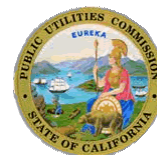


BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA



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12/21/21
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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)

Application 19-11-003
(Filed November 4, 2019)

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 NOVEMBER 2021**

SHAWANE L. LEE

Attorney for:

SOUTHERN CALIFORNIA GAS COMPANY

555 West 5th Street, GT14E7

Los Angeles CA 90013

Telephone: (213) 244-8499

Facsimile: (213) 629-9620

E-Mail: slee5@socalgas.com

Date: December 21, 2021

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

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)	Application 19-11-003 (Filed November 4, 2019)
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 NOVEMBER 2021**

This is the fifth monthly report of Program Cycle 2021-2026. The purpose of this report is to consolidate activity for Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Programs and provide the Energy Division with all the necessary information to assist in analyzing the Low-Income Programs.

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

Respectfully Submitted
on behalf of Southern California Gas Company,

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

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

Date: December 21, 2021

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1. Energy Savings Assistance (ESA) Program Overview

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

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, 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, beginning July 1, 2021.

Program Summary beginning November 2021			
	Authorized / Planning Assumptions*	Actual to Date**	%
Budget	\$67,066,667	\$39,931,241	60%
Homes Treated	60,000	52,167	87%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved***	N/A	362,584	N/A

* Authorized funding and homes treated goals for July - December 2021 per D. 21-06-015.

Authorized budget does not include unspent funds carried over from prior cycles, per D.19-06-033.

** Actual expenditures to date include sum of total expenses reported on ESA Tables 1 and 1A and may include treatment/expenses incurred in June, but paid in July.

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

In November 2021, SoCalGas processed and paid contractor invoices from prior months' activity for 13,687 treated homes. Additionally, SoCalGas paid for the weatherization of 13,687 homes, 732 furnace repairs and replacements, 474 water heater repairs and replacements, and 963 High Efficiency (HE) clothes washers.

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

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

Ethnic and Mass Media Campaign

SoCalGas launched a media campaign during the month of November. The campaign's objective is 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 complements 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 includes a mix of channels, including mobile, display, search, and social, to generate awareness and drive customers to the ESA Program web page to learn more and submit an application. The campaign focuses on the message of, "Your home deserves upgrades. You deserve savings" and reinforces that the program can help with no-cost home improvements to help customers save money and energy year-round. Results will be shared once the campaign ends and findings are made available.

E- Newsletter

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

Energy Savings Assistance Program - Emails

SoCalGas sent 25,000 emails in November. This effort focused on targeting existing CARE customers, who have not received ESA measures since 2016, across the 50 most underserved areas of the program. 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. As SoCalGas moves from the goal of homes treated to therms savings, the purpose of this communication is to help build necessary awareness, recognition, and trust so that customers are willing to engage with and participate in the program.

Energy Saving Assistance Program - Direct Mailings

SoCalGas sent 25,000 direct mail letters (in English and Spanish) in November. This effort focused on targeting existing CARE customers, who have not received ESA measures since 2016, across the 50 most underserved areas of the program. 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. As SoCalGas moves from the goal of homes treated to therms savings, the purpose of this communication is to help build necessary awareness, recognition, and trust so that customers are willing to engage with and participate in the program.

Energy Savings Assistance Program – Text Messaging

SoCalGas sent 25,000 text messages in November. This effort focused on targeting existing CARE customers, who have not received ESA measures since 2016, across the 50 most underserved areas for the program. As SoCalGas moves from the goal of homes treated to therms savings, the purpose of this communication is to help build necessary awareness, recognition, and trust so that customers are willing to engage with and participate in the program.

Energy Savings Assistance Program - Bill Inserts

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

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 254 internet-generated leads for the ESA Program during the month of November from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA Program contractors.

Energy Savings Assistance Program – Social Media Activity

SoCalGas did not post an ESA Program social media post in November. To avoid conflicting with efforts coordinated by SoCalGas’s advertising agency, SoCalGas

pauses internal social media posts during a program's paid media campaign. However, in place of specific program social media messaging, SoCalGas posts a general promotion for all customer assistance programs and drives viewers to the main customer assistance programs web page (socialgas.com/Assistance) to learn more. During the month of November, SoCalGas posted a customer assistance program social post on Twitter and Facebook. These social media posts were promoted to the entire SoCalGas service territory to help build awareness of the various programs and assistance available to customers. The Facebook post reached 6,242 unique viewers and generated 90 link clicks with a cost of \$1.11 per click. The Twitter post resulted in 1,744 impressions and 111 total engagements.

Energy Savings Assistance Program – Tribal Outreach Activity

SoCalGas engages in ongoing collaborative outreach efforts with the Southern California Indian Center (SCIC). SCIC is a non-profit organization focused on serving and promoting self-sufficiency in American Indian, Alaskan Native and Native Hawaiian communities across Los Angeles, Orange and Riverside Counties. Their constituency consists of the largest concentration of American Indian/Native Alaskans in the United States, covering over 350 tribal groups. They are particularly dedicated to supporting community efforts in workforce development, youth education, family support, and multimedia training. Details regarding specific events that took place during the month of November were not available at time of this reporting.

Emails were sent to tribal contacts via SoCalGas Regional Public Affairs requesting meetings for planning upcoming ESA awareness activities and to obtain dedicated points of contact for each tribe.

A meeting was held with Pukuu Cultural Community Services to discuss a potential Community Organization partnership in 2022 to promote Customer Assistance Programs to tribal communities in greater Los Angeles county, San Fernando Valley and Antelope Valley.

1.2.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program.

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – representing both the general population and low-income customers.

CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed in the table below represent specific outreach events that SoCalGas participated in during the month of November. Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 1 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army - Ventura	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 84 attendees.
November 1 (Veteran's Legal Institute)	Social Media	Facebook LinkedIn Twitter	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 80 LinkedIn Reach – 61 Twitter Reach – 37
November 1 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
November 1 (Food Share of Ventura County)	Senior Kit Distribution	Centro Cristiano - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
November 1 (Food Share of Ventura County)	Emergency Box Distribution	River Community - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
November 2 (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.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 2 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in Spanish: Facebook Reach – 133 Instagram Reach – 45 Twitter Reach – 26
November 2 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in English: Facebook Reach – 57 Instagram Reach – 82 Twitter Reach – 44
November 2 (Food Share of Ventura County)	Emergency Box Distribution	Rio Student Services - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.
November 2 (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 154 attendees.
November 2 (MEND)	On-Site Food Distribution	MEND Offices - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 67 recipients with food distribution bags.
November 3 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 3 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley Senior Center - Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 208 attendees.
November 3 (Food Share of Ventura County)	Senior Kit Distribution	Faith Lutheran - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 47 attendees.
November 3 (Food Share of Ventura County)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1020 attendees.
November 3 (Food Share of Ventura County)	Emergency Box Distribution	Oxnard Alano Club - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 166 attendees.
November 4 (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 attendees.
November 4 (CFS- Promotores)	One on One Outreach	Campos Ceramic - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 72 attendees.
November 4 (Food Share of Ventura County)	Senior Kit Distribution	St. Thomas Aquinas - Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 59 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 4 (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.
November 4 (Catholic Charities of Orange County)	Food Distribution	Whitten Center - Placentia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
November 4 (Catholic Charities of Orange County)	Food Distribution	Christ Cathedral - Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees
November 4 (Veteran's Legal Institute)	2021 HUD Combined Federal Campaign Southern California Kickoff Event	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees
November 4 (Catholic Charities of Orange County)	Food Distribution	Whitten Center - Placentia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
November 5 (Catholic Charities of Orange County)	Food Distribution	St. Norberts - Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 140 attendees
November 5 (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 72 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 5 (MEND)	On-Site Food Distribution	MEND Offices - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 67 recipients with food distribution bags.
November 5 (Food Share of Ventura County)	Senior Kit Distribution	St Francis Assisi - Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 91 attendees.
November 6 (CFS- Promotores)	One on One Outreach	La Miramar Música y Mas - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 64 attendees.
November 6 (CFS- Promotores)	One on One Outreach	Guadalajara Market - Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
November 7 (ONEgeneration)	Environment and Health Fair	JOY Campus/Encino Farmer's Market	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to over 350 event attendees, with 100 expressing interest in specific programs.
November 7 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 8 (Catholic Charities of Orange County)	Food Distribution	La Purisima- Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees
November 8 (ONEgeneration)	Adult Day Care Activity Packets	OSEC Adult Community Center – Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 72 event attendees.
November 8 (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 25 attendees.
November 8 (Food Share of Ventura County)	Senior Kit Distribution	Palm Vista - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
November 8 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in Spanish: Facebook Reach – 161 Instagram Reach – 57 Twitter Reach – 12
November 8 (Via Care)	Food Bank	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 380 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 8 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in English: Facebook Reach – 82 Instagram Reach – 125 Twitter Reach – 51
November 9 (MICOP)	Westminster Clinic Event	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
November 9 (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 11 attendees.
November 9 (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.
November 9 (Food Share of Ventura County)	Senior Kit Distribution	Camino Del Sol - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 97 attendees.
November 9 (MEND)	Community Nourishment Food Distribution – El Nido Best Start	El Nido Family Centers - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 77 community members.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 9 (MEND)	On-Site Food Distribution	MEND Offices - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 66 recipients with food distribution bags.
November 9 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 18 individuals.
November 10 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 11 individuals.
November 10 (Walking Shield)	CSU-Fullerton Native American Heritage Month Celebration	California State University, Fullerton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs during a campus-wide public event. CAP materials were distributed to 150 event attendees.
November 10 (Walking Shield)	CSU Fullerton Native American Heritage Month Celebration	California State University, Fullerton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees
November 10 (Food Share of Ventura County)	Senior Kit Distribution	Journey Church - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 13 attendees.
November 10 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 105 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 11 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
November 11 (Food Share of Ventura County)	Senior Kit Distribution	BGC Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 158 attendees.
November 11 (Food Share of Ventura County)	Senior Kit Distribution	Willet Ranch	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 17 attendees.
November 12 (The Link)	Mobile Vaccine Clinic	Oak Park - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.
November 12 (VietSoCal)	Mock Citizenship Interview and Social Benefit Workshop	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 49 attendees
November 12 (CFS- Promotores)	One on One Outreach	Carniceria la Barata - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 74 attendees.
November 12 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 120 individuals.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 12 (ONEgeneration)	ONEgeneration Rummage Sale	ONEgeneration offices – Van Nuys	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to 50 event attendees.
November 12 (CFS- Promotores)	Public Health Vaccine Mobile Clinic	Oak Park - Paso Robles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
November 13 (CFS- Promotores)	One on One Outreach	San Miguel Bakery - Paso Robles CA.	Two Promotores disseminated a total of 65 pamphlets: 30 CARE Program and 35 Customer Assistance Program
November 13 (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 78 attendees.
November 14 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP information was shared on their social media platforms in Spanish: Facebook Reach – 220 Instagram Reach – 72 Twitter Reach – 19
November 14 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP information was shared on their social media platforms in English: Facebook Reach – 70 Instagram Reach – 107

