

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

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

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 FEBRUARY 2022**

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Date: March 21, 2022

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ESA PROGRAM EXECUTIVE SUMMARY

1.1. ESA Program Overview

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

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

Program Summary Expenses for 2022 ESA Program (SF, MH, MF In-Unit)			
	2022 Authorized / Planning Assumption*	Actual to Date	%
Budget	\$116,291,772	\$6,415,363	6%
Homes Treated	94,600	7,278	8%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	1,435,220	42,421	3%
GHG Emissions Reduced (Tons)	7,345	0	0%

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

In February 2022, SoCalGas processed and paid contractor invoices from prior months' activity for 7,278 treated homes. Additionally, SoCalGas paid for the weatherization of 7,278 homes, 406 furnace repairs and replacements, 256 water heater repairs and replacements and 387 High Efficiency (HE) clothes washers.

Program Summary Expenses for 2022 ESA Program MF CAM			
	2022 Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$10,660,000	\$232,552	2.2%
Properties Treated**	30 - 50	1	3.3%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	N/A	2,987	N/A

* Authorized budget from unspent, uncommitted funds per AL 5865 filed September 17, 2021

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

SoCalGas has completed one MF CAM project in 2022, and there are seventeen (17) projects in progress. Four (4) of those projects will be completed March with the remainder completed by the end of the 2nd quarter. SoCalGas is on-target to meet the properties treated goal and the SPOCs continue to build the pipeline of projects and have additional property owners participate in ESA CAM.

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

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

1.1.2 Program Measure Changes

No measure changes occurred in February 2022.

1.2. ESA Program Customer Outreach and Enrollment Update

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

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

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

Ethnic and Mass Media Campaign

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

such as mobile, display, search, and social, to generate awareness and drive customers to the ESA Program web page on socalgas.com to learn more and apply. The campaign focused on the message of, “Your home deserves upgrades. You deserve savings” and reinforced that the program can help with no-cost home improvements to help customers save money and energy year-round.

Overall, the campaign resulted in:

- 23,807,840 total impressions
 - 13,707,883 impressions across General Market
 - 10,099,957 impressions across Hispanic Market
- 57,800 total Energy Savings Assistance Program webpage views with a :56 average session duration, demonstrating active audience engagement
- 2,814,686 social media impressions with 28,022 post engagements
- 570 online form submissions from 11/1/21-12/31/21 comparing to 219 online form submissions from 11/1/20-12/31/20

E- Newsletter

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

Energy Savings Assistance Program - Emails

SoCalGas sent approximately 15,861 emails in February. The email included a high-level explanation of the program, shared a list of available measures that customers may qualify for, and encouraged customers to visit the program web page or call the program's direct line to learn more.

Energy Saving Assistance Program - Direct Mailings

SoCalGas sent approximately 20,768 direct mail letters in English and Spanish in

February. The letter included a high-level explanation of the program, shared a list of available measures that customers may qualify for, and encouraged customers to visit the program web page or call the program's direct line to learn more.

Energy Savings Assistance Program – Text Messaging

SoCalGas sent approximately 17,174 text messages in February. The message focused on how the customer may qualify for home improvements by professional contractors at no cost, and encouraged them to learn more using the program vanity URL (socialgas.com/Improvements).

Energy Savings Assistance Program - Bill Inserts

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

Energy Savings Assistance Program - Web Activities

There were 249 internet-generated leads for the ESA Program during the month of February from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA Program contractors.

Energy Savings Assistance Program – Social Media Activity

In February, SoCalGas posted an ESA Program social media post to Twitter and Facebook. These posts were promoted to specific ZIP codes with low ESA Program penetration to test engagement and determine if post interaction would be increased. The Facebook post reached 6,806 unique viewers and generated 63

link clicks with a cost of \$1.59 per click. The Twitter post resulted in 17,990 impressions and 110 total engagements. SoCalGas will continue to test targeting specific zip codes vs. the entire service territory to see which targeting effort provides the most engagement.

Community Outreach & Engagement – ESA Program and CARE

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

CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. A complete listing of outreach events that SoCalGas participated in during the month of February can be found in **Appendix A**.

CBOs and Faith-Based Organizations (FBOs) also constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE and ESA Programs and provide the community with information on enrollment. A partial list of the organizations, their primary focus, and the counties and communities they serve follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are put on hold, and representatives are

trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and through their relationship with SoCalGas, they discuss low-income programs as part of their outreach. During the month of February, 211 LA participated in 6 virtual outreach events. Customer Assistance Programs were also promoted through four (4) social media postings. In total, 149 callers were informed about the CARE Program, with 12 interested in the ESA Program.

SoCalGas Customer Assistance Programs started a collaboration with Walking Shield in February 2021. Walking Shield's mission is to improve the quality of life for families in Orange and Los Angeles Counties by coordinating programs that provide shelter, healthcare, community development support, educational assistance, employment development, and humanitarian aid. Also, through this partnership, Walking Shield provides SoCalGas Customer Assistance Program information to the community by utilizing social media platforms and newsletters, and via phone and virtual meetings with clients. In the month of February, Walking Shield held 12 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Seven (7) clients completed their applications or expressed interest in enrollment. Walking Shield also emailed a total of 35 participants from their education program with information on SoCalGas'

Customer Assistance Programs, as well as a link to apply. On social media, CBO staff posted SoCalGas program information and links via Facebook, Instagram and Twitter.

