

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



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

And Related Matters.

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

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 OCTOBER 2021**

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Date: November 19, 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 October 2021 | | | |
|---|---|-------------------------|----------|
| | Authorized / Planning Assumptions* | Actual to Date** | % |
| Budget | \$67,066,667 | \$28,718,322 | 43% |
| Homes Treated | 60,000 | 38,480 | 64% |
| kWh Saved | N/A | N/A | N/A |
| kW Demand Reduced | N/A | N/A | N/A |
| Therms Saved*** | N/A | 275,187 | 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 October 2021, SoCalGas processed and paid contractor invoices from prior months' activity for 9,627 treated homes. Additionally, SoCalGas paid for the weatherization of 9,627 homes, 584 furnace repairs and replacements, 360 water heater repairs and replacements, and 824 High Efficiency (HE) clothes washers.

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

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

Ethnic and Mass Media Campaign

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

SoCalGas is currently planning to launch a fall ESA Program media campaign in November 2021. More information will be shared once the campaign plans are finalized.

E- Newsletter

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

Energy Savings Assistance Program - Emails

SoCalGas sent 25,000 emails in October. 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 October. 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 October. 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. SoCalGas tested two text messages to measure the effectiveness - leading with *the customer may qualify for no-cost home upgrades*, or that *the program could help them save energy and money*. Both messages encouraged customers to visit the ESA Program web page to learn more. SoCalGas will measure the results and send the highest performing message moving forward or determine if additional testing is needed. 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 October.

Energy Savings Assistance Program - Outbound Dialing

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

Energy Savings Assistance Program - Web Activities

There were 183 internet-generated leads for the ESA Program during the month of October from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA Program contractors.

Energy Savings Assistance Program – Social Media Activity

SoCalGas posted a ESA Program messages on Facebook and Twitter in October. These social media posts were promoted to the entire SoCalGas service territory to help build awareness of the program. The Facebook post reached 5,237 unique viewers and generated 79 link clicks with a cost of \$0.63 per click. The Twitter post resulted in 1,750 impressions and 72 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. In the month of October, SCIC hosted 4 Financial Wellness events along with one Community Outreach event and informed 164 participants about SoCalGas' Customer Assistance Programs as detailed below.

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|------------------------------|---|
| October 7 (Southern California Indian Center) | Financial Wellness: Managing Personal Finances Rental Assistance and What You Need to Know | Los Angeles Zoom/Facebook | Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 29 attendees. |
| October 14 (Southern California Indian Center) | Financial Wellness: Managing Personal Finances Planning for Emergency Events | Los Angeles Zoom/Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees. |
| October 21 (Southern California Indian Center) | Financial Wellness: Managing Personal Finances Utilizing Community Resources | Los Angeles Zoom/Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|---|------------------------------|--|
| October 28 (Southern California Indian Center) | Financial Wellness: Managing Personal Finances Understanding Child Credit | Los Angeles Zoom/Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees. |
| October 30 (Southern California Indian Center) | Outreach Event | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 81 attendees. |