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 15 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 212 attendees.
November 15 (Food Share of Ventura County)	Senior Kit Distribution	Tafoya - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
November 16 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
November 16 (MEND)	Community Canvassing	Discovery Charter Prep School - Sylmar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 348 community members between tabling and canvassing efforts.
November 16 (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 73 attendees.
November 16 (The Link)	Turkey Distribution	Los Osos Middle School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
November 16 (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 68 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 16 (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 50 attendees.
November 16 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees
November 17 (Walking Shield)	Santa Ana College's Native American Heritage Month Celebration	Santa Ana College	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees
November 17 (Veteran's Legal Institute)	IAMCP "Discovery in Perspective"	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees
November 17 (Food Share of Ventura County)	Senior Kit Distribution	San Salvador Mission - Piru	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 56 attendees.
November 17 (Food Share of Ventura County)	Senior Kit Distribution	CEDC - The Santa Paulan - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 43 attendees.
November 17 (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 31 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 17 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 257 individuals.
November 17 (Walking Shield)	Santa Ana College's Native American Heritage Month Celebration	Santa Ana College campus	CBO staff provided information regarding SoCalGas' Customer Assistance Programs during a campus-wide public event. CAP materials were distributed to 100 event attendees.
November 17 (Food Share of Ventura County)	Senior Kit Distribution	Westpark - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 61 attendees.
November 18 (Food Share of Ventura County)	Senior Kit Distribution	Our Lady of Guadalupe - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 220 attendees.
November 18 (Food Share of Ventura County)	Senior Kit Distribution	Mira Vista - Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 62 attendees.
November 18 (MICOP)	Oxnard Farmers Market	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
November 18 (CFS- Promotores)	One on One Outreach	La Mexican Market - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 71 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 18 (CFS- Promotores)	One on One Outreach	El Korita del Real - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
November 18 (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 38 attendees.
November 18 (The Link)	SLO Co. Food Bank Distribution	Cambria Unified School District - Cambria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.
November 18 (MEND)	Community Nourishment Food Distribution – El Nido Best Start	El Nido Family Centers - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 77 community members.
November 18 (MEND)	Community Canvassing	Fenton Ave. Charter School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 348 community members between tabling and canvassing efforts.
November 18 (MEND)	Community Nourishment Food Distribution – UCLA Head Start	UCLA Head Start - Arleta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 10 families during their monthly meetings.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 19 (CFS- Promotores)	One on One Outreach	Guadalajara Market - Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees.
November 19 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
November 19 (ONEgeneration)	ONEgeneration Booster Shot Clinic	Adult Day Care & Child Care – Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 event attendees.
November 19 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 161 attendees.
November 19 (The Link)	Turkey Distribution	Judkins/Mesa Middle Schools - Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
November 19 (The Link)	Turkey Distribution	Baywood Elementary School - Los Osos	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
November 19 (Food Share of Ventura County)	Senior Kit Distribution	Church of the Nazarene - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 20 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in Spanish: Facebook Reach – 180 Instagram Reach – 95 Twitter Reach – 14
November 20 (MICOP)	Health Fair	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
November 20 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in English: Facebook Reach – 56 Instagram Reach – 105 Twitter Reach – 26
November 20 (Walking Shield)	Juaneno Band of Mission Indians / Acjachemen Nation –Juaneno Community Gathering	Blas Adobe – San Juan Capistrano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs during a community heritage event. CAP materials were distributed to 75 event attendees.
November 20 (VietSoCal)	Special Thanksgiving Event	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees
November 21 (VietSoCal)	Food Bank	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 21 (CFS- Promotores)	One on One Outreach	Paso Robles Downtown City Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
November 22 (Food Share of Ventura County)	Senior Kit Distribution	Nyland Promise - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 64 attendees.
November 22 (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 1,632 attendees.
November 22 (Food Share of Ventura County)	Senior Kit Distribution	Mary Star of the Sea - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 103 attendees.
November 23 (Veteran's Legal Institute)	Regional Military Affairs Committee (RMAC)	Joint Forces Training Base - Los Alamitos	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees
November 23 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees.
November 23 (Food Share of Ventura County)	Senior Kit Distribution	Heritage - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 62 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 23 (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 58 attendees.
November 23 (MEND)	Community Nourishment Food Distribution – El Nido Best Start	El Nido Family Centers - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 77 community members.
November 23 (MEND)	Diaper Distribution	MEND Offices - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 80 recipients.
November 23 (MEND)	Community Canvassing	Vons - Tujunga	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 348 community members between tabling and canvassing efforts.
November 23 (ONEgeneration)	Drop-Off Food Pantry	Senior Enrichment Center – Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to over 100 event attendees with their bags of food.
November 24 (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 57 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 24 (Food Share of Ventura County)	Senior Kit Distribution	Church of the Living Christ - Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 58 attendees.
November 26 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in Spanish: Facebook Reach – 294 Instagram Reach – 81 Twitter Reach – 22
November 26 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in English: Facebook Reach – 61 Instagram Reach – 85 Twitter Reach – 30
November 29 (Food Share of Ventura County)	Senior Kit Distribution	New Life Mission Church - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 79 attendees.
November 29 (Food Share of Ventura County)	Senior Kit Distribution	Foodshare Warehouse - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
November 29 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 30 (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 152 attendees.
November 30 (MICOP)	Food Distribution	Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 176 attendees.
November 30 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in Spanish: Facebook Reach – 147 Instagram Reach – 46 Twitter Reach – 14
November 30 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on their social media platforms in English: Facebook Reach – 47 Instagram Reach – 80 Twitter Reach – 28

1.3. Leveraging Success Evaluation Including CSD

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

SoCalGas continues to explore opportunities to collaborate with various organizations and key stakeholders, including the California Department of Community Services & Development (CSD), to leverage program enrollment. On

April 2, 2019, SoCalGas and CSD executed a Low Income Weatherization Program (LIWP) cost reimbursement agreement for installation of qualifying ESA Program measures to eligible customers.

In 2021, leveraging opportunities with municipalities and water agencies remains a high priority in providing comprehensive energy savings to joint customers, especially for those customers not in a joint IOU service territory. SoCalGas is able to provide administrative and co-funding opportunities for electric and water providers who might otherwise not offer these energy savings measures.

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding opportunities. Beginning July 1, 2021, \$162,596 has been co-funded to support the installation of HE clothes washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

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

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.

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

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

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

Providers have reported 2021 activity noted below beginning in July - consistent with the July 1 start of the 2021-2026 Program Cycle. 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.

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.

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	221
Colton Public Utilities	0
LADWP	0
Pasadena Water and Power	8
Riverside Public Utilities	0
Total	229

1.4. Workforce Education & Training

1.4.1. Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. In response to COVID restrictions, SoCalGas completed development of an on-line E&A curriculum in May 2020.

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

SoCalGas began presenting field operations training online in September 2020 and is continuing to address certain challenges due to the technical nature of the subject matter.

The training results beginning on July 1 for Program Cycle 2021-2026 are as follows.