The mission of Catholic Charities of Orange County is to provide service to people in need, to promote their voice in society, and to call on the Church and all people to do the same. Catholic Charities of Orange County works with charitable services such as CalFresh (Food Stamps) Outreach/Applications Program, Camp Re-Creation For Adults And Children With Special Needs, Cantlay Food Distribution Center, Catholic Campaign For Human Development, Catholic Charities Auxiliary, Catholic Charities of Orange County, Inc., Immigration and Citizenship Center, L'arche Wavecrest, Natural Family Planning, New Hope Crisis Counseling Hotline, Snap-Ed (Nutrition Education and Obesity-Prevention Program), Society of St. Vincent De Paul and The Orange Catholic Foundation. Catholic Charities of Orange County promotes SoCalGas' Customer Assistance Programs through all these avenues. In the month of February, Catholic Charities of Orange County distributed SoCalGas Customer Assistance Programs material to 2,286 individuals that came to various food pantry events.

Another partnership in Orange County has been developed with Families Forward. Families Forward is an organization that has been helping families in need achieve and maintain self-sufficiency through housing, food, counseling, education, and other support services. Families Forward holds strong to its

commitment to the values of dignity, empowerment, accountability, community spirit, and hope since 1984. A key factor for success is Families Forward's commitment to collaborate with many organizations to end family homelessness in Orange County, including Orange County United Way, the Commission to End Homelessness, First 5 Orange County and many other partner agencies and foundations. In the month of February, 399 families received CARE Program information during their food distribution. In addition, CAP information was posted on the Families Forward community resource page under their rental and assistance section as well as under their COVID-19 support page. These pages garnered 171 total views in the month of February.

A partnership was established in 2020 with the Center Auxiliary for Recruitment, Education and Service which is the auxiliary for the Los Angeles County + USC Medical Center. This program is also known as CARES. Los Angeles County + USC Medical Center is one of the largest public hospitals in the country ensuring that treatment is available to every member of the community. CARES is a California nonprofit corporation, providing financial support and volunteer services. Its primary mission is to benefit patients by adding comfort to their hospital stay and providing services which help the patients and their families access quality healthcare. Through this partnership, CARES provides SoCalGas CAP information in their senior food distributions, CARES Child and Family Program, Obstetrics department and information stands placed throughout the medical center. In addition, SoCalGas will be invited to speak to staff at the

medical centers who provide information to patients about the program. In February, the Los Angeles County + USC Medical Center Chaplin Department sent out 25 emails to their contacts sharing CAP information.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In February, Worksite Wellness staff offered virtual Health Education presentations, in addition to distributing sanitation care packages, vouchers for food boxes, and supplies to low-income families. These presentations have also been made available in-person at local parks. The presentations reached over 741 clients while 392 clients attended Community Health classes in-person or online last month. Staff also provided enrollment assistance to 157 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 176 members with SoCalGas' CAP information. Due to the COVID-19 emergency, as of March 16, 2020, LIFT switched its programming to virtual coaching so their services to parents could continue uninterrupted. LIFT's ability to be nimble and pivot to virtual has meant that they are able to see more members virtually than the in-person meetings. Since transitioning to virtual coaching, LIFT-LA has seen an increase in one-on-one virtual coaching sessions along with urgent wraparound supports.

In the Southeast region of Los Angeles County, SoCalGas collaborates with Human Services Association (HSA), which is a private nonprofit agency whose principal mission is to provide families with compassionate and comprehensive care to promote wellness and build strong communities. HSA was founded in Bell

Gardens as an outreach effort of the Presbyterian Church USA. Today, HSA serves over 20,000 clients annually on a non-sectarian basis with a range of services that addresses the unique and shared needs of clients of all ages. During the month of February, 774 people were provided information about SoCalGas Customer Assistance Programs.

A partnership with St. Barnabas Foundation (SBSS) in Los Angeles County was formed in 2018 to assist with the growing number of older adults in SoCalGas' service territory who lack basic developmental tools. The impacts of COVID-19 have affected most events with the organization. SBSS works with vulnerable population and provides one-on-one case management phone calls where they can introduce SoCalGas' Customer Assistance Programs to clients directly as well as provide translations and answer common questions about their gas bill. In the month of February, Customer Assistance Programs were discussed with 15 clients during one-on-one case management phone calls. Multilingual Customer Assistance Programs collateral materials were also distributed to 595 clients during at-home meal deliveries.

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month due

to the COVID-19 emergency, Unity Shoppe did not perform in-person activities of introducing Customer Assistance Programs to their partner agencies that work in referrals of low-income clients or agencies representing schools, infant & children's programs, medical assistance programs, and veteran outreach services. However, for the month of February, Unity Shoppe was still able to provide information on SoCalGas' Customer Assistance Programs to over 1,200 participants. Due to the COVID-19 pandemic, Unity Shoppe has seen an increase in participants, and in March 2020 started efforts to respond through home deliveries which included grocery deliveries to homebound seniors and the disabled.