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 October. 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> |
|---|--------------------------|---------------------------------------|---|
| October 1 (Food Share of Ventura County) | Senior Kit Distribution | Rodney Apts - Santa Paula | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 69 attendees. |
| October 1 (MICOP) | Family Resource Fair | United Methodist Church - Santa Paula | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees. |
| October 1 (Food Share of Ventura County) | Senior Kit Distribution | St. Francis Asissi - Fillmore | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 72 attendees. |
| October 1 (CFS- Promotores) | One on One | Las Michoacanas - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees. |
| October 1 (LAC + USC Medical Center) | Food Distribution | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 88 individuals. |
| October 2 (211 LA) | Outreach Event | Bellflower High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 80 families, community members, and staff members in attendance. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|----------------------------|---|--|
| October 2 (CFS- Promotores) | One on One | La Discoteca Miramar - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 46 attendees. |
| October 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 – 136 Instagram Reach – 111 Twitter Reach – 35 |
| October 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 – 141 Instagram Reach – 246 Twitter Reach – 50 |
| October 3 (MICOP) | Hispanic Heritage Month | Museum of Ventura County | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees. |
| October 4 (Food Share of Ventura County) | Senior Kit Distribution | Salvation Army - Ventura | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 77 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|---|----------------------------------|--|
| October 4 (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 51 attendees. |
| October 4 (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 120 attendees. |
| October 4 (Food Share of Ventura County) | Emergency Box Distribution | Rio Student Services | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees. |
| October 4 (211 LA) | Outreach Event | Montebello High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 17 staff members in attendance. |
| October 5 (MEND) | Community Nourishment Food Distribution | El Nido Family Centers - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 100 community members. |
| October 5 (MEND) | On-Site Food Distribution | MEND Offices - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 167 recipients with food distribution bags. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|--|---|
| October 5 (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 143 attendees. |
| October 5 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees. |
| October 5 (MICOP) | Community Outreach | Westminster Clinic | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 176 attendees. |
| October 5 (Food Share of Ventura County) | Emergency Box Distribution | St. Francis Asissi - Fillmore | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees. |
| October 5 (VietSoCal) | ESL and Citizenship and Social Benefit Workshop | Garden Grove central office, but included participants from Garden Grove, Westminster, Santa Ana, Orange, Anaheim, Fountain Valley | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees. |
| October 6 (VietSoCal) | Mock Citizenship Interview and Social Benefit Workshop | Garden Grove central office, but included participants from Garden Grove, Westminster, Santa Ana, Orange, Anaheim, Fountain Valley | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 51 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|----------------------------|---|---|
| October 6 (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 232 attendees. |
| October 6 (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 44 attendees. |
| October 6 (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 980 attendees. |
| October 6 (Food Share of Ventura County) | Emergency Box Distribution | Oxnard Alano - Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees. |
| October 6 (211 LA) | CSI/School Meeting | Paramount High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 17 parents in attendance. |
| October 7 (HSA LA) | Grab-and-Go Meal Site | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 40 meal recipients. |
| October 7 (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 66 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--------------------------------|------------------------------|---|
| October 7 (Via Care) | 507 Vaccine Clinic | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees. |
| October 7 (The Link) | Shandon Food Bank Distribution | Shandon High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 38 attendees. |
| October 7 (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 135 attendees. |
| October 7 (Food Share of Ventura County) | Emergency Box Distribution | LUCHA Pantry - Santa Paula | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees. |
| October 8 (Food Bank of Santa Barbara) | Healthy Farmworker Program | Santa Maria | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees. |
| October 8 (Food Share of Ventura County) | Emergency Box Distribution | RC Charities - Moorpark | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|-----------------------------------|---|--|
| October 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 – 94 Instagram Reach – 269 Twitter Reach – 51 |
| October 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 – 385 Instagram Reach – 130 Twitter Reach – 31 |
| October 8 (CFS- Promotores) | One on One | Carniceria La Barata - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 140 attendees. |
| October 8 (MEND) | On-Site Food Distribution | MEND Offices - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 167 recipients with food distribution bags. |
| October 8 (ONEgeneration) | ONEgeneration Walk-Up Food Pantry | OSEC Adult Community Center – Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 400 event attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|---|--|--|
| October 9 (ONEgeneration) | Community Health and Wellness Fair | Valley Presbyterian Hospital - Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to over 300 event attendees with their bags of food. |
| October 9 (CFS- Promotores) | One on One | San Miguel Bakery - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 58 attendees. |
| October 9 (CFS- Promotores) | One on One | La Reyna Market - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 146 attendees. |
| October 9 (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 61 attendees. |
| October 10 (CFS- Promotores) | One on One | Guadalajara Market -Grover Beach | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees. |
| October 10 (VietSoCal) | ESL and Citizenship and Social Benefit Workshop | Garden Grove Central Office but included participants from Garden Grove, Westminster, Santa Ana, Orange, Anaheim, Fountain Valley, San Gabriel, Long Beach | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|----------------------------|----------------------------------|---|
| October 10 (ONEgeneration) | Farmers Market | ONEgeneration offices – Van Nuys | CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to 1,500 event attendees. |
| October 11 (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 19 attendees. |
| October 11 (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 44 attendees. |
| October 11 (Via Care) | Food Bank | Los Angeles | CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 52 attendees. |
| October 11 (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. |
| October 11 (Food Share of Ventura County) | Emergency Box Distribution | Rio Student Services | CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees. |
| October 12 (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 45 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|--------------------------------|-------------------------------------|--|
| October 12 (CFS- Promotores) | One on One | La Reyna Market Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees. |
| October 12 (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 96 attendees. |
| October 12 (Food Share of Ventura County) | Emergency Box Distribution | Nyland Promise - Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees. |
| October 12 (The Link) | Baywood Food Bank Distribution | Baywood Elementary School, Los Osos | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees. |
| October 12 (211 LA) | CS Hub Presentation | John Glenn High School - Norwalk | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 10 parents and staff members in attendance. |
| October 12 (211 LA) | CSI/School Meeting | Lynwood High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 7 community members and school staff members in attendance. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---|------------------------------------|--|
| October 12 (MEND) | Community Nourishment Food Distribution | El Nido Family Centers - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 100 community members. |
| October 12 (MEND) | On-Site Food Distribution | MEND Offices - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 166 recipients with food distribution bags. |
| October 13 (211 LA) | Outreach Event | Paramount High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 13 parents in attendance. |
| October 13 (The Link) | San Miguel Food Bank Distribution | Lillian Larsen School - San Miguel | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees. |
| October 13 (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 11 attendees. |
| October 13 (MICOP) | Ventura County Latinx Heritage Month Luncheon | Ventura College - Ventura | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---|---|--|
| October 13 (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 83 attendees. |
| October 14 (MICOP) | Oxnard Farmer's Market Corner | Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees. |
| October 14 (Veteran's Legal Institute) | Pathable - What Comes Next?: Organization Founder | Virtual: https://pathable.com | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees. |
| October 14 (Via Care) | Food Bank | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees. |
| October 14 (Food Share of Ventura County) | Senior Kit Distribution | BGC Simi | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 165 attendees. |
| October 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 – 191 Instagram Reach – 220 Twitter Reach – 47 |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|----------------------------|---|--|
| October 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 – 496 Instagram Reach – 150 Twitter Reach – 37 |
| October 14 (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 18 attendees. |
| October 14 (Food Share of Ventura County) | Emergency Box Distribution | LUCHA Pantry - Santa Paula | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees. |
| October 14 (CFS- Promotores) | One on One | San Miguel Market and Deli - San Miguel | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 62 attendees. |
| October 14 (The Link) | SLO Food Bank Distribution | CL Smith School, San Luis Obispo | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees. |
| October 14 (The Link) | Mobile Vaccine Clinic | Cambria Grammar School - Cambria | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|---|--|
| October 15 (The Link) | Benefit for Dry Creek Apts. Fire Victims | The Link FRC Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees. |
| October 15 (CFS- Promotores) | One on One | La Miramar Musica y Mas - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees. |
| October 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 171 attendees. |
| October 15 (Food Bank of Santa Barbara) | Healthy Farmworker Program | Santa Maria | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees. |
| October 15 (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 20 attendees. |
| October 15 (Food Share of Ventura County) | Emergency Box Distribution | RC Charities - Moorpark | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|---|--|--|
| October 15 (211 LA) | CSI/School Meeting | Santa Monica High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 9 staff members and community partners in attendance. |
| October 15 (LAC + USC Medical Center) | Food Distribution at LAC + USC Medical Center | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 216 individuals. |
| October 15 (ONEgeneration) | Olive View Farmers Market | UCLA Hospital - Sylmar | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 150 event attendees with their bags of food. |
| October 15 (ONEgeneration) | ONEgeneration Walk-Up Food Pantry | OSEC Adult Community Center – Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 400 event attendees. |
| October 16 (MEND) | Community Canvassing | MEND Offices - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 1,000 community members. |
| October 16 (VietSoCal) | Workshop On Assistance Program | Garden Grove Central Office | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|----------------------------------|--|
| October 16 (ONEgeneration) | Magnolias Public Schools Community Resource Fair | Northridge | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 event attendees. |
| October 16 (ONEgeneration) | Arleta Vaccine Clinic | Arleta High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 event attendees. |
| October 16 | SCRS-IL Trunk-or-Treat | San Bernardino | In partnership with SoCalGas Public Affairs department, SoCalGas' Customer Assistance Programs information was provided to attendees of a community Trunk-or-Treat event hosted by Southern California Resource Services for Independent Living. |
| October 16 (CFS- Promotores) | One on One | El Korita del Real - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 51 attendees. |
| October 16 (Catholic Charities of Orange County) | Christ Cathedral | Garden Grove | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees. |
| October 18 (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 195 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|-------------------------------------|---|--|
| October 18 (Catholic Charities of Orange County) | Catholic Charities of Orange County | Santa Ana | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees. |
| October 18 (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 23 attendees. |
| October 19 (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 65 attendees. |
| October 19 (CFS- Promotores) | One on One | Campos Ceramic - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 96 attendees. |
| October 19 (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 67 attendees. |
| October 19 (Via Care) | 507 Vaccine Event | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees. |
| October 19 (211 LA) | Outreach Event | Montebello High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 33 staff members in attendance. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---|---------------------------------------|---|
| October 19 (211 LA) | Outreach Event | Bellflower High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 40 parents, students, and staff emmebrs in attendance. |
| October 19 (MEND) | Community Nourishment Food Distribution | El Nido Family Centers - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 100 community members. |
| October 20 (211 LA) | Outreach Event | Littlerock High School - Lynwood | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 70 families in attendance. |
| October 20 (211 LA) | Outreach Event | Paramount High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 14 parents in attendance. |
| October 20 (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 53 attendees. |
| October 20 (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. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|--------------------------|---|--|
| October 20 (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 48 attendees. |
| October 20 (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 65 attendees. |
| October 21 (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 – 111 Instagram Reach – 210 Twitter Reach – 34 |
| October 21 (Via Care) | 507 Vaccine Event | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees. |
| October 21 (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 241 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---|---|--|
| October 21 (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 – 324 Instagram Reach – 152 Twitter Reach – 35 |
| October 21 (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. |
| October 21 (The Link) | SLO County Food Bank Distribution | Santa Lucia Middle School, Cambria | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees. |
| October 21 (LAC + USC Medical Center) | Food Distribution at LAC + USC Medical Center | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 25 individuals. |
| October 22 (LAC + USC Medical Center) | Food Distribution at LAC + USC Medical Center | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 16 individuals. |
| October 22 (MEND) | Community Canvassing | MEND Offices - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 1,000 community members. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|----------------------------------|--|---|
| October 22 (The Link) | Mobile Vaccine Clinic | Shandon High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees. |
| October 22 (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 171 attendees. |
| October 22 (MICOP) | Oxnard Monthly Community Meeting | Oxnard | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees. |
| October 22 (CFS- Promotores) | Mobile Clinic | Shandon High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees. |
| October 22 (CFS- Promotores) | One on One | El Korita del Real - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees. |
| October 22 (VietSoCal) | Food Bank | Garden Grove central office, but included participants from Garden Grove, Westminster, Santa Ana, Orange, Anaheim, Fountain Valley | 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> |
|---|--|--|--|
| October 23 (VietSoCal) | Mock Citizenship Interview and Social Benefit Workshop | Garden Grove central office, but included participants from Garden Grove, Westminster, Santa Ana, Orange, Anaheim, Fountain Valley, San Gabriel | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 62 attendees. |
| October 23 (CFS- Promotores) | One on One | Panaderia San Miguel - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 151 attendees. |
| October 23 (CFS- Promotores) | One on One | Guadalajara Market - Grover Beach | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees. |
| October 23 (211 LA) | Outreach Event | Duarte High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 80 families in attendance. |
| October 23 (MEND) | Diaper Distribution | MEND Offices - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 50 recipients with food distribution bags. |
| October 23 (ONEgeneration) | Succulent Society and Granada Hills Street Fair | Granada Hills | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CBO staff distributed CAP materials to over 200 event attendees with their bags of food. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|-------------------------------------|--|---|
| October 25 (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 29 attendees. |
| October 25 (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 123 attendees. |
| October 25 (CFS- Promotores) | Mobile Clinic | Oceano Family Resource Center - Oceano | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees. |
| October 25 (Catholic Charities of Orange County) | Doris Cantlay | Santa Ana | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 600 attendees. |
| October 25 (Catholic Charities of Orange County) | St. Boniface | Anaheim | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees. |
| October 25 (Catholic Charities of Orange County) | Catholic Charities of Orange County | Santa Ana | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees. |
| October 26 (CFS- Promotores) | One on One | Taqueria Jalisco - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 92 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|--|---|--|
| October 26 (Via Care) | 507 Vaccine Event | Los Angeles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees. |
| October 26 (MEND) | Community Nourishment Food Distribution | El Nido Family Centers - Pacoima | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed with food bags to 100 community members. |
| October 26 (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 65 attendees. |
| October 26 (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 25 attendees. |
| October 26 (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 63 attendees. |
| October 27 (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 42 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--|---|--|---|
| October 27 (VietSoCal) | Citizenship and Social Benefit Workshop | Garden Grove central office, but included participants from Garden Grove, Westminster, Santa Ana, Orange, Anaheim, Fountain Valley | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 59 attendees. |
| October 27 (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 52 attendees. |
| October 27 (CFS- Promotores) | One on One | La Reyna Market - Paso Robles | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 136 attendees. |
| October 27 (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 61 attendees. |
| October 28 (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 135 attendees. |
| October 28 (Via Care) | 507 Vaccine Event | 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> |
|--|----------------------------|---|--|
| October 28 (Food Bank of Santa Barbara) | Healthy School Pantry | El Camino Elementary - Goleta | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees. |
| October 28 (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 – 242 Instagram Reach – 147 Twitter Reach – 15 |
| October 28 (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 70 attendees. |
| October 28 (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 – 121 Instagram Reach – 286 Twitter Reach – 32 |
| October 28 (MICOP) | Oxnard Farmers Market | 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> |
|---|---|---|--|
| October 28 (211 LA) | Outreach Events | Paramount High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 17 parents in attendance. |
| October 28 (211 LA) | CSI/School Meeting | Bellflower High School | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 18 staff members in attendance. |
| October 28 (HSA LA) | City of Lynwood Health Fair | Lynwood | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 150 attendees. |
| October 29 (ONEgeneration) | ONEgeneration Walk-Up Food Pantry | OSEC Adult Community Center – Van Nuys | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 400 event attendees. |
| October 30 (VietSoCal) | Mock Citizenship Interview and Social Benefit Workshop | Garden Grove central office, but included participants from Garden Grove, Westminster, Santa Ana, Orange, Anaheim, Fountain Valley, San Gabriel | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 57 attendees. |
| October 30 (Walking Shield) | Estrella Family Foundation Halloween/Dia de los Muertos Celebration | CASA 723 Fullerton | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees. |

| <u>Event Date & Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--------------------------------------|-------------------|---|---|
| October 31 (MICOP) | Swap Meet | Oxnard College | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees. |
| October 31 (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 – 91 Instagram Reach – 182 Twitter Reach – 20 |
| October 31 (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 – 158 Instagram Reach – 86 Twitter Reach – 8 |