SoCalGas Enrollment and Assessment Training				
	Q3	October	November	Total
Attended Class	46	7	13	66
Tested	46	7	11	64
Passed	31	4	8	43
Retention Rate*	67%	57%	73%	67%
*Retention Rate is Passed/Tested				

SoCalGas Field Operations Training								
Class Type	Q3		October		November		YTD Total (beginning July 1)	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	5	21	1	8	3	14	9	43
HVAC Initial	3	26	0	0	0	0	3	26
Wx / NGAT Refresher	0	0	0	0	0	0	0	0
HVAC Refresher	0	0	0	0	0	0	0	0
Grand Total	8	47	1	8	3	14	12	69

1.5. Emergency Efforts in Response to D.16-04-040

D.16-04-040 at Ordering Paragraph 10 directs, “Southern California Gas Company and Southern California Edison Company shall track and report on its emergency response efforts immediately on a monthly basis to the Commission’s Energy Division.” The current Decision (D.16-11-022), extends this requirement into the current program cycle. Please refer to ESA Table 2.

2. CARE EXECUTIVE SUMMARY

2.1. CARE Program Summary – November

On May 22, 2020, SoCalGas filed Advice Letter (AL) 5604-B supplementing emergency disaster relief protections in SoCalGas' service territory in response to the COVID-19 emergency. The AL enacted the following customer protections identified in Res. M-4842:

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

On February 12, 2021, the Commission issued Res. M-4849 extending the Emergency Customer Protections for residential and small business customers through June 30, 2021. SoCalGas submitted AL 5768 extending the customer protections identified in Res. M-4842 through June 30, 2021. On June 30, 2021, the Commission issued D.21-06-036 further extending suspension of customer protections related to disconnections only to September 30, 2021. Beginning July 1, 2021, all other customer protections were lifted.

SoCalGas filed AL 5794 and AL 5794-A on April 1 and April 27, 2021, respectively outlining its transition plan for the lifting of the Emergency Customer Protections. The transition plan was approved by the Commission on April 28 and took effect on May 1.

2.1.1. Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget*	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,197,109	\$3,508,986	83.60%
Processing, Certification and Verification	\$2,343,398	\$1,335,754	57.00%
Information Tech./Programming	\$1,030,505	\$596,674	57.90%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$252,990	57.83%
Measurement and Evaluation	\$18,750	\$0	0%
Regulatory Compliance	\$685,432	\$330,758	48.26%
General Administration	\$1,071,966	\$733,411	68.42%
CPUC Energy Division Staff	\$75,000	\$69,254	92.34%
Total Expenses	\$9,859,663	\$6,827,826	69.25%
Subsidies and Benefits	\$138,389,984	\$160,534,014	116.00%
Total Program Costs and Discounts	\$148,249,647	\$167,361,840	112.89%

* Authorized 2021 funding per D.21-06-015.

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 255,652 successful enrollments, 91,936 recertifications, 6,507 post-enrollment verifications and 16,518 opt-outs. Activity for November is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	4,395	3,465	78%
Re-certification	4,050	3,903	96%
PEV	69	55	79%
Customer opt-out	833	833	100%

CARE CSR Enrollment Initiative

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

Contact Center (CCC) to turn-on or back-on service, or to make payment arrangements. D.16-11-022 was issued 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 November 2021, CSRs successfully enrolled 7,343 customers in CARE. An additional 1,778 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 503,625 with an additional 187,508 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

Per SoCalGas' transition plan for lifting the COVID-19 Emergency Customer Protections, the CARE recertification and PEV processes were resumed on July 1. 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. Given this resumption timeline, the earliest a customer could be removed from the program was October 8, 2021. During the month of November, SoCalGas processed a total of 3,484 on-line renewals.

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,827,239	1,715,832	106.49%

2.2. Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. SoCalGas also added source codes to each of the three types of emails it sends to customers for tracking purposes. During the month of November, SoCalGas sent 11,480 emails to new customers with a probability of being eligible for the CARE program. A total of 1,907 customers enrolled using the link within this email. A total of 18,697 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 6,996 enrolled using the link within this email.

In November 2021, SoCalGas resumed sending monthly re-apply emails to recapture customers who have fallen off of the CARE program. SoCalGas sent

12,117 emails encouraging these customers to re-apply. 2,671 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 November, SoCalGas sent 26,713 text messages to new customers, existing customers not on CARE, and customers needing to re-apply in order to remain on the program. A total of 2,171 enrollments were generated from text messages sent.

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 804 approved enrollments in November.

In addition to canvassers, CBOs and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. During the pandemic, these partners have become even more important to help reach customers to obtain information on SoCalGas' assistance programs, and many CBOs have modified their outreach procedures to comply with COVID-19 related

recommendations and mandates to continue to serve those in need. A partial list of the organizations, their primary focus, and the counties and communities they serve follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are put on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and through their relationship with SoCalGas, they discuss low-income programs as part of their outreach. Outreach statistics for the month of November were not available at the time of this reporting.

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 LA Counties by coordinating programs that provide shelter, healthcare, community development support, educational assistance, employment development, and humanitarian aid. Also, through this partnership, Walking Shield will provide SoCalGas CAP information to the community by utilizing social media platforms and newsletters, and via phone and virtual meetings with clients. In the month of November, Walking Shield held

three large gatherings in celebration of Native American Heritage month; SoCalGas Customer Assistance Program information was distributed to the 325 attendees. Also in November, Walking Shield held 20 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. 9 program applications were submitted during these meetings. Walking Shield also emailed a total of 30 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. CalFresh Outreach Program team members

assist families and individuals in applying for CalFresh benefits and during this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs.

Another partnership in Orange County has been developed with Families Forward. Families Forward is an organization that has been helping families in need achieve and maintain self-sufficiency through housing, food, counseling, education, and other support services. Families Forward holds strong to its commitment to the values of dignity, empowerment, accountability, community spirit, and hope since 1984. A key factor for success is Families Forward's commitment to collaborate with many organizations to end family homelessness in Orange County, including Orange County United Way, the Commission to End Homelessness, First 5 Orange County and many other partner agencies and foundations. In the month of November, 840 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.

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

California nonprofit corporation, providing financial support and volunteer services. Its primary mission is to benefit patients by adding comfort to their hospital stay and providing services which help the patients and their families access quality healthcare. Through this partnership, CARES provides SoCalGas CAP information in their senior food distributions, CARES Child and Family Program, Obstetrics department and information stands placed throughout the medical center. In addition, SoCalGas will be invited to speak to staff at the medical centers who provide information to patients about the program.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In November, 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, with 134 clients attending in-person. Staff also provided enrollment assistance to 175 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 195 members with SoCalGas' CAP information. Due to the COVID-19 emergency, as of March 16, 2020, LIFT switched its programming to virtual coaching so their services to parents could continue uninterrupted. LIFT's ability to be nimble and pivot to virtual has meant that they are able to see more members virtually than the in-person meetings. Since transitioning to virtual coaching, LIFT-LA has seen an increase in one-on-one virtual coaching sessions along with urgent wraparound supports.

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

principal mission is to provide families with compassionate and comprehensive care to promote wellness and build strong communities. HSA was founded in Bell Gardens as an outreach effort of the Presbyterian Church USA. Today, HSA serves over 20,000 clients annually on a non-sectarian basis with a range of services that addresses the unique and shared needs of clients of all ages. During the month of November, 160 people were introduced to SoCalGas Customer Assistance Programs.

A partnership with St. Barnabas Foundation in Los Angeles County was formed in 2018 to assist with the growing number of older adults in SoCalGas' service territory who lack basic developmental tools. The impacts of COVID-19 have affected most events with the organization. SBSS works with vulnerable population and provides one-on-one case management phone calls where they are able to introduce SoCalGas' Customer Assistance Programs to clients directly as well as provide translations and answer common questions about their gas bill. Information regarding Customer Assistance Programs was shared with 13 clients during one-on-one case management phone calls. Multilingual Customer Assistance Programs collateral materials were also distributed to 400 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 programs, medical assistance programs, and veteran outreach services. However, for the month of November, Unity Shoppe was still able to provide information on SoCalGas' Customer Assistance Programs to over 1,191 participants. Due to the COVID-19 pandemic, Unity Shoppe has seen an increase in participants, and in March 2020 started efforts to respond through home deliveries which included grocery deliveries to homebound seniors and the disabled.

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

provides ongoing awareness, and SoCalGas schedules periodic sponsored events to provide direct outreach. Due to the COVID-19 pandemic, MICOP has leveraged its radio resource and has provided information on customer assistance programs through their radio stations.

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation's largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of November, Food Share Ventura County distributed 6,366 "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. During the month of November, El Concilio resumed operation in their offices and was able to provide information to 242 customers. For the month of November, no social media posts were made.

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

This fall, a new collaboration began with The Link Family Resource Center 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 will disseminate 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 November, FIND Foodbank's partnership with SoCalGas led to 2,630 one-on-one outreach opportunities to present SoCalGas' CAP information in 8 of the coverage areas they serve: Bermuda Dunes, Cathedral City, Coachella, Desert Hot Springs, Indio, Oasis, Thermal, and Thousand Palms.