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but speak various indigenous languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in Ventura County. To reach out to these residents and customers - primarily farmworkers and persons with limited English proficiency – SoCalGas collaborates with MICOP to extend awareness of the CARE Program. MICOP provides ongoing awareness, and SoCalGas schedules periodic sponsored events to provide direct outreach. Due to the COVID-19 pandemic, MICOP has leveraged its radio resource and has provided information on customer assistance programs through their radio stations.

Also in Ventura County, SoCalGas works with Food Share Ventura County, an organization that provides food for over 75,000 people monthly. Food Share is a member of Feeding America, the nation’s largest hunger-relief network of food banks, as well as the California Association of Food Banks. In the month of February, Food Share Ventura County distributed 10,155 “Emergency Box Distributions” and “Senior Kit Distributions” with SoCalGas’ Customer Assistance Programs materials at various locations throughout Ventura County, as listed individually in **Appendix A**.

In Oxnard, SoCalGas has partnered with El Concilio, a CBO that is a service center for the rural low-income, limited, or non-English speaking community. El Concilio, transitions low-income families by providing services that integrate them into the community to assist them in becoming self-sufficient, engaged and greater contributors to the community. El Concilio distributed CAP information to 126 attendees that visit their office.

In San Luis Obispo County, a partnership has been established with Center for Family Strengthening - Promotores Collaborative (CFS- Promotores Collaborative). This organization aims to develop a sustainable, diverse, and comprehensive culture that promotes equal access to community resources and services among all members of the Hispanic community in San Luis Obispo County. The Promotores are provided with the tools needed to work as advocates, change agents, and partners with local agencies for positive change. Through this

partnership, 20 Promotores located in Paso Robles, San Miguel, Shandon, Atascadero, San Luis Obispo, Los Osos, Five Cities and Nipomo have been trained on the SoCalGas CARE Program. The Promotores are actively participating in food bank distributions and will use that platform to inform customers on SoCalGas Customer Assistance Programs. In addition, CAP information will be disseminated in parenting classes and support programs as well as their social media outlets.

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

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert's regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. FIND operates 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer

care, senior centers, Faith-Based Organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of February, FIND Foodbank's partnership with SoCalGas led to 2,450 one-on-one outreach opportunities to present SoCalGas' CAP information in 11 of the coverage areas they serve: Bermuda Dunes, Cathedral City, Coachella, Indian Wells, Desert Hot Springs, Indio, La Quinta, Mecca, North Palm Springs, Oasis, and Thermal.

In the Eastern San Fernando Valley, SoCalGas has developed a collaborative effort with El Nido Family Source Centers. El Nido is regarded as a nonprofit leader in Los Angeles – an integral part of the fabric of the communities it serves – providing critical social services in the most disadvantaged and under-resourced neighborhoods of LA County. With more than 90 years of experience and with programs that serve ethnically diverse clients of all ages – from newborns to toddlers to teens and into adulthood – El Nido transforms the lives of tens of thousands of vulnerable individuals across Los Angeles each year. Staff distributed information regarding SoCalGas' Customer Assistance Programs to 550 individuals that visited/received assistance at their site for the citywide Emergency Rental Assistance Subsidy Program, Temporary Rent Subsidy for tenants in the City of Los Angeles who are unable to pay rent due to circumstances related to the COVID-19 pandemic.

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast's eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources, SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has organized bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the city of Huntington Park, administered a 2020 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of customers into SoCalGas' Customer Assistance Programs. For the month of February, due to COVID-19, SCDC has changed its programming and provided one-on-one assistance to 37 customers over the phone and online, discussing 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 February, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 103 tenants to new Rent Escrow Account Program (REAP) units and habitability-potential buildings. ICLC did not receive any inquiries with additional questions.

This year, SoCalGas has entered into a new partnership with ONEgeneration, a non-profit focused on providing intergenerational care and services. Operating throughout the western San Fernando Valley, ONEgeneration serves a variety of constituents and communities. These range from low-income, homebound, and medically frail senior citizens to developmentally disabled or at-risk youth to infants and children up to six years old. They also service diverse, multiethnic communities, with program participants speaking a number of languages. In February, ONEgeneration staff provided in-person outreach to its constituents about SoCalGas Customer Assistance Programs, distributed related materials through email, and promoted Gas Assistance Fund information through social media. ONEgeneration co-hosted or attended 10 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 February, Veterans Legal Institute participated in two (2) separate events where SoCalGas Customer Assistance Programs information was distributed to 68 attendees and created three social media posts seen by 443 people online. Additionally in February, 158 online Customer Assistance Programs applications were emailed Veterans Legal Institute clients, which included a detailed message and link to the SoCalGas Customer Assistance Programs website.

In partnership with SoCalGas, The Vietnamese Community of the Southern Californians (Viet SoCal) works to promote assistance programs to Vietnamese communities in Orange County and across Southern California. Viet SoCal publishes local Vietnamese news online, advocates for Vietnamese residents, and offers community-based programs. Informational materials about SoCalGas Customer Assistance Programs were distributed at three (3) major events in the month of February, including a food bank drop off for seniors. Materials were

also distributed to 393 participants attending ten (10) workshops providing information on U.S. citizenship. Viet SoCal also published information about Customer Assistance Programs in their weekly newspaper, Nguoi Viet.