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, \$160,155 has been co-funded to support the installation of HE clothes washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

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

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

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

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

- 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.

| Municipal Electric Provider | Participating Customers |
|------------------------------------|--------------------------------|
| Anaheim Public Utilities | 107 |
| Colton Public Utilities | 0 |
| LADWP | 0 |
| Pasadena Water and Power | 8 |
| Riverside Public Utilities | 0 |
| Total | 115 |

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 | Total |
| Attended Class | 46 | 7 | 53 |
| Tested | 46 | 7 | 53 |
| Passed | 31 | 4 | 35 |
| Retention Rate* | 67% | 57% | 66% |
| *Retention Rate is Passed/Tested | | | |

| SoCalGas Enrollment and Assessment Training | | | | | | |
|--|---------------------------|----------------------------|---------------------------|----------------------------|---|----------------------------|
| Class Type | Q3 | | October | | YTD Total (beginning July 1) | |
| | 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 | 6 | 29 |
| HVAC Initial | 3 | 26 | 0 | 0 | 3 | 26 |
| Wx / NGAT Refresher | 0 | 0 | 0 | 0 | 0 | 0 |
| HVAC Refresher | 0 | 0 | 0 | 0 | 0 | 0 |
| Grand Total | 8 | 47 | 1 | 8 | 9 | 55 |

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 – October

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 | \$3,017,090 | 71.88% |
| Processing, Certification and Verification | \$2,343,398 | \$1,220,891 | 52.09% |
| Information Tech./Programming | \$1,030,505 | \$538,933 | 52.30% |
| 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 | \$298,172 | 43.50% |
| General Administration | \$1,071,966 | \$664,965 | 62.03% |
| CPUC Energy Division Staff | \$75,000 | \$64,123 | 85.50% |
| Total Expenses | \$9,859,663 | \$6,057,163 | 61.43% |
| Subsidies and Benefits | \$138,389,984 | \$143,493 | 103.41% |
| Total Program Costs and Discounts | \$148,249,647 | \$149,160,656 | 100.61% |

* 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 252,187 successful enrollments, 88,033 recertifications, 6,452 post-enrollment verifications and 15,685 opt-outs. Activity for October is as follows:

| CARE My Account Activity | | | |
|---------------------------------|---------------------|-----------------|-------------------|
| | Transactions | Approved | % Approved |
| Self-certification | 4,049 | 3,212 | 79% |
| Re-certification | 4,351 | 4,177 | 96% |
| PEV | 78 | 63 | 80% |
| Customer opt-out | 4,075 | 4,075 | 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 October 2021, CSRs successfully enrolled 7,645 customers in CARE. An additional 2,008 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 496,282 with an additional 185,730 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 can be removed from the program is October 8, 2021. During the month of October, SoCalGas processed a total of 3,400 on-line renewals.

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

| CARE Penetration | | |
|------------------------------|------------------------------|-------------------------|
| Participants Enrolled | Eligible Participants | Penetration rate |
| 1,845,546 | 1,715,832 | 107.56% |

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 October, SoCalGas sent 12,558 emails to new customers with a probability of being eligible for the CARE program. A total of 2,449 customers enrolled using the link within this email. A total of 15,375 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 10,820 enrolled using the link within this email.

Typically, SoCalGas sends emails to recapture those customers that have fallen off CARE encouraging them to reapply. With the CARE recertification process resuming as of July 1, 2021, SoCalGas will recommence sending emails designed to reach customers who were previously participating in the CARE program but failed to recertify, encouraging them to reapply online and reestablish their monthly discount. Given the resumption timeline, the earliest that CARE customers may be removed from the program (due to nonresponse) is October 2021, so SoCalGas will resume sending these emails in November 2021 to capture customers who will have potentially fallen off the program.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid mobile phone numbers encouraging them to apply online. In October, SoCalGas sent 27,991 text messages to new customers, existing customers not on CARE, and customers needing to reapply in order to remain on the program. A total of 2,988 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 872 approved enrollments in October.

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

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are put on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and through their relationship with SoCalGas, they discuss low-income programs as part of their outreach. During the month of October 211 LA participated in 16 virtual outreach events. In total, 185 callers were informed about the CARE Program, with 18 interested in the ESA Program.

SoCalGas Customer Assistance Programs recently started a new collaboration with Walking Shield. Walking Shield's mission is to improve the quality of life for families in Orange and LA Counties by coordinating programs that provide shelter, healthcare, community development support, educational assistance, employment development, and humanitarian aid. Through this partnership, Walking Shield will provide SoCalGas CAP information to the community by utilizing social media platforms and newsletters, and via phone and virtual meetings with clients. Currently in person events are not taking place due to the COVID-19 pandemic, but once events begin, Walking Shield will promote SoCalGas programs at community gatherings. In the month of October, Walking Shield held 30 one-on-one virtual/phone meetings where they discussed

SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. 12 clients completed their applications or expressed interest in enrollment. Walking Shield also emailed a total of 45 participants from their education program with information on SoCalGas' Customer Assistance Programs, as well as a link to apply. On social media, CBO staff posted SoCalGas program information and links via Facebook, Instagram and Twitter and reached approximately 3,000 views. For the coming months, the organization is working to increase the presence of SoCalGas' programs on their website.

The mission of Catholic Charities of Orange County is to provide service to people in need, to promote their voice in society, and to call on the Church and all people to do the same. Catholic Charities of Orange County works with charitable services such as CalFresh (Food Stamps) Outreach/Applications Program, Camp Re-Creation For Adults And Children With Special Needs, Cantlay Food Distribution Center, Catholic Campaign For Human Development, Catholic Charities Auxiliary, Catholic Charities of Orange County, Inc., Immigration and Citizenship Center, L'arche Wavecrest, Natural Family Planning, New Hope Crisis Counseling Hotline, Snap-Ed (Nutrition Education and Obesity-Prevention Program), Society of St. Vincent De Paul and The Orange Catholic Foundation. Catholic Charities of Orange County promotes SoCalGas' Customer Assistance Programs through all these avenues. CalFresh Outreach Program team members assist families and individuals 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 October, 549 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 October, 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 212 clients attending in-person. Staff also provided enrollment assistance to 142 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 218 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 October, 190 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.

In the month of October, Customer Assistance Programs materials in English, Spanish, and Korean were distributed to 400 clients during in-home visits, intake discussions, and virtual meetings. Information about Customer Assistance Programs was introduced to 13 clients during one-on-one case management calls and also were printed in the monthly newsletter distributed to 115 clients.

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 October, Unity Shoppe was still able to provide information on SoCalGas' Customer Assistance Programs to over 1,238 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 October, Food Share Ventura County distributed 5,535 "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 October, El Concilio resumed operation in their offices and was able to provide information to 308 customers in their office. For the month of October, 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 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 member 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 October, FIND Foodbank's partnership with SoCalGas led to 2,150 one-on-one outreach opportunities to present SoCalGas' CAP information in 12 of the coverage areas they serve: Bermuda Dunes, Cathedral City, Coachella, Desert Hot Springs, Indio, La Quinta, Oasis, Mecca, North Palm Springs, Palm Desert, Palm Springs, and Thermal.

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. For the month of October, SCDC provided one-on-one assistance to 123 customers over the phone, online, and in-person at the Bell Tech Center and Feria de Bienvenida to discuss Customer Assistance Programs.

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 October, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 95 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

October, 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 October, Veterans Legal Institute created three social media posts seen by 124 people online. 149 online Customer Assistance Programs applications were emailed to clients by the Veterans Legal Institute, 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 October; this included a food bank drop off for seniors. Materials were also distributed to 297 participants attending six 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 October, 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 October, SoCalGas sent 17,411 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.