Second Harvest Food Bank of Orange County began its food distribution operation in 1983. They are the largest nonprofit hunger relief organization. Second Harvest Food Bank of Orange County is a member of Feeding America, a nationwide hunger-relief network of 200 food banks. Through them, more than 446 million pounds, or the equivalent of 379 million meals have been delivered to a network of more than 300 community and program partners. They reach out to

the community for donations, grants, funds, food drives, grocery rescue, and volunteers to help provide food for the hungry. Second Harvest Food Bank of Orange County's CalFresh Outreach Program team assists families and individuals apply for CalFresh benefits. During this enrollment process, they are able to talk with their clients about SoCalGas' Customer Assistance Programs.

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

In the Eastern San Fernando Valley, SoCalGas has developed a collaborative effort with El Nido Family Source Centers. El Nido is regarded as a nonprofit leader in Los Angeles – an integral part of the fabric of the communities it serves – providing critical social services in the most disadvantaged and under-resourced neighborhoods of LA County. With more than 90 years of experience and with programs that serve ethnically diverse clients of all ages – from newborns to toddlers to teens and into adulthood – El Nido transforms the lives of tens of thousands of vulnerable individuals across Los Angeles each year. 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 November 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 November, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 83 tenants at a community resource fair.

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 November, 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 nine 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 November, Veterans Legal Institute held three events where SoCalGas Customer Assistance Programs information was distributed to 63 attendees and created three social media posts seen by 178 people online. Additionally in November, 146 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 two major events in the month of November; this included a food bank drop off for seniors. Materials were also distributed to 107 participants attending three 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 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 November, MEND disseminated Customer Assistance Programs information through their food distributions, wellness food deliveries and case management calls.

CARE Direct Mail Activity & Enrollments

During the month of November, SoCalGas sent 15,885 direct mail letters to new customers deemed likely to be eligible for the CARE Program. The letters encouraged customers to enroll online. SoCalGas mailed 25,000 letters directing customers who are not on CARE but who have a high probability of being qualified for CARE, to also enroll online. Additionally, to reach customers who previously participated in the CARE program but failed to recertify, SoCalGas

resumed sending direct mail letters encouraging customers to re-apply online and renew their monthly bill discount. In the month of November, SoCalGas mailed 18,939 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 1,292 online enrollments processed in November. These online enrollments are generated when a customer organically searches for and visits the CARE homepage.

CARE Bill Inserts

In November, SoCalGas sent an annual CARE bill insert to 1,545,000 residential customers not participating in the CARE program. This bill insert also strategically promotes other programs and payment assistance, including the Energy Savings Assistance Program, Medical Baseline, Low Income Home Energy Assistance (LIHEAP), and the Arrearage Management Plan (AMP). SoCalGas approved 12 bill insert applications from prior months in November.

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 CARE Outreach Team has distributed supplemental

deliveries to individual bases on an as-requested basis. SoCalGas launched an automated system that allows operating bases to request CAP brochures directly which has continued through the month of November. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

CARE Social & Mass Media Campaign

SoCalGas launched a mass media campaign in June that ended in early August. This campaign targeted Chinese, Vietnamese, and Korean communities within the top zip codes/counties identified as having the lowest CARE Program penetration rates. This in-language campaign provided program information across multiple channels, including out-of-home (OOH) advertising, print, digital, and social media, to customers who may not be familiar with the CARE program due to potential language barriers. Campaign details will be shared once the final results are compiled and provided by SoCalGas's advertising agency.

SoCalGas launched a fall 2021 CARE multi-channel mass media campaign in late October. 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 is 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 encourages customers to apply for the program but mentions that

customers may re-apply as well. The "re-apply" message encourages 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 will reach 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 the campaign ends and findings are made available.

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 November, Fiesta Educativa has held virtual workshops through Zoom due to the COVID-19 emergency. 69 clients were introduced to SoCalGas' Customer Assistance Programs through the Zoom workshops. The areas covered are Los Angeles, Arcadia, Whittier, Monterey Park, and San Gabriel.

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services to individuals who are blind or visually impaired on a one-on-one basis. The organization provides assistance in Riverside and San Bernardino counties and

works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas' programs. Due to the COVID-19 emergency, Blind Support Services has changed its programming to provide one-on-one assistance through mail and phone calls. In November, Blind Support Services provided one-on-one touchpoints to 56 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 November, SCRS-IL was able to disseminate Customer Assistance information to 345 community members through their PPE distributions.

Frank D Lanterman Regional Center is one of 21 regional centers in the state of California that together serve individuals with, or at risk for developmental disabilities and their families. Lanterman is a private, non-profit, that operates under contract with the State of California through the Departmental of Developmental Services. Lanterman offers lifelong services and supports for approximately 11,500 individuals with developmental disabilities. Lanterman Regional Center works together with client, families, services providers, and communities to provide quality services and supports that address an individual's unique strengths and needs. Lanterman's service area includes Hollywood-Wilshire, Central Los Angeles, Glendale, Burbank, La Cañada-Flintridge, La Crescenta and Pasadena. Lanterman holds training events for the following cultural groups throughout its service area: Korean, Filipino, Armenian and Hispanic. Most of the clients are at or below the national poverty level. Through the SoCalGas partnership, CAP information is provided to all individuals seeking assistance through the Lanterman regional center. During the month of November, Lanterman Regional Center facilitated many online support and training meetings. Approximately 521 people were introduced to SoCalGas' low income programs.

Based in the City of Los Angeles, Disability Community Resource Center (DCRC) partners with SoCalGas to further their mission of supporting peer-led programs and services for people with disabilities. The organization is a Center for Independent Living, imparting to its constituents self-determination,

accessible styles of living, and the fullest possible participation in community life. Among its initiatives, DCRC recruits persons with disabilities as staff members, assists with coordinating events and activities for local disability communities, and advocates public policy eliminating discrimination or other barriers for persons with disabilities. In the month of November, 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. At 3 weekly food distribution events, DCRC staff distributed Customer Assistance Program information to 50 individuals with their fresh produce. Additionally, throughout the month, staff virtually met with constituents for intake or case management assistance. 12 individuals were informed about SoCalGas Customer Assistance Programs.

In 2021, SoCalGas Customer Assistance Programs began collaborating with OC Autism Foundation (OCAF). OCAF directly impacts the lives of children and adults who are affected by Autism Spectrum Disorder and their families. OCAF's goal is to educate, empower & employ individuals affected by Autism and other related disabilities and their families. For the month of November, OC Autism Foundation (OCAF) was able to distribute CAP information to over 150 contacts through their crisis call line. They also shared Customer Assistance Program information on their social media channels and via the OC Health & Education Talkshow every Tuesday on Channel 56.10, YouTube, FB Live and www.littlesaigontv.com. A November Facebook post with Energy Savings

Assistance and CARE information was posted for OCAF’s 2,345 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.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 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 in English: Newsletter Reach – over 5,250 members
November 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 in English: Subscription Reach – over 250 members
November 2 (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 to thousands of listeners
November 2 (BSS)	Norco Senior Center	Norco	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 2 (Fiesta Educativa)	Autism Parent Education Program	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 8 attendees.
November 3 (SCRS)	COVID Resource Session	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 30 attendees.
November 4 (BSS)	Fontana Senior Center	Fontana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
November 4 (Lanterman Regional Center)	Food Distribution	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
November 5 (BSS)	Solera Diamond Valley by Del Webb	Hemet	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
November 8 (Lanterman Regional Center)	Presentation	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 46 attendees.
November 8 (Fiesta Educativa)	Autism Parent Education Program - Spanish	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 8 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 9 (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 to thousands of listeners.
November 10 (Fiesta Educativa)	Autism Parent Education Program - Spanish	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 8 attendees.
November 11 (Lanterman Regional Center)	Food Distribution	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
November 16 (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 to thousands of listeners.
November 16 (BSS)	Chino Senior Center	Chino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
November 16 (Lanterman)	Workshop- Training for Parents	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
November 16 (Fiesta Educativa)	Autism Parent Education Program - Spanish	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 8 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 17 (OC Autism Foundation)	Social Media	Facebook Post- SoCalGas Energy Savings Assistance Program and CARE Program	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 2,345 followers
November 18 (Lanterman Regional Center)	Food Distribution	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
November 18 (Fiesta Educativa)	Autism Parent Education Program - Spanish	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 8 attendees.
November 19 (Fiesta Educativa)	Fiesta Familiar-Independent Living Center	Murrieta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 29 attendees.
November 22 (SCRS)	Thanksgiving Resource Event	Pasadena, Downey, Arcadia, San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 400 attendees.
November 23 (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 to thousands of listeners.
November 23 (OC Autism Foundation)	Thanksgiving Dinner Community Event	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
November 23 (Lanterman Regional Center)	Thanksgiving Turkey Giveaway	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 attendees.
November 24 (Fiesta Educativa)	Social Media	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared on social media and reached 305 accounts.
November 30 (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 to thousands of listeners.

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of November, 6,582 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund (GAF). Intra-utility efforts in November generated 1,576 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 86 customers enrolled through leveraging during the month of November.