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

In the month of February, SoCalGas Customer Assistance Programs continued its collaboration with Goodwill Industries of Orange County. Goodwill works to enhance people's dignity and quality of life by strengthening their communities, eliminating their barriers to opportunity, and helping them reach their full potential through learning and the power of work. Local Goodwill organizations are innovative and sustainable social enterprises that create job training programs, employment placement and other community-based programs by selling donated clothing and household items in more than 3,300 Goodwill stores. Goodwill of Orange County is assisting SoCalGas Customer Assistance Programs by

displaying CAP information in their stores and resource centers as well as educating their employees on these programs.

Tribal Outreach Activity

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

Disability Community Outreach

SoCalGas continues to work with organizations in the disability community such as Fiesta Educativa, an organization that focuses on helping Latino families that have family members with special needs. This organization performs disability outreach and community events in Los Angeles, Riverside, San Bernardino, and Orange Counties. In the month of February, Fiesta Educativa has held virtual workshops through Zoom due to the COVID-19 emergency. The areas covered are Los Angeles, Arcadia, Whittier, Monterey Park, and San Gabriel.

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services to individuals who are blind or visually impaired on a one-on-one basis. The organization provides assistance in Riverside and San Bernardino counties and works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas' programs. Due to the COVID-19 emergency, Blind Support Services has changed its programming to provide one-on-one assistance through mail and phone calls. In February, Blind Support Services provided one-on-one touchpoints to 21 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 February, SCRS-IL was able to disseminate Customer Assistance Program information to 1,507 community members through their PPE distributions.

Frank D. Lanterman Regional Center (Lanterman) is one of 21 regional centers in the state of California that together serve individuals with, or at risk for developmental disabilities and their families. Lanterman is a private, non-profit, that operates under contract with the State of California through the Departmental of Developmental Services. Lanterman offers lifelong services and supports for approximately 11,500 individuals with developmental disabilities. Lanterman Regional Center works together with client, families, services providers, and communities to provide quality services and supports that address an individual's unique strengths and needs. Lanterman's service area includes Hollywood-Wilshire, Central Los Angeles, Glendale, Burbank, La Cañada-Flintridge, La Crescenta and Pasadena. Lanterman holds training events for the following cultural groups throughout its service area: Korean, Filipino, Armenian and Hispanic. Most of the clients are at or below the national poverty level. Through the SoCalGas partnership, CAP information is provided to all individuals seeking assistance through the Lanterman regional center. During the month of February, Lanterman Regional Center facilitated three (3) weekly food distributions and distributed 300 boxes.

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 February, DCRC collaborated with local farmer's markets to provide fresh produce to low-income members of the disability community, or those facing financial hardships during the pandemic. DCRC staff distributed Customer Assistance Program information at two (2) weekly food distribution events to 39 individuals with their fresh produce.

SoCalGas Customer Assistance Programs collaborates with OC Autism Foundation (OCAF). OCAF directly impacts the lives of children and adults who are affected by Autism Spectrum Disorder and their families. OCAF's goal is to educate, empower & employ individuals affected by Autism and other related disabilities and their families. In the month of February, OCAF had major events spanning two (2) locations: The Tet Parade in Westminster, CA and The Tet Parade in Costa Mesa, CA. Through these events, customer assistance programs information was distributed to a combined 3,000 attendees. This month, OCAF was able to distribute CAP information to over 350 contacts through their crisis

call line. They also shared Customer Assistance Program information on their social media channels and via the OC Health & Education Talkshow every Tuesday on Channel 56.10, YouTube, FB Live and www.littlesaigontv.com. In a February Facebook post, CARE information was posted for OCAF's 2,354 Facebook followers. OCAF has a monthly newsletter that reaches over 5,300 OCAF members and a monthly Kids Club subscription program that reaches over 300 members. Both the newsletter and subscription program include SoCalGas Customer Assistance Programs links.

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

Outreach by Field Employees

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

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

1.2.3. Managing Energy Use

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

1.2.4. Services to Reduce Energy Bill

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

1.3. Leveraging Success Evaluation, Including CSD

In 2022, leveraging opportunities with municipalities and water agencies remains a high priority in providing comprehensive energy savings to joint customers, especially for those customers not in a joint IOU service territory. SoCalGas is able to provide administrative and co-funding opportunities to electric and water providers who might otherwise not offer these energy savings measures.

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding opportunities to support the installation of High-Efficiency (HE) clothes washer and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

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

- Rancho California Water District

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

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

- Anaheim Public Utilities
- Colton Public Utilities
- Pasadena Water and Power
- Riverside Public Utilities

Providers have reported 2022 activity noted below. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement.

Qualifying measures vary per electric provider and availability of funding.