With the CARE recertification process resuming as of July 1, 2021, SoCalGas will resume sending direct mail letters designed to reach customers who were previously participating in the CARE program but failed to recertify, encouraging them to reapply online and reestablish their monthly discount. The earliest that CARE customers may be removed from the program (due to nonresponse) is October 2021, so SoCalGas will resume sending these direct mail letters in November 2021 to capture customers who will have potentially fallen off the program.

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

CARE Bill Inserts

In October, SoCalGas sent a bill insert to 6,169 customers targeting housing facilities that may qualify to participate in CARE. SoCalGas approved 12 bill insert applications from prior months in October.

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 October. 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. SoCalGas also launched a fall 2021 CARE 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 or newly qualified. 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.

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 October, Fiesta Educativa has held virtual workshops through Zoom due to the COVID-19 emergency. 285 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 October, Blind Support Services provided one-on-one touchpoints to 71 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 October, SCRS-IL was able to disseminate Customer Assistance information to 1,050 community member 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 October, Lanterman Regional Center facilitated many online support and training meetings. Approximately 352 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 October, 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 46 individuals with their fresh produce. Additionally, throughout the month, staff virtually met with constituents for intake or case management assistance. 37 individuals were informed about SoCalGas Customer Assistance Programs; 1 signed up for the first time.

In 2021, SoCalGas Customer Assistance Programs began collaborating with OC Autism Foundation (OCAF). OCAF directly impacts the lives of children and adults who are affected by Autism Spectrum Disorder and their families. OCAF's goal is to educate, empower & employ individuals affected by Autism and other related disabilities and their families. For the month of October, OC Autism Foundation (OCAF) was able to distribute CAP information to over 200 contacts through their crisis call line. They also shared Customers Assistance Program information on their social media channels and via the OC Health & Education Talkshow every Tuesday on Channel 56.10. Also, an October Facebook post with CARE information garnered 300 views. Additionally, OCAF has a monthly newsletter that reaches over 5,000 OCAF members and a monthly Kids Club subscription program that reaches over 225 members. Both the newsletter and subscription program include SoCalGas customer assistance programs links.

| <u>Event Date and Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|---|------------------------------|--|
| October 5 (Fiesta Educativa) | The Importance of Participating in an Investigation | Zoom/Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 18 attendees. |
| October 5 (Frank D Lanterman) | Presentation | Virtual | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 60 attendees. |
| October 6 (Frank D Lanterman) | Presentation | Virtual | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 37 attendees. |
| October 6 (Fiesta Educativa) | First Session: Self-Determination | Zoom/Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 63 attendees. |
| October 12 (Fiesta Educativa) | APEP (Orientation) | Zoom | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 13 attendees. |

| <u>Event Date and Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|------------------------------------|---------------------------------|--|
| October 13 (Fiesta Educativa) | Second Session: Self-Determination | Zoom/Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 38 attendees. |
| October 13 (Fiesta Educativa) | Psycho-emotional Support Seminar | Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 18 attendees. |
| October 19 (Fiesta Educativa) | First Session: APEP | Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 14 attendees. |
| October 20 (Fiesta Educativa) | Third Session: Self-Determination | Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 26 attendees. |
| October 20 (Fiesta Educativa) | Independent Life Seminar | Mexican Consulate San Bernadino | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 8 attendees. |

| <u>Event Date and Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|---|--|------------------------------|--|
| October 21 (Fiesta Educativa) | Second Session: APEP | Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 14 attendees. |
| October 26 (Fiesta Educativa) | Third Session: APEP | Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 12 attendees. |
| October 26 (Fiesta Educativa) | Cable Account Seminar | Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 37 attendees. |
| October 27 (Fiesta Educativa) | Fourth Session: Self-Determination | Zoom | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 3 attendees. |
| October 27 (Fiesta Educativa) | Integrating Services into the Daily Life | Zoom | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 13 attendees. |

| <u>Event Date and Organization</u> | <u>Event Name</u> | <u>Event Location</u> | <u>Event Information</u> |
|--------------------------------------|--|-------------------------------|---|
| October 28 (Fiesta Educativa) | Fourth Session: APEP | Facebook | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 17 attendees. |
| October 29 (Fiesta Educativa) | Resource Table at Mexican Consulate in Los Angeles Health Fair | Los Angeles Mexican Consulate | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was shared with approximately 67 attendees. |
| October 29 (OC Autism Foundation) | Community Event | Garden Grove | CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 attendees. |

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

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of October, 5,601 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 October generated 1,721 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 53 customers enrolled through leveraging during the month of October.

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 October, 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 October, 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 October.

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 | October 2021 | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | |
| 5 | | Authorized Budget ¹ | | | Current Month Expenses ⁴ | | | 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 | \$ 421,757 | \$ 421,757 | N/A | \$ 2,041,470 | \$ 2,041,470 | N/A | 0.00% | 0.00% |
| 9 | Domestic Hot Water | N/A | \$ - | \$ - | N/A | \$ (16,375) | \$ (16,375) | N/A | \$ 4,392,671 | \$ 4,392,671 | N/A | 0.00% | 0.00% |
| 10 | Enclosure | N/A | \$ - | \$ - | N/A | \$ 339,430 | \$ 339,430 | N/A | \$ 7,287,170 | \$ 7,287,170 | N/A | 0.00% | 0.00% |
| 11 | HVAC | N/A | \$ - | \$ - | N/A | \$ 152,555 | \$ 152,555 | N/A | \$ 4,740,624 | \$ 4,740,624 | N/A | 0.00% | 0.00% |
| 12 | Maintenance | N/A | \$ - | \$ - | N/A | \$ 589 | \$ 589 | N/A | \$ 320,879 | \$ 320,879 | 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 | \$ (211,748) | \$ (211,748) | N/A | \$ (485,678) | \$ (485,678) | N/A | 0.00% | 0.00% |
| 15 | Customer Enrollment | N/A | \$ - | \$ - | N/A | \$ 597,150 | \$ 597,150 | N/A | \$ 6,700,856 | \$ 6,700,856 | N/A | 0.00% | 0.00% |
| 16 | In Home Education | N/A | \$ - | \$ - | N/A | \$ 66,738 | \$ 66,738 | N/A | \$ 417,085 | \$ 417,085 | 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 | \$ 1,350,095 | \$ 1,350,095 | N/A | \$ 25,415,077 | \$ 25,415,077 | N/A | 41.55% | 41.55% |
| 19 | | | | | | | | | | | | | |
| 20 | Training Center | N/A | \$ 535,603 | \$ 535,603 | N/A | \$ 44,482 | \$ 44,482 | N/A | \$ 176,081 | \$ 176,081 | N/A | 32.88% | 32.88% |
| 21 | Inspections | N/A | \$ 791,002 | \$ 791,002 | N/A | \$ 45,232 | \$ 45,232 | N/A | \$ 493,688 | \$ 493,688 | N/A | 62.41% | 62.41% |
| 22 | Marketing and Outreach | N/A | \$ 689,766 | \$ 689,766 | N/A | \$ 53,603 | \$ 53,603 | N/A | \$ 182,972 | \$ 182,972 | N/A | 26.53% | 26.53% |
| 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 | \$ 29,879 | \$ 29,879 | N/A | \$ 140,865 | \$ 140,865 | N/A | 58.41% | 58.41% |
| 26 | General Administration | N/A | \$ 3,485,201 | \$ 3,485,201 | N/A | \$ 393,300 | \$ 393,300 | N/A | \$ 1,972,888 | \$ 1,972,888 | N/A | 56.61% | 56.61% |
| 27 | CPUC Energy Division | N/A | \$ 46,215 | \$ 46,215 | N/A | \$ 7,962 | \$ 7,962 | N/A | \$ 15,034 | \$ 15,034 | N/A | 32.53% | 32.53% |
| 28 | | | | | | | | | | | | | |
| 29 | TOTAL PROGRAM COSTS | N/A | \$ 67,066,667 | \$ 67,066,667 | N/A | \$ 1,924,553 | \$ 1,924,553 | N/A | \$ 28,396,607 | \$ 28,396,607 | N/A | 42.34% | 42.34% |
| 30 | Funded Outside of ESA Program Budget | | | | | | | | | | | | |
| 31 | Indirect Costs | | | | N/A | \$ 275,141 | \$ 275,141 | N/A | \$ 1,263,507 | \$ 1,263,507 | | | |
| 32 | NGAT Costs | | | | | \$ 19,355 | \$ 19,355 | | \$ 430,350 | \$ 430,350 | | | |
| 33 | | | | | | | | | | | | | |
| 34 | | | | | | | | | | | | | |
| 35 | ¹ Reflects July-Dec 2021 authorized funding per D. 21-06-015 issued June 3, 2021. | | | | | | | | | | | | |
| 36 | ² Total current month and July-Sep repayment credits associated with COVID - 19 contractor advances in 2020. | | | | | | | | | | | | |
| 37 | ³ Reflects July-Sept 2021 actual spending. | | | | | | | | | | | | |
| 38 | ⁴ Current month expenditures include a third quarter accrual reversal amount of (\$7,078,623) in the following reporting categories: Appliances (\$255,519), Domestic Hot Water (\$1,623,280), | | | | | | | | | | | | |
| 39 | Enclosure (\$2,126,785), HVAC (\$1,145,218), Maintenance (\$97,437), Customer Enrollment (\$1,447,596), In Home Energy Education (\$123,120), Inspections (\$111,315). | | | | | | | | | | | | |
| 40 | 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
October 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 | \$ 61,168 | \$ 61,168 | N/A | \$ 321,715 | \$ 321,715 | N/A | 2.13% | 2.13% |
| TOTAL PROGRAM BUDGET/EXPENSES | N/A | \$ 15,197,799 | \$ 15,197,799 | N/A | \$ 61,168 | \$ 61,168 | N/A | \$ 321,715 | \$ 321,715 | N/A | 2.12% | 2.12% |