California Lifeline

On April 14, 2020, SoCalGas received a request from the Energy Division (ED) to incorporate co-marketing of the California Lifeline program as part of increased CARE outreach marketing initiatives responding to COVID-19. Per directive from the ED, where feasible and appropriate, new CARE marketing and outreach materials promoted discounted phone services and referred SoCalGas customers to California Lifeline <https://www.californialifeline.com/en> and the pilot program <https://www.boostmobile.com/plans/cpuc-boost-mobile> that connected CARE participants with an active Lifeline promotion. 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 November, 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 November, SoCalGas also sent an e-mail to new and existing customers not on CARE with information about California LifeLine.

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of November.

3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

ESA Program - Table 2 - Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 2A – Program Expenses – CSD Leveraging

ESA Program – Table 2B – Program Expenses – Multifamily Common Area

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

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

ESA Program – Table 8 – Contractor Advanced Funding and Repayment

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	November 2021												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses ³			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ -	\$ -	N/A	\$ 728,841	\$ 728,841	N/A	\$ 2,770,311	\$ 2,770,311	N/A	0.00%	0.00%
9	Domestic Hot Water	N/A	\$ -	\$ -	N/A	\$ 2,002,448	\$ 2,002,448	N/A	\$ 6,395,118	\$ 6,395,118	N/A	0.00%	0.00%
10	Enclosure	N/A	\$ -	\$ -	N/A	\$ 3,044,844	\$ 3,044,844	N/A	\$ 10,332,014	\$ 10,332,014	N/A	0.00%	0.00%
11	HVAC	N/A	\$ -	\$ -	N/A	\$ 1,927,675	\$ 1,927,675	N/A	\$ 6,668,299	\$ 6,668,299	N/A	0.00%	0.00%
12	Maintenance	N/A	\$ -	\$ -	N/A	\$ 129,056	\$ 129,056	N/A	\$ 449,935	\$ 449,935	N/A	0.00%	0.00%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous ²	N/A	\$ -	\$ -	N/A	\$ (451,326)	\$ (451,326)	N/A	\$ (937,003)	\$ (937,003)	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ -	\$ -	N/A	\$ 2,428,909	\$ 2,428,909	N/A	\$ 9,129,765	\$ 9,129,765	N/A	0.00%	0.00%
16	In Home Education	N/A	\$ -	\$ -	N/A	\$ 151,823	\$ 151,823	N/A	\$ 568,908	\$ 568,908	N/A	0.00%	0.00%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 61,165,214	\$ 61,165,214	N/A	\$ 9,962,270	\$ 9,962,270	N/A	\$ 35,377,347	\$ 35,377,347	N/A	57.84%	57.84%
19													
20	Training Center	N/A	\$ 535,603	\$ 535,603	N/A	\$ 51,051	\$ 51,051	N/A	\$ 227,132	\$ 227,132	N/A	42.41%	42.41%
21	Inspections	N/A	\$ 791,002	\$ 791,002	N/A	\$ 160,811	\$ 160,811	N/A	\$ 654,499	\$ 654,499	N/A	82.74%	82.74%
22	Marketing and Outreach	N/A	\$ 689,766	\$ 689,766	N/A	\$ 261,263	\$ 261,263	N/A	\$ 444,235	\$ 444,235	N/A	64.40%	64.40%
23	Statewide Marketing Education and Outreach	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Studies	N/A	\$ 112,500	\$ 112,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
25	Regulatory Compliance	N/A	\$ 241,166	\$ 241,166	N/A	\$ 38,040	\$ 38,040	N/A	\$ 178,906	\$ 178,906	N/A	74.18%	74.18%
26	General Administration	N/A	\$ 3,485,201	\$ 3,485,201	N/A	\$ 583,022	\$ 583,022	N/A	\$ 2,555,910	\$ 2,555,910	N/A	73.34%	73.34%
27	CPUC Energy Division	N/A	\$ 46,215	\$ 46,215	N/A	\$ 7,697	\$ 7,697	N/A	\$ 22,731	\$ 22,731	N/A	49.18%	49.18%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 67,066,667	\$ 67,066,667	N/A	\$ 11,064,153	\$ 11,064,153	N/A	\$ 39,460,760	\$ 39,460,760	N/A	58.84%	58.84%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 375,077	\$ 375,077	N/A	\$ 1,638,584	\$ 1,638,584			
32	NGAT Costs					\$ 193,507	\$ 193,507		\$ 623,857	\$ 623,857			
33													
34													
35	¹ Reflects July-Dec 2021 authorized funding per D. 21-06-015 dated June 3,2021.												
36	² Total current month and July-Nov repayment credits associated with COVID - 19 contractor advances in 2020.												
37	³ Reflects July-Nov 2021 actual spending.												
38	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 1A - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
November 2021**

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
Energy Efficiency												
Appliances	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
M&E Studies ¹	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family ²	N/A	\$ 15,072,799	\$ 15,072,799	N/A	\$ 148,766	\$ 148,766	N/A	\$ 470,481	\$ 470,481	N/A	3.12%	3.12%
TOTAL PROGRAM BUDGET/EXPENSES	N/A	\$ 15,197,799	\$ 15,197,799	N/A	\$ 148,766	\$ 148,766	N/A	\$ 470,481	\$ 470,481	N/A	3.10%	3.10%

¹ M&E LINA Study funded out of prior cycle unspent funds per AL 5558.

² D.21-06-015 specifically directed funding for Multi-Family to come from unspent 2009-2016 ESA Program funds and this table does not include unspent funds from the 2017-2020 cycle.

Budget is derived from MF authorized budget of (\$18,000,000 - 2018-Jun 2021 of \$2,929,201) = \$15,072,799..

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

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

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

¹ All savings are calculated based on the following sources:

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

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

Energy Savings Assistance Program Common Area Measures - Table 2B
Southern California Gas Company
November 2021¹⁴

ESA CAM Measures ^{2,3}	ESA Program - Multifamily Common Area ¹						
	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ^{4,12} (Annual)	Expenses ¹³ (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Microwaves ⁵	Home	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valves	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/Spout	Each	-	-	-	-	\$ -	0.0%
Water Heater Replace	Each	-	-	-	-	\$ -	0.0%
Boiler Replace	Each	-	-	-	97,045	\$ 470,481	100.0%
Enclosure							
Air Sealing / Envelope ⁶	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Lighting							
Miscellaneous							
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁷	Home	-	-	-	-	\$ -	0.0%
Audit ⁸	Home	-	-	-	-	\$ -	0.0%
Administration ⁹	Home	-	-	-	-	\$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures					97,045	\$ 470,481	100.0%

Multifamily Properties Treated	Number
Total number of Multifamily Properties Treated ¹⁰	17
Subtotal of Master-metered Multifamily Properties Treated	17
Properties Treated ¹¹	17

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ -	\$ -	\$ -
Direct Implementation (Non-Incentive)	\$ -	\$ -	\$ -
Direct Implementation ¹³	\$ -	\$ 470,481	\$ 470,481
TOTAL MF CAM COSTS	\$ -	\$ 470,481	\$ 470,481

<<Includes measures costs

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

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

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

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

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

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

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

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

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

¹⁰ Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

¹¹ Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

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

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

¹⁴ Values reflect totals for Program Cycle 2021-2026 beginning July 1, 2021 and may include treatments/expenses incurred in June, but paid in July.

