 610,337 | \$ 610,337 | N/A | \$ 27,312 | \$ 27,312 | N/A | \$ 27,312 | \$ 27,312 | N/A | 4% | 4% |
| General Administration | N/A | \$ 1,111,980 | \$ 1,111,980 | N/A | \$ 113,208 | \$ 113,208 | N/A | \$ 113,208 | \$ 113,208 | N/A | 10% | 10% |
| CPUC Energy Division | N/A | \$ 77,250 | \$ 77,250 | N/A | \$ 5,284 | \$ 5,284 | N/A | \$ 5,284 | \$ 5,284 | N/A | 7% | 7% |
| SUBTOTAL MANAGEMENT COSTS | N/A | \$ 10,085,593 | \$ 10,085,593 | N/A | \$ 659,476 | \$ 659,476 | N/A | \$ 659,476 | \$ 659,476 | N/A | 7% | 7% |
| CARE Rate Discount | N/A | \$ 139,583,569 | \$ 139,583,569 | N/A | \$ 36,532,620 | \$ 36,532,620 | N/A | \$ 36,532,620 | \$ 36,532,620 | N/A | 26% | 26% |
| TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS | N/A | \$ 149,669,162 | \$ 149,669,162 | N/A | \$ 37,192,096 | \$ 37,192,096 | N/A | \$ 37,192,096 | \$ 37,192,096 | N/A | 25% | 25% |
| Other CARE Rate Benefits | | | | | | | | | | | | |
| - DWR Bond Charge Exemption | | | | | | | | | | | | |
| - CARE Surcharge Exemption | | | | N/A | \$ 4,943,155 | \$ 4,943,155 | N/A | \$ 4,943,155 | \$ 4,943,155 | | | |
| - California Solar Initiative Exemption | | | | | | | | | | | | |
| - kWh Surcharge Exemption | | | | | | | | | | | | |
| - Vehicle Grid Integration Exemption | | | | | | | | | | | | |
| Total Other CARE Rate Benefits | | | | N/A | \$ 4,943,155 | \$ 4,943,155 | N/A | \$ 4,943,155 | \$ 4,943,155 | | | |
| Indirect Costs | | | | N/A | \$ 143,073 | \$ 143,073 | N/A | \$ 143,073 | \$ 143,073 | | | |

[1] Reflects authorized funding per D.21-06-

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

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Southern California Gas Company
January 2022**

| 2022 | New Enrollment | | | | | | | | | | Recertification | | | | Attrition (Drop Offs) | | | | Enrollment | | Total CARE Participants | Estimated CARE Eligible | Enrollment Rate % (W/X) | | |
|-----------|----------------------------|----------------------------|-------------------------|------------------|--|-------|-------|------------|--------------------|--------|----------------------------|-----------|----------------------------|-----------|-------------------------------|-------------|------------|------------------------|------------|---------------------------|-------------------------|-------------------------|-------------------------|-------------|--------------------|
| | 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) |
| | Inter-Utility ¹ | Intra-Utility ² | Leveraging ³ | Combined (B+C+D) | Online | Paper | Phone | Capitation | Combined (F+G+H+I) | | | | | | | | | | | | | | | | |
| January | 7,552 | 1,363 | 185 | 9,100 | 6,845 | 5,150 | 6,986 | 2 | 18,983 | 28,083 | 10,309 | 46,228 | 37,599 | 94,136 | 19,044 | 94 | 805 | 10,142 | 30,085 | 122,219 | -2,002 | 1,813,709 | 1,601,758 | 113% | |
| February | | | | | | | | | | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | | | | | |
| YTD Total | 7,552 | 1,363 | 185 | 9,100 | 6,845 | 5,150 | 6,986 | 2 | 18,983 | 28,083 | 10,309 | 46,228 | 37,599 | 94,136 | 19,044 | 94 | 805 | 10,142 | 30,085 | 122,219 | -2,002 | 1,813,709 | 1,601,758 | 113% | |

¹ Enrollments via data sharing between the IOUs.

² Enrollments via data sharing between departments and/or programs within the utility.

³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.

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

CARE Table 3A - Post-Enrollment Verification Results (Model)
Southern California Gas Company
January 2022

| 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 |
|------------------|--------------------------------|------------------------------------|--|--|--|----------------------------------|--|--|
| January | 1,813,709 | 1,781 | 0.1% | 0 | 7 | 7 | 0.4% | 0.0% |
| February | | | | | | | | |
| March | | | | | | | | |
| April | | | | | | | | |
| May | | | | | | | | |
| June | | | | | | | | |
| July | | | | | | | | |
| August | | | | | | | | |
| September | | | | | | | | |
| October | | | | | | | | |
| November | | | | | | | | |
| December | | | | | | | | |
| YTD Total | 1,813,709 | 1,781 | 0.1% | 0 | 7 | 7 | 0.4% | 0.0% |

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

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

[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.