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 2
Southern California Gas Company
October 2021¹¹

| Measures | ESA Program (Summary) Total ¹ | | | | | | | ESA Program (First Touch Homes Treated) ¹⁰ | | | | | ESA Program (Re-Treated Homes/Go Backs) ¹⁰ | | | | | ESA Program (Aliso Canyon - SCG & SCE) ⁹ | | | | | | | | | | |
|---|--|--|---------------------------|--------------------------|------------------|--------------|--|---|--------------------|------------------|-------|--|---|------------------------------|------------------|--------|--|---|---------------------------|--------------------------|------------------------------|---------------|--------------------|---------------------------|--------------------------|------------------------------|---------------|-------|
| | Units | Year-To-Date Completed & Expensed Installation | | | % of Expenditure | Units | Year-To-Date Completed & Expensed Installation ¹⁰ | | | % of Expenditure | Units | Year-To-Date Completed & Expensed Installation ¹⁰ | | | % of Expenditure | Units | Year-To-Date Completed & Expensed Installation ¹⁰ | | | | | | | | | | | |
| | | Quantity Installed | kWh ² (Annual) | kW ² (Annual) | | | Therms ² (Annual) | Expenses (\$) | Quantity Installed | | | kWh ² (Annual) | kW ² (Annual) | Therms ² (Annual) | | | Expenses (\$) | Quantity Installed | kWh ² (Annual) | kW ² (Annual) | Therms ² (Annual) | Expenses (\$) | Quantity Installed | kWh ² (Annual) | kW ² (Annual) | Therms ² (Annual) | Expenses (\$) | |
| Appliances | | (K+S) | (L+T) | (M+U) | (N+V) | (O+W) | | | | | | | | | | | | | | | | | | | | | | |
| High Efficiency Clothes Washer | Home | 2,705 | - | - | 53,768 | \$ 2,302,973 | 7.1% | Home | 1,349 | - | - | 26,836 | \$ 1,148,899 | 7.2% | Home | 1,356 | - | - | 26,932 | \$ 1,154,074 | 7.0% | Home | 1,171 | - | - | 23,401 | \$ 996,484 | 6.4% |
| Microwaves ³ | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Refrigerators | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| Freezers | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| Domestic Hot Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Hot Water ⁴ | Home | 41,767 | - | - | 131,942 | \$ 1,834,490 | 5.6% | Home | 20,358 | - | - | 64,311 | \$ 898,748 | 5.6% | Home | 21,409 | - | - | 67,631 | \$ 935,742 | 5.7% | Home | 24,888 | - | - | 78,621 | \$ 1,013,161 | 6.5% |
| Tank and Pipe Insulation ⁵ | Home | 558 | - | - | 3,543 | \$ 22,589 | 0.1% | Home | 256 | - | - | 1,626 | \$ 10,482 | 0.1% | Home | 302 | - | - | 1,918 | \$ 12,107 | 0.1% | Home | 217 | - | - | 1,378 | \$ 7,601 | 0.0% |
| Water Heater Repair/Replace | Home | 1,382 | - | - | 3,303 | \$ 2,860,868 | 8.8% | Home | 757 | - | - | 1,809 | \$ 1,569,985 | 9.8% | Home | 625 | - | - | 1,494 | \$ 1,290,884 | 7.8% | Home | 412 | - | - | 985 | \$ 823,318 | 5.3% |
| Thermostatic Shower Valve | Each | 23,568 | - | - | 38,416 | \$ 1,102,067 | 3.4% | Each | 10,126 | - | - | 16,505 | \$ 473,860 | 3.0% | Each | 13,442 | - | - | 21,910 | \$ 628,207 | 3.8% | Each | 13,671 | - | - | 22,284 | \$ 638,530 | 4.1% |
| New - Combined Showerhead/TSV | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| New - Heat Pump Water Heater | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| Tub Diverter/Spout | Each | 779 | - | - | 4,378 | \$ 89,024 | 0.3% | Each | 310 | - | - | 1,742 | \$ 35,575 | 0.2% | Each | 469 | - | - | 2,636 | \$ 53,449 | 0.3% | Each | 275 | - | - | 1,546 | \$ 31,640 | 0.2% |
| Enclosure | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Air Sealing / Envelope ⁶ | Home | 41,378 | - | - | 21,068 | \$ 6,325,862 | 19.5% | Home | 20,162 | - | - | 9,934 | \$ 2,763,608 | 17.2% | Home | 21,216 | - | - | 11,133 | \$ 3,562,254 | 21.7% | Home | 23,580 | - | - | 19,201 | \$ 3,199,761 | 20.7% |
| Attic Insulation | Home | 1,559 | - | - | 48,404 | \$ 2,950,536 | 9.1% | Home | 795 | - | - | 25,204 | \$ 1,566,536 | 9.8% | Home | 764 | - | - | 23,200 | \$ 1,383,999 | 8.4% | Home | 744 | - | - | 18,439 | \$ 1,288,029 | 8.3% |
| HVAC | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Furnace Repair/Replacement | Home | 2,464 | - | - | (85,398) | \$ 4,302,113 | 13.2% | Home | 948 | - | - | (31,401) | \$ 1,831,251 | 11.4% | Home | 1,516 | - | - | (53,997) | \$ 2,470,863 | 15.0% | Home | 1,353 | - | - | (57,183) | \$ 2,135,763 | 13.8% |
| Room A/C Replacement | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Central A/C replacement | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Heat Pump Replacement | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Evaporative Cooler | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Duct Testing and Sealing | Home | 499 | - | - | 5,544 | \$ 201,531 | 0.6% | Home | 268 | - | - | 2,977 | \$ 107,361 | 0.7% | Home | 231 | - | - | 2,566 | \$ 94,171 | 0.6% | Home | 182 | - | - | 2,022 | \$ 54,413 | 0.4% |
| Energy Efficient Fan Control A/C Time Delay | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Prescriptive Duct Sealing | Home | 4,630 | - | - | 51,439 | \$ 491,866 | 1.5% | Home | 2,497 | - | - | 27,742 | \$ 269,829 | 1.7% | Home | 2,133 | - | - | 23,698 | \$ 222,037 | 1.4% | Home | 1,129 | - | - | 12,543 | \$ 117,262 | 0.8% |
| High Efficiency Forced Air Unit (HE FAU) | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| New - Blower Motor Retrofit | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Maintenance | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Furnace Clean and Tune | Home | 6,994 | - | - | (8,603) | \$ 405,391 | 1.2% | Home | 3,459 | - | - | (4,255) | \$ 206,537 | 1.3% | Home | 3,535 | - | - | (4,348) | \$ 198,854 | 1.2% | Home | 2,715 | - | - | (3,339) | \$ 151,079 | 1.0% |
| Central A/C Tune up | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Lighting | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lighting | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| New - LED Diffuse A-Lamps | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| New - LED Reflector Bulbs (PAR/BR) | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| New - LED Torchieres | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| New - LED Exterior Hardwired Fixtures | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| New - LED Internal Hardwire | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| Miscellaneous | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pool Pumps | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| Smart Power Strips - Tier 1 | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | - | \$ - | 0.0% | Home | - | - | - | \$ - | 0.0% | |
| New - Smart Power Strips - Tier 2 | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | - | \$ - | 0.0% | Each | - | - | - | \$ - | 0.0% | |
| Pilots | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Smart Thermostat | Each | 7,111 | - | - | 7,382 | \$ 857,532 | 2.6% | Each | 2,127 | - | - | 4,379 | \$ 496,729 | 3.1% | Each | 4,984 | - | - | 3,003 | \$ 360,803 | 2.2% | Each | 735 | - | - | 1,327 | \$ 169,506 | 1.1% |
| Customer Enrollment | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outreach & Assessment | Home | 47,231 | - | - | - | \$ 8,273,873 | 25.5% | Home | 24,515 | - | - | - | \$ 4,436,155 | 27.7% | Home | 22,716 | - | - | - | \$ 3,837,719 | 23.3% | Home | 25,681 | - | - | - | \$ 4,588,318 | 29.6% |
| In-Home Education | Home | 30,027 | - | - | - | \$ 454,965 | 1.4% | Home | 14,056 | - | - | - | \$ 213,148 | 1.3% | Home | 15,971 | - | - | - | \$ 241,817 | 1.5% | Home | 18,036 | - | - | - | \$ 275,734 | 1.8% |
| Total Savings/Expenditures | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Households Weatherized ⁷ | | | 38,480 | | | | | | | | | | | | | 19,008 | | | | | | | | | | | | |
| Households Treated | | Total (K+S) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Single Family Households Treated | Home | 26,282 | | | | | | Home | 12,791 | | | | | | Home | 13,491 | | | | | | | | | | | | |
| - Multi-family Households Treated | Home | 10,467 | | | | | | Home | 5,733 | | | | | Home | 4,734 | | | | | | | | | | | | | |
| - Mobile Homes Treated | Home | 1,731 | | | | | | Home | 948 | | | | | Home | 783 | | | | | | | | | | | | | |
| Total Number of Households Treated | Home | 38,480 | | | | | | Home | 19,472 | | | | | Home | 19,008 | | | | | | | | | | | | | |
| # Eligible Households to be Treated for PY⁸ | Home | 60,000 | | | | | | Home | N/A | | | | | Home | N/A | | | | | | | | | | | | | |
| % of Households Treated | % | 64% | | | | | | % | 0% | | | | | % | 0% | | | | | | | | | | | | | |
| - Master-Meter Households Treated | Home | 2,398 | | | | | | Home | 1,472 | | | | | Home | 926 | | | | | | | | | | | | | |