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	21
Colton Public Utilities	0
Pasadena Water and Power	0
Riverside Public Utilities	0
Total	21

Affordable Broadband

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

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

SoCalGas continues to explore opportunities to collaborate with various organizations and key stakeholders, including the California Department of Community Services & Development (CSD), to leverage program enrollment. On April 2, 2019, SoCalGas and CSD executed a Low-Income Weatherization Program (LIWP) cost reimbursement agreement for installation of qualifying ESA Program measures to eligible customers.

1.4 Workforce Education & Training

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

SoCalGas provides two (2) areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Program Field Operations. In response to COVID-19 restrictions, SoCalGas completed development of an online E&A curriculum in May 2020. Implementation of the curriculum as well as online testing began in

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

The year-to-date training results are as follows.

SoCalGas Enrollment and Assessment Training			
	January	February	Total
Attended Class	7	24	31
Tested	7	24	31
Passed	3	20	23
Retention Rate*	43%	83%	74%
*Retention Rate is Passed/Tested			

SoCalGas Field Operations Training						
Class Type	January		February		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	0	0	0	0	0	0
HVAC Initial	0	0	1	7	1	7
Wx / NGAT Refresher	1	12	0	0	1	12
HVAC Refresher	1	4	0	0	1	4
Grand Total	2	16	1	7	3	23

1.5 Studies and Pilots

1.5.1 ESA Program Studies

2022 Low Income Needs Assessment (LINA) Study

The Low-Income Needs Assessment (LINA) is a mandated study required to be completed every three (3) years per AB 327 and PUC Sec. 382(d). The 2022

LINA is focused on understanding the energy needs of California’s large low-income renter population including those living in single family homes as well as

different types of multifamily properties. In particular, the study will (a) identify renter needs (or a lack of needs) addressed or not addressed by the program (b) identify needs among specific sub-groups of renters, (c) outline program, policy and market barriers and potential solutions to serving the rental market, and (d) as appropriate, recommend how ESA Program may better assist renters with the bill savings and/or mediate Health/Comfort/Safety (HCS) Hardships. The study is expected to employ multiple methods of data collection and analysis including review of existing research, analysis of existing secondary data, collection, and analysis of survey data with rental customers and interview data with renters and landlords of different types of properties.

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

Currently, Evergreen Economics is conducting customer phone surveys. The study is on track to be completed by December of 2022 as planned.

Categorical Study

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

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

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

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

ESA Program CAM Process Evaluation

The process evaluation has two (2) primary interrelated objectives: (1) To assess the relative effectiveness of the IOUs' current Multifamily Common Area Measures (MF-CAM) delivery and implementation strategies, and provide recommendations where improvements could be made and; (2) to identify what

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

data currently exist and may be needed to assess performance and success as defined by the core objectives of the initiative. Results and recommended data collection that are later incorporated into program implementation processes will facilitate more reliable evaluations of the impacts of common area measures installed in multifamily properties. In addition, results of the process evaluation are expected to inform future program designs targeting the low-income MF sector.

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

To date, Resources Innovation has completed a project mid-point memo. A public presentation was conducted in February. The remaining tasks for the process evaluation include participant surveys and in-depth interviews, CPUC and tenant interviews, creating customer journey maps, and identifying data collection needs to support the recommended impact evaluation approach. The study is on track to be completed by June of 2022, following a third stakeholder workshop to present overall study findings and the publication of a final report.

1.5.2 ESA Program Pilot

SoCalGas had no pilot activity in February.

2. CARE PROGRAM EXECUTIVE SUMMARY

2.1. CARE Program Overview

2.1.1. Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,216,431	\$519,395	12%
Processing, Certification and Verification	\$2,425,658	\$265,559	11%
Information Tech./Programming	\$1,063,935	\$88,961	8%
Pilots	\$80,000	\$0	0%
CHANGES	\$437,502	\$55,730	13%
Studies	\$62,500	\$0	0%
Regulatory Compliance	\$610,337	\$62,842	10%
General Administration	\$1,111,980	\$184,908	17%
CPUC Energy Division Staff	\$77,250	\$15,775	20%
Total Expenses	\$10,085,593	\$1,193,170	12%
Subsidies and Benefits	\$139,583,569	\$57,794,430	41%
Total Program Costs and Discounts	\$149,669,162	\$58,987,600	39%

2.1.2. Provide the CARE Program enrollment rate to date.

CARE Enrollment		
Participants Enrolled	Eligible Participants	Enrollment Rate
1,813,736	1,601,758	113%

CARE My Account Activity & Enrollments

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications are now processed in real-time. Once logged into My Account, customers receive message center alerts notifying them that they can apply to the CARE Program if they are eligible, or that they are due for recertification or post-enrollment verification (PEV), depending on their CARE status. Customers may then visit a dedicated CARE Program page within My

Account where application processes including enrollment, recertification and PEV are available in English and Spanish. CARE customers may also opt-out of the program if they no longer qualify.