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

Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Gas Company
November 2021

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

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

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

² Only complete if measure is canceled or discontinued

³ Defined as CEC California Building Climate Zones

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

	A	B
1	Energy Savings Assistance Program Tables 3A-B Southern California Gas Company November 2021²	
2		
3		
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	362,584
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	2,585,072
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.85
12	Average 1st Year Bill Savings / Treated Households	\$ 5.91
13	Average Lifecycle Bill Savings / Treated Households	\$ 42.12
14		
15	Table 3A-2, ESA Program - CSD Leveraging	
16	Annual kWh Savings	N/A
17	Annual Therm Savings	-
18	Lifecycle kWh Savings	N/A
19	Lifecycle Therm Savings	-
20	Current kWh Rate	N/A
21	Current Therm Rate	\$ -
22	Average 1st Year Bill Savings / Treated Households	\$ -
23	Average Lifecycle Bill Savings / Treated Households	\$ -
24		
25	Table 3A-3, Summary - ESA Program/CSD Leveraging	
26	Annual kWh Savings	N/A
27	Annual Therm Savings	362,584
28	Lifecycle kWh Savings	N/A
29	Lifecycle Therm Savings	2,585,072
30	Current kWh Rate	N/A
31	Current Therm Rate	\$ 0.85
32	Average 1st Year Bill Savings / Treated Households	\$ 5.91
33	Average Lifecycle Bill Savings / Treated Household	\$ 42.12
34		
35	Table 3B, ESA Program - Multifamily Common Area¹	
36	Annual kWh Savings	N/A
37	Annual Therm Savings	TBD
38	Lifecycle kWh Savings	N/A
39	Lifecycle Therm Savings	TBD
40	Current kWh Rate	N/A
41	Current Therm Rate	\$ -
42	Average 1st Year Bill Savings / Treated Properties	\$ -
43	Average Lifecycle Bill Savings / Treated Properties	\$ -
44		
45	¹ NMEC calculations require 12 months prior and post implementation data.	
46	² Values reflect totals for Program Cycle 2021-2026 beginning July 1, 2021.	
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4 - Homes / Buildings Treated						
2	Southern California Gas Company						
3	November 2021						
4							
5	Table 4A-1, ESA Program						
6		Eligible Households			Households Treated YTD¹		
7	County	Rural	Urban	Total	Rural	Urban	Total
8	Fresno	15	12,154	12,169	6	276	282
9	Imperial	17,198	0	17,198	127	0	127
10	Kern	36,583	19,227	55,810	1,077	138	1,215
11	Kings	14,990	13	15,003	384	0	384
12	Los Angeles	2,934	1,077,961	1,080,895	379	27,112	27,491
13	Orange	7	252,851	252,858	0	3,172	3,172
14	Riverside	100,248	89,387	189,635	929	6,618	7,547
15	San Bernardino	866	133,209	134,075	129	7,822	7,951
16	San Luis Obispo	14,145	9,147	23,292	250	0	250
17	Santa Barbara	1,021	34,617	35,638	296	186	482
18	Tulare	52,284	12,698	64,982	1,541	497	2,038
19	Ventura	2,312	60,404	62,716	114	1,114	1,228
20	Total	242,603	1,701,668	1,944,271	5,232	46,935	52,167
21							
22							
23	Table 4B, ESA Program - CSD Leveraging						
24					Households Treated YTD		
25	County				Rural	Urban	Total
26	Fresno			0			0
27	Imperial			0			0
28	Kern			0			0
29	Kings			0			0
30	Los Angeles			0			0
31	Orange			0			0
32	Riverside			0			0
33	San Bernardino			0			0
34	San Luis Obispo			0			0
35	Santa Barbara			0			0
36	Tulare			0			0
37	Ventura			0			0
38	Total	0	0	0	0	0	0
39							
40							
41	Table 4C, ESA Program - Multi-Family Common Area						
42					Properties Treated YTD		
43	County				Rural	Urban	Total
44	Fresno			0			0
45	Imperial			0			0
46	Kern			0			0
47	Kings			0			0
48	Los Angeles			0			0
49	Orange			0			0
50	Riverside			0			0
51	San Bernardino			0			0
52	San Luis Obispo			0			0
53	Santa Barbara			0			0
54	Tulare			0			0
55	Ventura			0			0
56	Total	0	0	0	0	0	0
57							
58	¹ Values reflect totals for Program Cycle 2021-2026 beginning July 1, 2021 and may include homes treated in June, but paid in July.						
59	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						
60	For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						

**Energy Savings Assistance Program Table 4A-2 - Homes Unwilling / Unable to Participate
Southern California Gas Company
November 2021¹**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	0	0	0	1	0	0	0
Imperial	304	0	0	1	2	0	1
Kern	28	1	0	1	4	3	0
Kings	163	1	0	0	4	0	0
Los Angeles	20,766	32	0	16	138	44	21
Orange	252	5	0	9	41	6	4
Riverside	3,576	22	0	20	92	71	5
San Bernardino	226	15	0	9	45	73	3
San Luis Obispo	13,045	0	0	2	2	0	1
Santa Barbara	16,983	0	0	1	12	0	3
Tulare	3,491	1	0	61	27	4	34
Ventura	3	8	0	0	5	3	0
Total	58,837	85	0	121	372	204	72

¹ Values reflect totals for Program Cycle 2021-2026 beginning July 1, 2021.

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	November 2021																
4																	
5	Table 5A, ESA Program																
6		Gas & Electric				Gas Only^{1,2}				Electric Only				Total			
7		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
8	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
9	July	-	-	-	9,836	64,360	-	-	-	-	-	-	-	9,836	64,360	-	-
10	August	-	-	-	12,474	92,627	-	-	-	-	-	-	-	12,474	92,627	-	-
11	September	-	-	-	6,543	45,940	-	-	-	-	-	-	-	6,543	45,940	-	-
12	October	-	-	-	9,627	72,260	-	-	-	-	-	-	-	9,627	72,260	-	-
13	November	-	-	-	13,687	87,397	-	-	-	-	-	-	-	13,687	87,397	-	-
14	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	YTD Total	-	-	-	52,167	362,584	-	-	-	-	-	-	-	52,167	362,584	-	-
16																	
17	1 As of September 2019, all savings are calculated based on the following source:																
18	DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.																
19	2 Values reflect totals for Program Cycle 2021-2026 beginning July 1, 2021 and may include homes treated in June, but paid in																
20	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
22																	
23	Table 5B, ESA Program - CSD Leveraging																
24		Gas & Electric				Gas Only				Electric Only				Total			
27		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)		
28	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
29	July																
30	August																
31	September																
32	October																
33	November																
34	December																
35	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
36																	
37	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																
38	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
39																	
40																	
41	Table 5C, ESA Program - Multi-Family Common Area																
42		Gas & Electric				Gas Only				Electric Only				Total			
43		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
44	Month		Therm	kWh	kW		Therm¹	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
45	July																
46	August																
47	September																
48	October																
49	November																
50	December																
51	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
52																	
53	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																
54	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																
55	1 - Savings calculated via deemed savings; NMEC methodology continues to be reviewed and evaluated with the Energy Division																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	November 2021												
4													
5		2021 Authorized July - Dec 2021 Budget			Current Month Expenses			Expenses Since July 1, 2021			% of Bridge Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8		N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
9	Total Pilots	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
10	Studies												
11	Impact Evaluation ¹	N/A	\$ 93,750	\$ 93,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12	Needs Assessment ²	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Cost-Effectiveness/NEBs	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Process Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Categorical Eligibility ¹	N/A	\$ 18,750	\$ 18,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
16	Potential Ad Hoc Tasks	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	Total Studies	N/A	\$ 112,500	\$ 112,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18													
19	¹ Reflects July-Dec 2021 authorized funding per D. 21-06-015 dated June 3,2021.												
20	² LINA Study funded out of prior cycle unspent Funds per AL 5558. (See ESA table 1A)												
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Gas Company
October 2021¹**

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

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	6,005

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
17,526	32,387	781

¹ Values reflect totals for Program Cycle 2021-2026 beginning July 1, 2021.

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

**Energy Savings Assistance Program Table 8 - Contractor Advanced Funding and Repayment
Southern California Gas Company
November 2021**

	B-C			E x F				(B)-(cumulative H + cumulative I)	
	Total Advanced Amount	Total Advance PPRS Credit Eligible [1]	Total Advance Not Eligible for PPRS Credit	Percentage for PPRS Credit Calculation [2]	Total Contractor Invoices Eligible for PPRS Credit [3]	Total PPRS Credit Earned [4]	PPRS Credits Applied [5] [8]	Non PPRS Payments Applied [6] [8]	Total Advances Outstanding [7]
Jan-20									
Feb-20									
Mar-20									
Apr-20	\$ 3,385,695.00								\$ 3,385,695.00
May-20	\$ 9,855,019.62								\$ 13,240,714.62
Jun-20	\$ 201,864.00								\$ 13,442,578.62
Jul-20	\$ 949,446.00								\$ 14,392,024.62
Aug-20		\$ 5,363,051.67	\$ 9,028,972.95	40%	\$ 4,457,143.11	\$ 1,782,857.24	\$ -	\$ (1,008,114.71)	\$ 13,383,909.91
Sep-20		\$ 444,798.27	\$ (444,798.27)	40%	\$ 54,175.61	\$ 21,670.24	\$ (11,132.55)	\$ (490,909.45)	\$ 12,881,867.91
Oct-20		\$ -	\$ -	40%	\$ 7,845,963.70	\$ 3,138,385.48	\$ (101,428.16)	\$ (3,010,088.61)	\$ 9,770,351.14
Nov-20		\$ 1,000,348.19	\$ (1,000,348.19)	40%	\$ 10,440,868.87	\$ 4,176,347.55	\$ (621,273.54)	\$ (88,699.30)	\$ 9,060,378.30
Dec-20		\$ -	\$ -	40%	\$ 4,593,628.25	\$ 1,837,451.30	\$ (515,945.92)	\$ (1,288,698.00)	\$ 7,255,734.38
Jan-21		\$ -	\$ -	40%	\$ 9,793,312.86	\$ 3,917,325.14	\$ (683,368.27)	\$ (184,888.07)	\$ 6,387,478.04
Feb-21		\$ 51,735.19	\$ (51,735.19)	40%	\$ 2,077,779.97	\$ 831,111.99	\$ (887,310.70)	\$ (8,747.14)	\$ 5,491,420.20
Mar-21		\$ -	\$ -	40%	\$ 1,324,950.32	\$ 529,980.13	\$ (955,680.89)	\$ (493,480.95)	\$ 4,042,258.36
Apr-21		\$ -	\$ -	40%	\$ 378,617.39	\$ 151,446.96	\$ (464,581.70)	\$ (8,747.14)	\$ 3,568,929.52
May-21		\$ -	\$ -	40%	\$ 288,390.60	\$ 115,356.24	\$ (429,276.58)	\$ (35,258.31)	\$ 3,104,394.63
Jun-21		\$ -	\$ -	40%	\$ 277,080.29	\$ 110,832.12	\$ (1,103,208.57)	\$ 325,590.61	\$ 2,326,776.67
Jul-21		\$ -	\$ -	40%	\$ 125,927.18	\$ 50,370.87	\$ (315,806.70)	\$ (21,256.01)	\$ 1,989,713.96
Aug-21		\$ -	\$ -	40%	\$ 8,757.90	\$ 3,503.16	\$ (303,087.97)	\$ (35,292.65)	\$ 1,651,333.34
Sep-21		\$ -	\$ -	40%	\$ 15,782.90	\$ 6,313.16	\$ (135,033.57)	\$ (218,320.38)	\$ 1,297,979.39
Oct-21		\$ -	\$ -	40%	\$ 48,952.51	\$ 19,581.00	\$ (136,522.43)	\$ (218,320.38)	\$ 943,136.58
Nov-21		\$ -	\$ -	40%	\$ 24,822.88	\$ 9,929.15	\$ (50,763.44)	\$ (300,173.32)	\$ 592,199.82
Dec-21									
Total	\$ 14,392,024.62	\$ 6,859,933.32	\$ 7,532,091.30		\$ 41,756,154.34	\$ 16,702,461.74	\$ (6,714,420.99)	\$ (7,085,403.81)	\$ 592,199.82