¹ Summary is the sum of "First Touches and Re-Treatments"
² As of September 201

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

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

¹ All savings are calculated based on the following sources:

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

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

³ Includes Faucet Aerators and Low Flow Showerheads

⁴ Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

Energy Savings Assistance Program Common Area Measures - Table 2B
Southern California Gas Company
October 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% |
| | | - | - | - | - | \$ - | 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 | - | - | - | - | \$ - | 0.0% |
| | | - | - | - | - | \$ - | |
| Enclosure | | | | | | | |
| Air Sealing / Envelope ⁶ | Home | - | - | - | - | \$ - | 0.0% |
| Attic Insulation | Home | - | - | - | - | \$ - | 0.0% |
| | | - | - | - | - | \$ - | |
| HVAC | | | | | | | |
| Furnace Repair/Replacement | Home | - | - | - | - | \$ - | 0.0% |
| High Efficiency Forced Air Unit (HE FAU) | Home | - | - | - | - | \$ - | 0.0% |
| | | - | - | - | - | \$ - | |
| Maintenance | | | | | | | |
| | | | | | | | |
| Lighting | | | | | | | |
| | | | | | | | |
| Miscellaneous | | | | | | | |
| Smart Thermostat | Home | - | - | - | - | \$ - | 0.0% |
| | | - | - | - | - | \$ - | |
| Ancillary Services | | | | | | | |
| Commissioning ⁷ | Home | - | - | - | - | \$ - | 0.0% |
| Audit ⁸ | Home | - | - | - | - | \$ - | 0.0% |
| Administration ⁹ | Home | - | - | - | - | \$ - | 0.0% |
| Pilots | | | | | | | |
| Customer Enrollment | | | | | | | |
| Outreach & Assessment | Home | - | - | - | - | \$ - | 0.0% |
| In-Home Education | Home | - | - | - | - | \$ - | 0.0% |
| | | - | - | - | - | \$ - | |
| Total Savings/Expenditures | | | - | - | - | \$ - | 0.0% |

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

| ESA Program - Multifamily Common Area | Year to Date Expenses | | |
|---------------------------------------|-----------------------|------------|------------|
| | Electric | Gas | Total |
| Administration | \$ - | \$ - | \$ - |
| Direct Implementation (Non-Incentive) | \$ - | \$ - | \$ - |
| Direct Implementation ¹³ | \$ - | \$ 321,715 | \$ 321,715 |
| TOTAL MF CAM COSTS | \$ - | \$ 321,715 | \$ 321,715 |

<<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
October 2021

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

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

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

² Only complete if measure is canceled or discontinued

³ Defined as CEC California Building Climate Zones

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

| | A | B |
|----|--|-----------|
| 1 | Energy Savings Assistance Program Tables 3A-B | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | Table 3A-1, ESA Program | |
| 6 | Annual kWh Savings | N/A |
| 7 | Annual Therm Savings | 275,187 |
| 8 | Lifecycle kWh Savings | N/A |
| 9 | Lifecycle Therm Savings | 1,964,223 |
| 10 | Current kWh Rate | N/A |
| 11 | Current Therm Rate | \$ 0.85 |
| 12 | Average 1st Year Bill Savings / Treated Households | \$ 6.08 |
| 13 | Average Lifecycle Bill Savings / Treated Households | \$ 43.39 |
| 14 | | |
| 15 | | |
| 16 | Table 3A-2, ESA Program - CSD Leveraging | |
| 17 | Annual kWh Savings | N/A |
| 18 | Annual Therm Savings | - |
| 19 | Lifecycle kWh Savings | N/A |
| 20 | Lifecycle Therm Savings | - |
| 21 | Current kWh Rate | N/A |
| 22 | Current Therm Rate | \$ - |
| 23 | Average 1st Year Bill Savings / Treated Households | \$ - |
| 24 | Average Lifecycle Bill Savings / Treated Households | \$ - |
| 25 | | |
| 26 | Table 3A-3, Summary - ESA Program/CSD Leveraging | |
| 27 | Annual kWh Savings | N/A |
| 28 | Annual Therm Savings | 275,187 |
| 29 | Lifecycle kWh Savings | N/A |
| 30 | Lifecycle Therm Savings | 1,964,223 |
| 31 | Current kWh Rate | N/A |
| 32 | Current Therm Rate | \$ 0.85 |
| 33 | Average 1st Year Bill Savings / Treated Households | \$ 6.08 |
| 34 | Average Lifecycle Bill Savings / Treated Household | \$ 43.39 |
| 35 | | |
| 36 | | |
| 37 | Table 3B, ESA Program - Multifamily Common Area¹ | |
| 38 | Annual kWh Savings | N/A |
| 39 | Annual Therm Savings | TBD |
| 40 | Lifecycle kWh Savings | N/A |
| 41 | Lifecycle Therm Savings | TBD |
| 42 | Current kWh Rate | N/A |
| 43 | Current Therm Rate | \$ - |
| 44 | Average 1st Year Bill Savings / Treated Properties | \$ - |
| 45 | Average Lifecycle Bill Savings / Treated Properties | \$ - |
| 46 | | |
| 47 | ¹ NMEC calculations require 12 months prior and post implementation data. | |
| 48 | ² Values reflect totals for Program Cycle 2021-2026 beginning July 1, 2021. | |
| 49 | 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 | October 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 | 4 | 152 | 156 |
| 9 | Imperial | 17,198 | 0 | 17,198 | 103 | 0 | 103 |
| 10 | Kern | 36,583 | 19,227 | 55,810 | 887 | 108 | 995 |
| 11 | Kings | 14,990 | 13 | 15,003 | 287 | 0 | 287 |
| 12 | Los Angeles | 2,934 | 1,077,961 | 1,080,895 | 274 | 19,682 | 19,956 |
| 13 | Orange | 7 | 252,851 | 252,858 | 0 | 2,514 | 2,514 |
| 14 | Riverside | 100,248 | 89,387 | 189,635 | 649 | 4,986 | 5,635 |
| 15 | San Bernardino | 866 | 133,209 | 134,075 | 78 | 5,797 | 5,875 |
| 16 | San Luis Obispo | 14,145 | 9,147 | 23,292 | 189 | 0 | 189 |
| 17 | Santa Barbara | 1,021 | 34,617 | 35,638 | 214 | 121 | 335 |
| 18 | Tulare | 52,284 | 12,698 | 64,982 | 1,107 | 351 | 1,458 |
| 19 | Ventura | 2,312 | 60,404 | 62,716 | 85 | 892 | 977 |
| 20 | Total | 242,603 | 1,701,668 | 1,944,271 | 3,877 | 34,603 | 38,480 |
| 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
October 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 | 3 | 1 | 0 | 0 | 3 | 3 | 0 |
| Kings | 114 | 1 | 0 | 0 | 3 | 0 | 0 |
| Los Angeles | 20,464 | 21 | 0 | 11 | 114 | 31 | 20 |
| Orange | 199 | 2 | 0 | 7 | 32 | 6 | 4 |
| Riverside | 3,501 | 15 | 0 | 14 | 81 | 62 | 4 |
| San Bernardino | 214 | 9 | 0 | 9 | 37 | 71 | 3 |
| San Luis Obispo | 13,041 | 0 | 0 | 0 | 2 | 0 | 0 |
| Santa Barbara | 16,976 | 0 | 0 | 1 | 7 | 0 | 0 |
| Tulare | 3,487 | 1 | 0 | 61 | 27 | 4 | 34 |
| Ventura | 3 | 5 | 0 | 0 | 4 | 3 | 0 |
| Total | 58,306 | 55 | 0 | 105 | 312 | 180 | 66 |

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 | October 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 | - | - | - | - | | | - | - | - | - | - | - | | | - | - |
| 14 | December | - | - | - | - | | | - | - | - | - | - | - | | | - | - |
| 15 | YTD Total | - | - | - | - | 38,480 | 275,187 | - | - | - | - | - | - | 38,480 | 275,187 | - | - |
| 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 July. | | | | | | | | | | | | | | | | |
| 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 | October 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. | | | | | | | | | | | | |

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 | 5,159 |

| 7C - Households for My Energy/My Account Platform | | |
|--|-------------------------|---------------|
| Opt-Out | Already Enrolled | Opt-In |
| 12,938 | 23,869 | 623 |
| | | |

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
October 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 | | | | | | | | | |
| Dec-21 | | | | | | | | | |
| Total | \$ 14,392,024.62 | \$ 6,859,933.32 | \$ 7,532,091.30 | | \$ 41,731,331.46 | \$ 16,692,532.58 | \$ (6,663,657.55) | \$ (6,785,230.49) | \$ 943,136.58 |

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 I.