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 273,554 successful enrollments, 104,365 recertifications, 6,681 post-enrollment verifications and 14,463 opt-outs. Activity for February is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	8,147	6,319	76%
Re-certification	3,966	3,750	96%
PEV	99	59	60%
Customer opt-out	202	N/A	N/A

CARE CSR Enrollment Initiative

In its PY2015-2017 Application, SoCalGas requested CARE enrollment through Customer Service Representatives (CSRs) when customers call the Customer Contact Center (CCC) to turn-on or back-on service, or to make payment arrangements. D.16-11-022 was issued in November 2016 and in January 2017, SoCalGas’ CARE and IT departments began the planning, design, and creation of a CARE template adjacent to both the turn-on and payment extension templates and used specifically by the CCC. Thorough testing, and training of the CSRs took place during the

fourth quarter of 2017. CSRs began taking CARE applications over the phone at midnight on February 23, 2018.

During the month of February 2022, CSRs successfully enrolled 9,100 customers in CARE. An additional 2,213 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 528,847 with an additional 193,662 mailed applications.

There have been no issues reported; however, SoCalGas' CARE department will continue to obtain feedback from the CCC regarding this process. Any issues or concerns reported by the CSRs will be reviewed, and where needed, process changes will be implemented to ensure an even greater customer experience.

CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. Customers are given 90 days to respond and complete the request. During the month of February, SoCalGas processed a total of 3,522 on-line renewals.

2.2. Marketing & Outreach

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

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas prioritizes email communication whenever possible to deliver messages in a timely and cost-effective manner. During the month of February, SoCalGas sent approximately 9,936 emails to new customers with a probability of being eligible for the CARE program. A total of 1,752 customers enrolled using the link within this email. A total of approximately 21,919 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 8,036 enrolled using the link within this email.

SoCalGas also sends monthly re-apply emails to recapture customers who have fallen off the CARE program. SoCalGas sent approximately 9,807 emails encouraging these customers to re-apply in February. 2,944 customers re-applied online using the link from the email they received.

CARE Text Messages & Enrollments

SoCalGas texts the CARE link to customers with valid mobile phone numbers encouraging them to apply online. In February, SoCalGas sent approximately 15,451 text messages to new customers, existing customers not on CARE, and customers needing to re-apply to remain on the program. A total of 2,153 enrollments were generated from text messages sent.

CARE Direct Mail Activity & Enrollments

During the month of February, SoCalGas sent approximately 14,440 direct mail letters to new customers deemed likely to be eligible for the CARE Program. The letters encouraged customers to enroll online. SoCalGas mailed approximately 25,000 letters directing customers who are not on CARE but who have a high probability of being qualified for CARE, to also enroll online. Additionally, to reach customers who previously participated in the CARE program but failed to recertify, SoCalGas sends direct mail letters encouraging customers to re-apply online and renew their monthly bill discount. In the month of February, SoCalGas mailed approximately 15,726 letters to customers who failed to renew their CARE eligibility.

As of April 2019, SoCalGas no longer mails paper applications with direct mail letters. Rather, the letters direct customers to apply online and resulted in 2,576 online enrollments processed in February. These online enrollments are generated when a customer organically searched for and visits the CARE homepage.

CARE Bill Inserts

SoCalGas did not send a bill insert in the month of February. SoCalGas approved 235 bill insert applications from prior months in February.

CARE Social & Mass Media Campaign

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

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

While the fall 2021 CARE campaign ended in December, SoCalGas launched an additional paid media effort in late January 2022 using the same assets from the fall campaign. The messaging and creative of the original campaign remained relevant and benefited customers during what could be a challenging season due to the increase in costs and use of natural gas. This campaign effort ran for six weeks and focused on mobile, search, social, and video, targeting General and Hispanic markets. Results will be shared once SoCalGas's advertising agency provides insights in the coming months.

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

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 790 approved enrollments in February.

Please note two revisions provided after submitting the January 2022 and December 2021 reports. SoCalGas previously listed 533 approved enrollments in January 2022, but 534 applications were approved. SoCalGas also previously listed 817 approved enrollments in December 2021, but 818 applications were approved.

In addition to canvassers, CBOs and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. During the pandemic, these partners have become even more important to help reach customers to obtain information on SoCalGas' assistance programs, and many CBOs have modified their outreach procedures to comply with COVID-19 related recommendations and mandates to continue to serve those in need. For a partial list of the organizations, their primary focus, and the counties and communities they serve, please refer to **Section 1.2.2** above.

CARE Data Sharing

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of February, 5,886 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund (GAF). Intra-utility efforts in February generated 1,275 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 160 customers enrolled through leveraging during the month of February.

California Lifeline

On April 14, 2020, SoCalGas received a request from the Energy Division (ED) to incorporate co-marketing of the California Lifeline program as part of increased CARE outreach marketing initiatives responding to COVID-19. Per directive from the ED, where feasible and appropriate, new CARE marketing and

outreach materials promoted discounted phone services and referred SoCalGas customers to California Lifeline <https://www.californialifeline.com/en> and the pilot program <https://www.boostmobile.com/plans/cpuc-boost-mobile> that connected CARE participants with an active Lifeline promotion. 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 February, 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 February, SoCalGas also sent emails to new customers, existing customers not on CARE, and customers needing to re-apply for CARE with information about California LifeLine.

2.3. CARE Recertification Complaints

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

There were no recertification complaints in the month of February.