IOUs - Do not delete footnotes 1-7 below.

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

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

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

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

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

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

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

[8] Includes adjustment of \$359,939.29 made in June 2021 due to reallocation of eligible PPRS funds applied.

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	November 2021												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,197,109	\$ 4,197,109	N/A	\$ 491,896	\$ 491,896	N/A	\$ 3,508,986	\$ 3,508,986	N/A	83.60%	83.60%
8	Processing / Certification Re-certification	N/A	\$ 2,111,761	\$ 2,111,761	N/A	\$ 103,346	\$ 103,346	N/A	\$ 1,226,970	\$ 1,226,970	N/A	58.10%	58.10%
9	Post Enrollment Verification	N/A	\$ 231,637	\$ 231,637	N/A	\$ 11,518	\$ 11,518	N/A	\$ 108,784	\$ 108,784	N/A	46.96%	46.96%
10	IT Programming	N/A	\$ 1,030,505	\$ 1,030,505	N/A	\$ 57,742	\$ 57,742	N/A	\$ 596,674	\$ 596,674	N/A	57.90%	57.90%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ -	\$ -	N/A	\$ 252,990	\$ 252,990	N/A	57.83%	57.83%
14	Measurement and Evaluation	N/A	\$ 18,750	\$ 18,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	N/A	\$ 685,432	\$ 685,432	N/A	\$ 32,586	\$ 32,586	N/A	\$ 330,758	\$ 330,758	N/A	48.26%	48.26%
16	General Administration	N/A	\$ 1,071,966	\$ 1,071,966	N/A	\$ 68,445	\$ 68,445	N/A	\$ 733,411	\$ 733,411	N/A	68.42%	68.42%
17	CPUC Energy Division ²	N/A	\$ 75,000	\$ 75,000	N/A	\$ 5,131	\$ 5,131	N/A	\$ 69,254	\$ 69,254	N/A	92.34%	92.34%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 9,859,663	\$ 9,859,663	N/A	\$ 770,663	\$ 770,663	N/A	\$ 6,827,826	\$ 6,827,826	N/A	69.25%	69.25%
20													
21	CARE Rate Discount ³	N/A	\$ 138,389,984	\$ 138,389,984	N/A	\$ 17,430,521	\$ 17,430,521	N/A	\$ 160,534,014	\$ 160,534,014	N/A	116.00%	116.00%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 148,249,647	\$ 148,249,647	N/A	\$ 18,201,184	\$ 18,201,184	N/A	\$ 167,361,840	\$ 167,361,840	N/A	112.89%	112.89%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 2,032,886	\$ 2,032,886	N/A	\$ 24,679,855	\$ 24,679,855			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 2,032,886	\$ 2,032,886	N/A	\$ 24,679,855	\$ 24,679,855			
31													
32	Indirect Costs				N/A	\$ 153,154	\$ 153,154	N/A	\$ 1,647,638	\$ 1,647,638			
33													
34	¹ Reflects Jan-Dec 2021 authorized funding per D. 21-06-015 issued June 3, 2021.												
35	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
November 2021

2021	New Enrollment										Recertification ⁴				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
	Automatic Enrollment				Self-Certification (Income or Categorical)						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)	Total New Enrollment (E+J)															
January	2,039	1,482	92	3,613	6,842	2,141	8,022	0	17,005	20,618	238	7,183	0	7,421	0	1	10	10,436	10,447	28,039	10,171	1,777,521	1,708,891	104.02%	
February	1,730	1,796	88	3,614	7,360	2,390	8,092	0	17,842	21,456	351	6,765	0	7,116	0	4	24	11,659	11,687	28,572	9,769	1,787,290	1,708,891	104.59%	
March	2,710	1,989	131	4,830	6,223	2,548	8,778	2	17,551	22,381	345	7,875	0	8,220	0	1	27	12,972	13,000	30,601	9,381	1,796,671	1,708,891	105.14%	
April	4,572	1,704	121	6,397	5,354	3,020	8,125	1	16,500	22,897	209	39,784	0	39,993	0	3	27	11,485	11,515	62,890	11,382	1,808,053	1,710,846	105.68%	
May	12,005	1,640	115	13,760	3,952	2,943	7,573	1	14,469	28,229	141	7,166	0	7,307	0	1	22	11,538	11,561	35,536	16,668	1,824,721	1,710,846	106.66%	
June	2,157	2,262	110	4,529	3,937	2,817	7,669	1	14,424	18,953	129	10,852	0	10,981	0	1	24	14,437	14,462	29,934	4,491	1,829,212	1,710,846	106.92%	
July	5,499	2,210	78	7,787	4,370	3,585	7,539	3	15,497	23,284	964	26,496	91,147	118,607	0	2	120	13,193	13,315	141,891	9,969	1,839,181	1,712,462	107.40%	
August	5,236	2,013	90	7,339	4,068	3,288	8,020	1	15,377	22,716	6,422	52,603	63,543	122,568	0	51	432	13,998	14,481	145,284	8,235	1,847,416	1,712,462	107.88%	
September	6,121	1,738	75	7,934	3,866	3,462	8,050	2	15,380	23,314	8,882	36,548	39,945	85,375	0	116	748	13,350	14,214	108,689	9,100	1,856,516	1,712,462	108.41%	
October	5,601	1,721	53	7,375	4,389	3,020	8,244	4	15,657	23,032	10,892	51,040	48,290	110,222	21,291	89	865	11,757	34,002	133,254	-10,970	1,845,546	1,715,832	107.56%	
November	6,582	1,576	86	8,244	4,058	2,737	7,778	8	14,581	22,825	7,915	26,866	36,651	71,432	28,123	46	771	12,192	41,132	94,257	-18,307	1,827,239	1,715,832	106.49%	
December																									
YTD Total	54,252	20,131	1,039	75,422	54,419	31,951	87,890	23	174,283	249,705	36,488	273,178	279,576	589,242	49,414	315	3,070	137,017	189,816	838,947	59,889	1,827,239	1,715,832	106.49%	

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.
⁴ July values reflect increase due to termination of COVID-19 Emergency Customer Protections and resumption of recertification process.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	November 2021								
4									

5	Month	Total CARE Households Enrolled	Households Requested to Verify ^{1,4}	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ⁴	Total Households De-enrolled ^{2,4}	% De-enrolled through Post Enrollment Verification ^{3,4}	% of Total CARE Households De-enrolled
6	January	1,777,521	24	0.00%	2	0	2	8.33%	0.00%
7	February	1,787,290	23	0.00%	1	0	1	4.35%	0.00%
8	March	1,796,671	26	0.00%	1	0	1	3.85%	0.00%
9	April	1,808,053	18	0.00%	3	0	3	16.67%	0.00%
10	May	1,824,721	10	0.00%	0	0	0	0.00%	0.00%
11	June	1,829,212	17	0.00%	4	0	4	23.53%	0.00%
12	July	1,839,181	12,964	0.70%	10,941	509	11,450	88.32%	0.62%
13	August	1,847,416	944	0.05%	585	43	628	66.53%	0.03%
14	September	1,856,516	341	0.02%	1	3	4	1.17%	0.00%
15	October	1,845,546	1,497	0.08%	0	30	30	2.00%	0.00%
16	November	1,827,239	1,629	0.09%	0	13	13	0.80%	0.00%
17	December	0	0	#DIV/0!	0	0	0	#DIV/0!	#DIV/0!
18	YTD Total	1,827,239	17,493	0.96%	11,538	598	12,136	69.38%	0.66%

19

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

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

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

23 ⁴ July values reflect increase due to termination of COVID-19 Emergency Customer Protections and resumption of verification process.