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

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

[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.

**CARE Table 1 - CARE Program Expenses
Southern California Gas Company
October 2021**

| | 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 | October 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 | \$ 779,154 | \$ 779,154 | N/A | \$ 3,017,090 | \$ 3,017,090 | N/A | 71.88% | 71.88% |
| 8 | Processing / Certification Re-certification | N/A | \$ 2,111,761 | \$ 2,111,761 | N/A | \$ 127,332 | \$ 127,332 | N/A | \$ 1,123,624 | \$ 1,123,624 | N/A | 53.21% | 53.21% |
| 9 | Post Enrollment Verification | N/A | \$ 231,637 | \$ 231,637 | N/A | \$ 14,626 | \$ 14,626 | N/A | \$ 97,266 | \$ 97,266 | N/A | 41.99% | 41.99% |
| 10 | IT Programming | N/A | \$ 1,030,505 | \$ 1,030,505 | N/A | \$ 49,773 | \$ 49,773 | N/A | \$ 538,933 | \$ 538,933 | N/A | 52.30% | 52.30% |
| 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 | \$ 54,527 | \$ 54,527 | 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 | \$ 28,365 | \$ 28,365 | N/A | \$ 298,172 | \$ 298,172 | N/A | 43.50% | 43.50% |
| 16 | General Administration | N/A | \$ 1,071,966 | \$ 1,071,966 | N/A | \$ 71,538 | \$ 71,538 | N/A | \$ 664,965 | \$ 664,965 | N/A | 62.03% | 62.03% |
| 17 | CPUC Energy Division ² | N/A | \$ 75,000 | \$ 75,000 | N/A | \$ 5,308 | \$ 5,308 | N/A | \$ 64,123 | \$ 64,123 | N/A | 85.50% | 85.50% |
| 18 | | | | | | | | | | | | | |
| 19 | SUBTOTAL MANAGEMENT COSTS | N/A | \$ 9,859,663 | \$ 9,859,663 | N/A | \$ 1,130,622 | \$ 1,130,622 | N/A | \$ 6,057,163 | \$ 6,057,163 | N/A | 61.43% | 61.43% |
| 20 | | | | | | | | | | | | | |
| 21 | CARE Rate Discount ³ | N/A | \$ 138,389,984 | \$ 138,389,984 | N/A | \$ 13,292,019 | \$ 13,292,019 | N/A | \$ 143,103,493 | \$ 143,103,493 | N/A | 103.41% | 103.41% |
| 22 | | | | | | | | | | | | | |
| 23 | TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS | N/A | \$ 148,249,647 | \$ 148,249,647 | N/A | \$ 14,422,641 | \$ 14,422,641 | N/A | \$ 149,160,656 | \$ 149,160,656 | N/A | 100.61% | 100.61% |
| 24 | | | | | | | | | | | | | |
| 25 | Other CARE Rate Benefits | | | | | | | | | | | | |
| 26 | - DWR Bond Charge Exemption | | | | | | | | | | | | |
| 27 | - CARE PPP Exemption | | | | N/A | \$ 1,608,811 | \$ 1,608,811 | N/A | \$ 22,646,969 | \$ 22,646,969 | | | |
| 28 | - California Solar Initiative Exemption | | | | | | | | | | | | |
| 29 | - kWh Surcharge Exemption | | | | | | | | | | | | |
| 30 | Total Other CARE Rate Benefits | | | | N/A | \$ 1,608,811 | \$ 1,608,811 | N/A | \$ 22,646,969 | \$ 22,646,969 | | | |
| 31 | | | | | | | | | | | | | |
| 32 | Indirect Costs | | | | N/A | \$ 162,467 | \$ 162,467 | N/A | \$ 1,494,484 | \$ 1,494,484 | | | |
| 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. | | | | | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | | | |
|----|--|----------------------------------|----------------------------------|-------------------------------|-------------------------|---|---------------|---------------|-------------------|---------------------------|-----------------------------------|------------------------------------|-----------------------------------|------------------|--------------------------------------|------------------------------|-------------------|-------------------------------|----------------|----------------------------------|--------------------|---------------------------|--------------------------------|--------------------------------|---------------------------------|--|--|--|
| 1 | CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Southern California Gas Company | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | October 2021 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | | New Enrollment | | | | | | | | | | Recertification⁴ | | | | Attrition (Drop Offs) | | | | | Enrollment | | | | | | | |
| 6 | | Automatic Enrollment | | | | Self-Certification (Income or Categorical) | | | | | | | | | | | | | | | | | | | | | | |
| 7 | 2021 | Inter-Utility¹ | Intra-Utility² | Leveraging³ | Combined (B+C+D) | Online | Paper | Phone | Capitation | Combined (F+G+H+I) | Total New Enrollment (E+J) | Scheduled | Non-Scheduled (Duplicates) | Automatic | Total Recertification (L+M+N) | No Response | Failed PEV | Failed Recertification | Other | Total Attrition (P+Q+R+S) | Gross (K+O) | Net Adjusted (K-T) | Total CARE Participants | Estimated CARE Eligible | Penetration Rate % (W/X) | | | |
| 8 | January | 2,039 | 1,482 | 92 | 3,613 | 6,842 | 2,141 | 8,022 | 0 | 17,005 | 20,618 | 238 | 7,183 | 0 | 7,421 | 0 | 1 | 10 | 10,436 | 10,447 | 28,039 | 10,171 | 1,777,521 | 1,708,891 | 104.02% | | | |
| 9 | February | 1,730 | 1,796 | 88 | 3,614 | 7,360 | 2,390 | 8,092 | 0 | 17,842 | 21,456 | 351 | 6,765 | 0 | 7,116 | 0 | 4 | 24 | 11,659 | 11,687 | 28,572 | 9,769 | 1,787,290 | 1,708,891 | 104.59% | | | |
| 10 | March | 2,710 | 1,989 | 131 | 4,830 | 6,223 | 2,548 | 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% | | | |
| 11 | 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% | | | |
| 12 | 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% | | | |
| 13 | 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% | | | |
| 14 | 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% | | | |
| 15 | 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% | | | |
| 16 | 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% | | | |
| 17 | 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% | | | |
| 18 | November | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19 | December | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20 | YTD Total | 47,670 | 18,555 | 953 | 67,178 | 50,361 | 29,214 | 80,112 | 15 | 159,702 | 226,880 | 28,573 | 246,312 | 242,925 | 517,810 | 21,291 | 269 | 2,299 | 124,825 | 148,684 | 744,690 | 78,196 | 1,845,546 | 1,715,832 | 107.56% | | | |
| 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | ¹ Enrollments via data sharing between the IOUs. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 23 | ² Enrollments via data sharing between departments and/or programs within the utility. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 24 | ³ Enrollments via data sharing with programs outside the IOU that serve low-income customers. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 25 | ⁴ July values reflect increase due to termination of COVID-19 Emergency Customer Protections and resumption of recertification process. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 26 | 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 | October 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 | 0.00% | 0.00% |
| 7 | February | 1,787,290 | 23 | 0.00% | 1 | 0 | 1 | 0.00% | 0.00% |
| 8 | March | 1,796,671 | 26 | 0.00% | 1 | 0 | 1 | 0.00% | 0.00% |
| 9 | April | 1,808,053 | 18 | 0.00% | 3 | 0 | 3 | 0.00% | 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 | 0.00% | 0.00% |
| 12 | July | 1,839,181 | 12,964 | 0.70% | 10,179 | 503 | 10,682 | 3.19% | 0.02% |
| 13 | August | 1,847,416 | 944 | 0.05% | 0 | 35 | 35 | 2.75% | 0.00% |
| 14 | September | 1,856,516 | 341 | 0.02% | 1 | 1 | 2 | 2.75% | 0.00% |
| 15 | October | 1,845,546 | 1,497 | 0.08% | 0 | 13 | 13 | 0.87% | 0.00% |
| 16 | November | | | | | | | | |
| 17 | December | | | | | | | | |
| 18 | YTD Total | 1,845,546 | 15,864 | 0.86% | 10,191 | 552 | 10,743 | 67.72% | 0.58% |

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 |
|----|------------------|--------------------------------|---|--|--|--|---|---|--|
| 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 | October 2021 | | | | | | |
| 4 | | | | | | | |
| 5 | | Provided² | Received | Approved³ | Denied⁴ | Pending/Never Completed⁵ | Duplicates⁶ |
| 6 | Total (Y-T-D) | 1,306,830 | 288,699 | 197,714 | 48,319 | 33,975 | 8,691 |
| 7 | Percentage | | 100.00% | 68.48% | 16.74% | 11.77% | 3.01% |
| 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. | | | | | | |