2.4. Studies and Pilots

2.4.1. CARE Program Studies

2022 Low Income Needs Assessment (LINA) Study

See **Section 1.5.1** above.

Categorical Study

See **Section 1.5.1** above.

2.4.2. CARE Program Pilot

SoCalGas had no pilot activity in February.

3. APPENDIX A – CUSTOMER ASSISTANCE PROGRAM OUTREACH EVENTS

CBO Outreach Events

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 1 (Food Share of Ventura County)	Senior Kit Distribution	Fillmore Active Adult Center	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP brochures were distributed to 154 attendees.
February 1 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 1 (HSA LA)	Grab-and-Go Meal Site	City of Bell Gardens	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP brochures were distributed to 22 meal recipients.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 1 (HSA LA)	Grab-and-Go Meal Site	City of Bellflower	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 34 meal recipients.
February 1 (HSA LA)	Grab-and-Go Meal Site	City of Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 117 meal recipients.
February 1 (HSA LA)	Grab-and-Go Meal Site	City of Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 48 meal recipients.
February 1 (HSA LA)	Grab-and-Go Meal Site	City of Hawaiian Gardens	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 82 meal recipients.
February 1 (HSA LA)	Grab-and-Go Meal Site	City of Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 24 meal recipients.
February 1 (HSA LA)	Grab-and-Go Meal Site	City of Lynwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 40 meal recipients.
February 1 (HSA LA)	Grab-and-Go Meal Site	City of Paramount	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 52 meal recipients.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 1 (HSA LA)	State Preschool Presentations	City of Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 95 student families.
February 1 (HSA LA)	State Preschool Presentations	City of South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 90 student families.
February 1 (HSA LA)	Head Start Events	City of South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 180 student families.
February 1 (VietSoCal)	Lunar New Year Day Event- Year of the Tiger	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
February 2 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley Senior Center-Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 205 attendees.
February 2 (Food Share of Ventura County)	Senior Kit Distribution	Faith Lutheran Church- Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 43 attendees.
February 2 (Food Share of Ventura County)	Emergency Box Distribution	College Park-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 1,140 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 2 (RPA)	Meeting with Riverside County District 2 Supervisor Karen Spiegel	Virtual	In partnership with SoCalGas' Public Affairs department, information about SoCalGas Customer Assistance Programs, including the Energy Savings Assistance Program, was relayed to Supervisor Spiegel. This information was provided in response to constituent complaints of high gas bills. The Supervisor expressed her appreciation and shared information with her staff and constituents.
February 2 (Families Forward)	Social Media Event	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 238 (3,533 followers) Instagram Reach – 340 (2,102 followers)
February 2 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 2 (Veteran's Legal Institute)	OCVMFC Legal Reentry Working Group provided COVID housing updates	Online/Webinar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
February 3 (ONEgeneration)	Neighborhood Council Meeting – Granada Hills	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 31 event attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 3 (Catholic Charities of Orange County)	Food Pantry	Whitten Community Center- Placentia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
February 3 (Catholic Charities of Orange County)	Food Pantry	Christ Cathedral- Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
February 3 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 3 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 5 attendees.
February 3 (The Link)	SLO Co. Food Bank Distribution	Shandon Elementary School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 65 participants.
February 3 (Food Share of Ventura County)	Senior Kit Distribution	St Thomas Aquinas- Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 49 attendees.
February 3 (Food Share of Ventura County)	Senior Kit Distribution	Grace Bible- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 119 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 3 (CFS-Promotores)	One on One Outreach	La Michoacana Paleteria- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 24 attendees.
February 4 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 6 attendees.
February 4 (Food Share of Ventura County)	Senior Kit Distribution	Rodney Fernandez Apt- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 64 attendees.
February 4 (ONEgeneration)	Care Coordinator Senior Mailing List	Senior Enrichment Center- Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 321 event attendees.
February 4 (Catholic Charities of Orange County)	Food Pantry	Immaculate Heart of Mary- Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 280 attendees.
February 5 (Food Share of Ventura County)	Emergency Box Distribution	River Community Church- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 120 attendees.
February 7 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 38 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 7 (Food Share of Ventura County)	Senior Kit Distribution	Centro Cristiano- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 38 attendees.
February 7 (Food Share of Ventura County)	Emergency Box Distribution	RC Charities- Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 60 attendees.
February 7 (ONEgeneration)	Neighborhood Council Meeting – Woodland Hills	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 20 event attendees.
February 7 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 7 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership-Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via Radio reaching thousands of listeners
February 7 (Catholic Charities of Orange County)	Food Pantry	La Purisima- Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 7 (Catholic Charities of Orange County)	Food Pantry	Doris Cantlay Center- Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,200 attendees.
February 7 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 8 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 8 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 5 attendees.
February 8 (Food Share of Ventura County)	Emergency Box Distribution	Nyeland Promise-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 60 attendees.
February 8 (Food Share of Ventura County)	Emergency Box Distribution	Rio Student Services-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 120 attendees.
February 8 (Food Share of Ventura County)	Senior Kit Distribution	Sycamore Senior Village- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 42 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 8 (Food Share of Ventura County)	Senior Kit Distribution	Camino Del Sol-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 87 attendees.
February 9 (The Link)	SLO Co. Food Bank Distribution	Lillian Larsen Elementary School-Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 46 participants.