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

| CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage) | | | | | | | | |
|--|--------------------------------|--------------------------------|--|--|--|------------------------------|--|--|
| Southern California Gas Company | | | | | | | | |
| Not Applicable to SoCalGas | | | | | | | | |
| Month | Total CARE Households Enrolled | Households Requested to Verify | % 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 | % De-enrolled through Post Enrollment Verification | % of Total CARE Households De-enrolled |
| January | | | | | | | | |
| February | | | | | | | | |
| March | | | | | | | | |
| April | | | | | | | | |
| May | | | | | | | | |
| June | | | | | | | | |
| July | | | | | | | | |
| August | | | | | | | | |
| September | | | | | | | | |
| October | | | | | | | | |
| November | | | | | | | | |
| December | | | | | | | | |
| YTD Total | #N/A | 0 | #N/A | 0 | 0 | 0 | 0.0% | #N/A |

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

**CARE Table 4 - Enrollment by County
Southern California Gas Company
January 2022**

| County | Estimated Eligible Households ¹ | | | Total Households Enrolled ² | | | Enrollment Rate ³ | | |
|-----------------|--|----------------|------------------|--|----------------|------------------|------------------------------|-------------|-------------|
| | Urban | Rural | Total | Urban | Rural | Total | Urban | Rural | Total |
| Fresno | 11,126 | 7 | 11,134 | 13,584 | 20 | 13,604 | 122% | 270% | 122% |
| Imperial | 0 | 17,742 | 17,742 | 0 | 15,922 | 15,922 | n/a | 90% | 90% |
| Kern | 13,442 | 30,115 | 43,557 | 17,892 | 34,832 | 52,724 | 133% | 116% | 121% |
| Kings | 11 | 12,321 | 12,333 | 14 | 17,224 | 17,238 | 123% | 140% | 140% |
| Los Angeles | 808,019 | 2,366 | 810,385 | 908,012 | 1,755 | 909,767 | 112% | 74% | 112% |
| Orange | 191,090 | 13 | 191,103 | 187,004 | 27 | 187,031 | 98% | 215% | 98% |
| Riverside | 91,296 | 114,219 | 205,515 | 108,880 | 138,558 | 247,438 | 119% | 121% | 120% |
| San Bernardino | 154,108 | 843 | 154,951 | 192,447 | 815 | 193,262 | 125% | 97% | 125% |
| San Luis Obispo | 7,703 | 12,808 | 20,511 | 4,192 | 13,099 | 17,291 | 54% | 102% | 84% |
| Santa Barbara | 29,640 | 972 | 30,612 | 34,016 | 748 | 34,764 | 115% | 77% | 114% |
| Tulare | 10,190 | 38,554 | 48,744 | 13,066 | 54,940 | 68,006 | 128% | 143% | 140% |
| Ventura | 53,011 | 2,161 | 55,172 | 54,718 | 1,944 | 56,662 | 103% | 90% | 103% |
| Total | 1,369,636 | 232,122 | 1,601,758 | 1,533,825 | 279,884 | 1,813,709 | 112% | 121% | 113% |

¹ As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2021.

² Total Households Enrolled includes submeter tenants.

³ Penetration Rate and Enrollment Rate are the same value.

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

**CARE Table 5 - Recertification Results
Southern California Gas Company
January 2022**

| 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) |
|------------|-----------------------|---------------------------------------|-----------------------------|----------------------------|----------------------------|----------------------------------|---|
| January | 1,813,709 | 21,916 | 1.2% | 3,035 | 126 | 13.8% | 0.0% |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| July | | | | | | | |
| August | | | | | | | |
| September | | | | | | | |
| October | | | | | | | |
| November | | | | | | | |
| December | | | | | | | |
| YTD | 1,813,709 | 21,916 | 1.2% | 3,035 | 126 | 13.8% | 0.01% |

[1] Excludes count of customers recertified through the probability model.

[2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the

[3] Includes customers who did not respond or who requested to be de-enrolled.

[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.

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

CARE Table 6 - Capitation Contractors¹
Southern California Gas Company
January 2022

| Contractor | Contractor Type (Check one or more if applicable) | | | | Total Enrollments | |
|--|--|-----|--------|--------|-------------------|--------------|
| | Private | CBO | WMDVBE | LIHEAP | Current Month | Year-to-Date |
| Community Action Partnership of Orange County | | X | X | X | | |
| Sigma Beta Xi Youth and Community Services | | X | | | | |
| PACE – Pacific Asian Consortium in Employment | | X | X | X | | |
| Community Pantry of Hemet | | X | | | | |
| Community Action Partnership of San Bernardino | | X | | X | | |
| LA Works | | X | | | | |
| Children’s Hospital of Orange County | | X | | | | |
| LACDA | | X | | | | |
| YMCA Montebello-Commerce | | X | | | | |
| Sr. Citizens Emergency Fund I.V., Inc. | | X | | | | |
| Coachella Valley Housing Coalition | | X | | | | |
| Southeast Community Development Corp. | | X | | | | |
| Latino Resource Organization | | X | | | | |
| Community Action Partnership - Kern County | | X | | | | |
| Ventura Cty Comm Human | | X | | | | |
| Blessed Sacrament Church | | X | | | | |
| Hermandad Mexicana | | X | | | | |
| CSET | | X | | | | |
| Crest Forest Family and Community Service | | X | | | | |
| CUI – Campesinos Unidos, Inc. | | X | X | X | | |
| Veterans in Community Service | | X | X | X | | |
| MEND | | X | | | | |
| Catholic Charities of LA – Brownson House | | X | | | | |
| OSCC, Inc. (Orange County Community Center) | | X | | | | |
| APAC Service Center | | X | | | 2 | 2 |
| Visalia Emergency Aid Council | | X | | | | |
| Total Enrollments | | | | | 2 | 2 |

¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

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

**CARE Program Table 7 - Expenditures for Pilots and Studies
Southern California Gas Company
January 2022**

| 2021 | Authorized 2021-2026 Budget | | | Current Month Expenses | | | Year to Date Expenses | | | Cycle to Date Expenses | | |
|---|-----------------------------|-------------------|-------------------|------------------------|-------------|-------------|-----------------------|-------------|-------------|------------------------|-------------|-------------|
| | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| Pilots | | | | | | | | | | | | |
| CARE Outbound Calling Pilot | N/A | \$ 80,000 | \$ 80,000 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| Total Pilots | | \$ 80,000 | \$ 80,000 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| Studies | | | | | | | | | | | | |
| Joint IOU - 2022 Low Income Needs Assessment (LINA) Study | N/A | \$ 62,500 | \$ 62,500 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| Joint IOU - 2025 Low Income Needs Assessment (LINA) Study | N/A | \$ 62,500 | \$ 62,500 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| Joint IOU - 2028 Low Income Needs Assessment (LINA) Study | N/A | | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| Joint IOU - Statewide CARE-ESA Categorical Study | N/A | \$ 18,750 | \$ 18,750 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| Total Studies | N/A | \$ 143,750 | \$ 143,750 | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |

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

CARE Table 8
CARE and Disadvantage Communities Enrollment Rate for Zip Codes
Southern California Gas Company
January 2022*

| Total CARE Households Enrolled | | | | |
|---------------------------------------|--|---|---|--|
| Month | CARE Enrollment Rate for Zip Codes that have 10% or more disconnections | CARE Enrollment Rate for Zip Codes in High Poverty (Income Less than 100% FPG) | CARE Enrollment Rate for Zip Codes in High Poverty (with 70% or Less CARE Penetration) | CARE Enrollment Rate for DAC (Zip/Census Tract) Codes in High Poverty (with 70% or Less CARE Enrollment Rate) |
| January | | | | |
| February | | | | |
| March | | | | |
| April | | | | |
| May | | | | |
| June | | | | |
| July | | | | |
| August | | | | |
| September | | | | |
| October | | | | |
| November | | | | |
| December | | | | |
| YTD | | | | |

* Data not yet available

Notes:

Penetration Rate and Enrollment Rate are the same value.

DACs are defined at the census tract level. Corresponding zip codes are provided for the purpose of this table; however, the entire zip code listed may not be considered a DAC.

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

CARE Table 8A

**CARE Top 10 Lowest Enrollment Rates in High Disconnection, High Poverty, and DAC Communities by ZIP Code
Southern California Gas Company
January 2022***

| ZIP | Top 10 Lowest CARE Enrollment Rate for ZIP Codes that have 10% or more Disconnections |
|----------|---|
| ZIP00001 | |
| ZIP00002 | |
| ZIP00003 | |
| ZIP00004 | |
| ZIP00005 | |
| ZIP00006 | |
| ZIP00007 | |
| ZIP00008 | |
| ZIP00009 | |
| ZIP00010 | |

| ZIP | Top 10 Lowest CARE Enrollment Rate for ZIP Codes in High Poverty (Income Less than 100% FPG) |
|----------|--|
| ZIP00001 | |
| ZIP00002 | |
| ZIP00003 | |
| ZIP00004 | |
| ZIP00005 | |
| ZIP00006 | |
| ZIP00007 | |
| ZIP00008 | |
| ZIP00009 | |
| ZIP00010 | |

| ZIP | Top 10 Lowest CARE Enrollment Rate for ZIP Codes in DAC |
|----------|---|
| ZIP00001 | |
| ZIP00002 | |
| ZIP00003 | |
| ZIP00004 | |
| ZIP00005 | |
| ZIP00006 | |
| ZIP00007 | |
| ZIP00008 | |
| ZIP00009 | |
| ZIP00010 | |

* Data not yet available

Notes:

Some zip codes rolled up to the nearest zip code for privacy reasons due to the number of people residing in that zip code.

DACs are defined at the census tract level. Corresponding zip codes are provided for the purpose of this table; however, the entire zip code listed may not be considered a DAC.