**CARE Table 5 - Enrollment by County
Southern California Gas Company
October 2021**

| | A | B | C | D | E | F | G | H | I | J |
|----|--|-------------------------------|----------------|------------------|---------------------------|----------------|------------------|------------------|----------------|----------------|
| 1 | CARE Table 5 - Enrollment by County Southern California Gas Company October 2021 | | | | | | | | | |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
| 4 | | | | | | | | | | |
| 5 | County | Estimated Eligible Households | | | Total Households Enrolled | | | Penetration Rate | | |
| 6 | | Urban | Rural | Total | Urban | Rural | Total | Urban | Rural | Total |
| 7 | Fresno | 11,823 | 15 | 11,838 | 13,590 | 23 | 13,613 | 115% | 152% | 114.99% |
| 8 | Imperial | 0 | 15,729 | 15,729 | 0 | 16,371 | 16,371 | n/a | 104% | 104.08% |
| 9 | Kern | 18,388 | 35,589 | 53,977 | 17,560 | 35,012 | 52,572 | 95% | 98% | 97.40% |
| 10 | Kings | 12 | 14,819 | 14,831 | 13 | 17,466 | 17,479 | 106% | 118% | 117.86% |
| 11 | Los Angeles | 923,227 | 2,913 | 926,140 | 928,011 | 1,736 | 929,747 | 101% | 60% | 100.39% |
| 12 | Orange | 211,880 | 7 | 211,887 | 189,740 | 26 | 189,766 | 90% | 398% | 89.56% |
| 13 | Riverside | 85,221 | 95,527 | 180,748 | 110,810 | 140,583 | 251,393 | 130% | 147% | 139.08% |
| 14 | San Bernardino | 123,486 | 852 | 124,338 | 196,945 | 848 | 197,793 | 159% | 100% | 159.08% |
| 15 | San Luis Obispo | 8,114 | 13,626 | 21,739 | 4,135 | 12,993 | 17,128 | 51% | 95% | 78.79% |
| 16 | Santa Barbara | 31,177 | 973 | 32,149 | 33,507 | 738 | 34,245 | 107% | 76% | 106.52% |
| 17 | Tulare | 12,529 | 51,544 | 64,073 | 13,397 | 54,639 | 68,036 | 107% | 106% | 106.18% |
| 18 | Ventura | 56,304 | 2,079 | 58,383 | 55,476 | 1,927 | 57,403 | 99% | 93% | 98.32% |
| 19 | Total | 1,482,161 | 233,672 | 1,715,832 | 1,563,184 | 282,362 | 1,845,546 | 105.47% | 120.84% | 107.56% |
| 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 | October 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% | 338 | 95 | 86.22% | 0.01% |
| 7 | February | 1,787,290 | 500 | 0.03% | 466 | 100 | 93.20% | 0.01% |
| 8 | March | 1,796,671 | 478 | 0.03% | 446 | 114 | 93.31% | 0.01% |
| 9 | April | 1,808,053 | 320 | 0.02% | 286 | 99 | 89.38% | 0.01% |
| 10 | May | 1,824,721 | 279 | 0.02% | 240 | 86 | 86.02% | 0.00% |
| 11 | June | 1,829,212 | 328 | 0.02% | 289 | 89 | 88.11% | 0.00% |
| 12 | July | 1,839,181 | 41,679 | 2.27% | 14,485 | 27,478 | 34.75% | 1.49% |
| 13 | August | 1,847,416 | 17,937 | 0.97% | 9,186 | 365 | 51.21% | 0.02% |
| 14 | September | 1,856,516 | 17,973 | 0.97% | 5,878 | 241 | 32.70% | 0.01% |
| 15 | October | 1,845,546 | 20,012 | 1.08% | 2,356 | 98 | 11.77% | 0.01% |
| 16 | November | | | | | | | |
| 17 | December | | | | | | | |
| 18 | YTD Total | 1,845,546 | 99,898 | 5.41% | 33,970 | 28,765 | 34.00% | 1.56% |
| 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 | October 2021 | | | | | | |
| 4 | | | | | | | |
| 5 | Contractor | Contractor Type | | | | Total Enrollments | |
| 6 | | (Check one or more if applicable) | | | | Current | Year-to-Date |
| 7 | | Private | CBO | WMDVBE | LIHEAP | Month | |
| 8 | Community Action Partnership of Orange County | | X | X | X | 0 | 0 |
| 9 | Sigma Beta Xi Youth and Community Services | | X | | | 0 | 0 |
| 10 | PACE – Pacific Asian Consortium in Employment | | X | X | X | 0 | 0 |
| 11 | Community Pantry of Hemet | | X | | | 0 | 0 |
| 12 | Community Action Partnership of San Bernardino | | X | | X | 0 | 0 |
| 13 | LA Works | | X | | | 0 | 0 |
| 14 | Children’s Hospital of Orange County | | X | | | 0 | 0 |
| 15 | LACDA | | X | | | 0 | 0 |
| 16 | YMCA Montebello-Commerce | | X | | | 0 | 0 |
| 17 | Sr. Citizens Emergency Fund I.V., Inc. | | X | | | 0 | 0 |
| 18 | Coachella Valley Housing Coalition | | X | | | 0 | 0 |
| 19 | Southeast Community Development Corp. | | X | | | 0 | 0 |
| 20 | Latino Resource Organization | | X | | | 0 | 0 |
| 21 | Community Action Partnership - Kern County | | X | | | 0 | 0 |
| 22 | Ventura Cty Comm Human | | X | | | 0 | 0 |
| 23 | Blessed Sacrament Church | | X | | | 0 | 0 |
| 24 | Hernandad Mexicana | | X | | | 0 | 0 |
| 25 | CSET | | X | | | 0 | 0 |
| 26 | Crest Forest Family and Community Service | | X | | | 0 | 0 |
| 27 | CUI – Campesinos Unidos, Inc. | | X | X | X | 0 | 0 |
| 28 | Veterans in Community Service | | X | X | X | 0 | 0 |
| 29 | MEND | | X | | | 0 | 0 |
| 30 | Catholic Charities of LA – Brownson House | | X | | | 0 | 0 |
| 31 | OCCC, Inc. (Orange County Community Center) | | X | | | 0 | 0 |
| 32 | APAC Service Center | | X | | | 4 | 15 |
| 33 | Visalia Emergency Aid Council | | X | | | 0 | 0 |
| 34 | Total Enrollments | | | | | 4 | 15 |
| 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 | October 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% | 0.00% | 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 | | | | | | | | |
| 17 | December | | | | | | | | |
| 18 | YTD Total | N/A | 1,845,546 | N/A | 1,845,546 | 1,715,832 | 107.56% | 3.77% | 5,683,778 |
| 19 | | | | | | | | | |
| 20 | ¹ The YTD amount represents a sum of all the total CARE participant changes each month. | | | | | | | | |
| 21 | ² Data represents total residential gas households. This includes submetered households. | | | | | | | | |
| 22 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments. | | | | | | | | |

| | A | B | C | D | E |
|----|--|--------------------------------------|-------------------------------|-----------------------------------|----------------------------------|
| 1 | CARE Program Table 9 - Expenditures for Pilots | | | | |
| 2 | Southern California Gas Company | | | | |
| 3 | October 2021 | | | | |
| 4 | | | | | |
| 5 | 2021 | Authorized Budget¹ | Current Month Expenses | Expenses Since Jan 1, 2021 | % of 2021 Budget Expended |
| 6 | | Total | Total | Total | Total |
| 7 | Pilots | | | | |
| 8 | CHANGES | \$ 437,502 | \$ 54,527 | \$ 252,990 | 57.83% |
| 9 | PCT | \$ - | \$ - | \$ - | 0.00% |
| 10 | Total Pilots | \$ 437,502 | \$ 54,527 | \$ 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: September 2021

No. of attendees at Consumer Education sessions

312

| SCG -- Disputes Resolved | |
|---------------------------------|----------|
| Set up New Account | 1 |
| TOTAL | 1 |

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

| SCG -- Disputes Resolved by Language | |
|---|----------|
| Spanish | 1 |
| TOTAL | 1 |

| SCG - Needs Assistance | |
|---|-----------|
| Arrearage Management Plan (AMP) Enrollment | 9 |
| Arrearage Management Plan (AMP) Follow-Up | 1 |
| Billing Language Changed | 1 |
| CARE/FERA | 7 |
| Energy Efficiency Tool | 7 |
| ESA Program | 1 |
| Gas Assistance Fund | 12 |
| HEAP | 15 |
| Other Payment Assistance (private, faith based, etc.) | 1 |
| Payment Extension | 7 |
| TOTAL | 61 |

| SCG - Needs Assistance by Language | |
|---|-----------|
| Armenian | 18 |
| Cantonese | 3 |
| English | 6 |
| Korean | 1 |
| Spanish | 27 |
| Vietnamese | 1 |
| TOTAL | 56 |

¹ 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 Sessions ¹
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.