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

25

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

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

43

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

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

46 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.

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	November 2021						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	3,022,688	327,504	219,873	52,714	43,814	11,103
7	Percentage		100.00%	67.14%	16.10%	13.38%	3.39%
8							
9	¹ Includes sub-metered customers.						
10	² An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
11	³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	November 2021									
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,823	15	11,838	13,676	21	13,697	116%	139%	115.70%
8	Imperial	0	15,729	15,729	0	16,054	16,054	n/a	102%	102.07%
9	Kern	18,388	35,589	53,977	17,825	35,057	52,882	97%	99%	97.97%
10	Kings	12	14,819	14,831	14	17,387	17,401	114%	117%	117.33%
11	Los Angeles	923,227	2,913	926,140	916,862	1,734	918,596	99%	60%	99.19%
12	Orange	211,880	7	211,887	187,738	27	187,765	89%	413%	88.62%
13	Riverside	85,221	95,527	180,748	109,678	139,513	249,191	129%	146%	137.87%
14	San Bernardino	123,486	852	124,338	194,582	838	195,420	158%	98%	157.17%
15	San Luis Obispo	8,114	13,626	21,739	4,172	13,147	17,319	51%	96%	79.67%
16	Santa Barbara	31,177	973	32,149	33,922	749	34,671	109%	77%	107.84%
17	Tulare	12,529	51,544	64,073	13,250	54,232	67,482	106%	105%	105.32%
18	Ventura	56,304	2,079	58,383	54,860	1,901	56,761	97%	91%	97.22%
19	Total	1,482,161	233,672	1,715,832	1,546,579	280,660	1,827,239	104.35%	120.11%	106.49%
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	November 2021							
4								
5	Month	Total CARE Households	Households Requested to Recertify ^{1,5}	% of Households Total (C/B)	Households Recertified ^{2,5}	Households De-enrolled ^{3,5}	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
6	January	1,777,521	392	0.02%	342	95	87.24%	0.01%
7	February	1,787,290	500	0.03%	469	100	93.80%	0.01%
8	March	1,796,671	478	0.03%	453	114	94.77%	0.01%
9	April	1,808,053	320	0.02%	287	99	89.69%	0.01%
10	May	1,824,721	279	0.02%	241	86	86.38%	0.00%
11	June	1,829,212	328	0.02%	295	89	89.94%	0.00%
12	July	1,839,181	41,679	2.27%	14,856	29,016	35.64%	1.58%
13	August	1,847,416	17,937	0.97%	10,920	4,728	60.88%	0.26%
14	September	1,856,516	17,973	0.97%	8,690	372	48.35%	0.02%
15	October	1,845,546	20,012	1.08%	5,798	237	28.97%	0.01%
16	November	1,827,239	17,883	0.98%	2,165	63	12.11%	0.00%
17	December							
18	YTD Total	1,827,239	117,781	6.45%	44,516	34,999	37.80%	1.92%
19								
20	1 Excludes count of customers recertified through the probability model.							
21	2 Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
22	3 Includes customers who did not respond or who requested to be de-enrolled.							
23	4 Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	5 July values reflect increase due to termination of COVID-19 Emergency Customer Protections and resumption of recertification process.							
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors ¹						
2	Southern California Gas Company						
3	November 2021						
4							
5	Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
6		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
7							
8	Community Action Partnership of Orange County		X	X	X	0	0
9	Sigma Beta Xi Youth and Community Services		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	0	0
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	LACDA		X			0	0
16	YMCA Montebello-Commerce		X			0	0
17	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
18	Coachella Valley Housing Coalition		X			0	0
19	Southeast Community Development Corp.		X			0	0
20	Latino Resource Organization		X			0	0
21	Community Action Partnership - Kern County		X			0	0
22	Ventura Cty Comm Human		X			0	0
23	Blessed Sacrament Church		X			0	0
24	Hermandad Mexicana		X			0	0
25	CSET		X			0	0
26	Crest Forest Family and Community Service		X			0	0
27	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
28	Veterans in Community Service		X	X	X	0	0
29	MEND		X			0	0
30	Catholic Charities of LA – Brownson House		X			0	0
31	OCCC, Inc. (Orange County Community Center)		X			0	0
32	APAC Service Center		X			8	23
33	Visalia Emergency Aid Council		X			0	0
34	Total Enrollments					8	23
35							
36	¹ All capitation contractors with contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
37	Note: agencies marked with an asterisk (*) are also CHANGES CBOs. At the 9/27/19 CHANGES Quarterly Meeting, the IOUs were informed that these organizations' CARE capitation contracts will be terminated. They will, however, remain CHANGES CBOs.						
38	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	November 2021								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,777,521	N/A	1,777,521	1,708,891	104.02%	0.58%	5,660,315
7	February	N/A	1,787,290	N/A	1,787,290	1,708,891	104.59%	0.55%	5,662,936
8	March	N/A	1,796,671	N/A	1,796,671	1,708,891	105.14%	0.52%	5,665,809
9	April	N/A	1,808,053	N/A	1,808,053	1,710,846	105.68%	0.6%	5,667,264
10	May	N/A	1,824,721	N/A	1,824,721	1,710,846	106.66%	0.9%	5,669,671
11	June	N/A	1,829,212	N/A	1,829,212	1,710,846	106.92%	0.2%	5,671,301
12	July	N/A	1,839,181	N/A	1,839,181	1,712,462	107.40%	0.5%	5,672,733
13	August	N/A	1,847,416	N/A	1,847,416	1,712,462	107.88%	0.4%	5,676,101
14	September	N/A	1,856,516	N/A	1,856,516	1,712,462	108.41%	0.5%	5,680,136
15	October	N/A	1,845,546	N/A	1,845,546	1,715,832	107.56%	-0.6%	5,683,778
16	November	N/A	1,827,239	N/A	1,827,239	1,715,832	106.49%	-1.0%	5,686,644
17	December								
18	YTD Total	N/A	1,827,239	N/A	1,827,239	1,715,832	106.49%	3.35%	5,686,644
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots Southern California Gas Company November 2021				
2					
3					
4					
5	2021	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan 1, 2021	% of 2021 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ -	\$ 252,990	57.83%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ -	\$ 252,990	57.83%
11					
12	¹ Reflects Jan-Dec 2021 authorized funding per D. 21-06-015 issued June 3,2021.				
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

CARE Table 10

CHANGES: Monthly summary of ratepayers provided education, needs assistance and dispute resolution services¹

**Southern California Gas Company
Reporting Period: October 2021**

Number of attendees at Consumer Education sessions

182

SCG -- Disputes Resolved	
ADVERSE/FEAR	
TOTAL	

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

SCG -- Disputes Resolved by Language	
Armenian	
TOTAL	

SCG - Needs Assistance	
Emergency Management Plan (AMP) Enrollment	
Emergency Management Plan (AMP) Follow-Up	
Spoken Language Changed	
ADVERSE/FEAR	
Energy Efficiency Tool	
SA Program	
Disaster Assistance Fund	
EAP	
Payment Extension	
Payment Plan	
Set Up New Account	
TOTAL	

SCG - Needs Assistance by Language	
Armenian	
Indonesian	
Spanish	
TOTAL	

Information provided by CHANGES contractor. Data lags behind by one month.

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

**CARE Table 11 - CHANGES Group Customer Assistance Sessions¹
Southern California Gas Company**

June 1, 2021 - August 31, 2021³

Date	Session Language	Consumer Education Topic	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	11	N/A	115	CHANGES Ed Handout
N/A	Japanese	Avoiding Disconnection	1	N/A	17	CHANGES Ed Handout
N/A	Korean	Avoiding Disconnection	1	N/A	13	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	2	N/A	44	CHANGES Ed Handout
		Total	15		189	
N/A	English	CARE/FERA and Other Assistance Programs	3	N/A	13	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	3	N/A	20	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	7	N/A	70	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	1	N/A	26	CHANGES Ed Handout
		Total	14		129	
N/A	Armenian	Electric and Natural Gas Safety	10	N/A	108	CHANGES Ed Handout
N/A	Korean	Electric and Natural Gas Safety	1	N/A	10	CHANGES Ed Handout
		Total	11		118	
N/A	Vietnamese	Energy Conservation	4	N/A	104	CHANGES Ed Handout
		Total	4		104	
		Total	0		0	
N/A	Vietnamese	High Energy Use	1	N/A	20	CHANGES Ed Handout
		Total	1		20	
N/A	Vietnamese	Level Pay Plan	2	N/A	45	CHANGES Ed Handout
		Total	2		45	
N/A	Armenian	Understanding Your Bill	9	N/A	102	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	1	N/A	7	CHANGES Ed Handout
N/A	English	Understanding Your Bill	15	N/A	54	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	19	N/A	99	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	12	N/A	282	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	20	N/A	136	CHANGES Ed Handout
N/A	Tagalog	Understanding Your Bill	2	N/A	24	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	2	N/A	39	CHANGES Ed Handout
		Total	80		743	
		Quarterly Total	127		1,348	

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

² Contractor states all sessions at least 30 minutes.

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

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