February 9 (CFS-Promotores)	One on One Outreach	Elm Tree Apartments - Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 50 attendees.
February 9 (Food Share of Ventura County)	Senior Kit Distribution	Journey Church-Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 21 attendees.
February 9 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army-Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 5 attendees.
February 9 (Food Share of Ventura County)	Emergency Box Distribution	College Park-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 1,200 attendees.
February 9 (Food Share of Ventura County)	Emergency Box Distribution	Oxnard Alano-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 240 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 9 (The Link)	Parent Forum	Paulding Middle School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 10 participants.
February 9 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 10 (RPA)	Upland Chamber of Commerce Government Relations Committee Meeting	City of Upland	In partnership with SoCalGas' Public Affairs department, information about SoCalGas Customer Assistance Programs, as well as energy conservation tips, were shared with all Chamber of Commerce attendees.
February 10 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 10 (The Link)	SLO Co. Food Bank Distribution	Bauer's Elementary School- Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 10 participants.
February 10 (The Link)	SLO Co. Food Bank Distribution	CL Smith School - San Luis Obispo	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 30 participants.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 10 (MICOP)	Farmers Market	Plaza Park- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 70 attendees.
February 10 (Food Share of Ventura County)	Emergency Box Distribution	LUCHA Pantry- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 180 attendees.
February 10 (Food Share of Ventura County)	Senior Kit Distribution	BGC- Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 164 attendees.
February 10 (Food Share of Ventura County)	Senior Kit Distribution	Willet Ranch- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 12 attendees.
February 10 (CFS- Promotores)	One on One Outreach	Carniceria La Barata- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 90 attendees.
February 11 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 5 attendees.
February 11 (CFS- Promotores)	One on One Outreach	La Reyna Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 60 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 11 (Food Bank of Santa Barbara)	Healthy Farmworker Program	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 200 attendees.
February 11 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Apartments- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 336 attendees.
February 11 (Food Share of Ventura County)	Senior Kit Distribution	Tafoya- Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 18 attendees.
February 11 (Food Share of Ventura County)	Emergency Box Distribution	RC Charities- Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 60 attendees.
February 12 (VietSoCal)	Special Healthcare Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 39 attendees.
February 12 (Food Share of Ventura County)	Senior Kit Distribution	LUCHA Pantry- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 79 attendees.
February 14 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 5 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 14 (Food Share of Ventura County)	Senior Kit Distribution	Seven High Apartments- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 29 attendees.
February 14 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in English: Facebook Reach – 61 Instagram Reach – 94 Twitter Reach – 71
February 14 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in Spanish: Facebook Reach – 191 Instagram Reach – 45 Twitter Reach – 11
February 14 (Food Share of Ventura County)	Senior Kit Distribution	Palm Vista - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 29 attendees.
February 14 (Food Share of Ventura County)	Emergency Box Distribution	River Community Church- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 120 attendees.
February 14 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership-Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 14 (Catholic Charities of Orange County)	Food Pantry	Kid Works- Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 160 attendees.
February 14 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 15 (ONEgeneration)	ONEgeneration Water & Energy Savings Webinar	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 9 participants.
February 15 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 15 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.
February 15 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 7 attendees.
February 15 (Food Share of Ventura County)	Emergency Box Distribution	St Francis Assisi-Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 120 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 15 (Food Share of Ventura County)	Emergency Box Distribution	Rio Student Services- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 120 attendees.
February 15 (Food Share of Ventura County)	Senior Kit Distribution	Evangelistic Baptist- Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 60 attendees.
February 15 (Food Share of Ventura County)	Senior Kit Distribution	Casa Pacifica Senior Housing- Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 58 attendees.
February 15 (Food Share of Ventura County)	Senior Kit Distribution	CEDC Housing- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 41 attendees.
February 15 (CFS- Promotores)	One on One Outreach	La Mexicana Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 50 attendees.
February 16 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in English: Facebook Reach – 66 Instagram Reach – 131 Twitter Reach – 55

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 16 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information for SoCalGas' Customer Assistance Programs in Spanish: Facebook Reach – 153 Instagram Reach – 42 Twitter Reach – 23
February 16 (Food Bank of Santa Barbara)	Healthy Farmworker Program	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 200 attendees.
February 16 (CFS-Promotores)	One on One Outreach	Oceano Apartments-Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 74 attendees.
February 16 (Food Share of Ventura County)	Senior Kit Distribution	San Salvador Mission- Piru	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 38 attendees.
February 16 (Food Share of Ventura County)	Senior Kit Distribution	Westpark- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 59 attendees.
February 16 (Food Share of Ventura County)	Emergency Box Distribution	College Park-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 1,320 attendees.
February 16 (Food Share of Ventura County)	Emergency Box Distribution	Oxnard Alano-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 240 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 16 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
February 16 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 17 (ONEgeneration)	Neighborhood Council Meeting – North Hills	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 22 event attendees.
February 17 (ONEgeneration)	SOVA Valley Food Bank Partnership	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 120 families.
February 17 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 17 (Catholic Charities of Orange County)	Food Pantry	St. Norbert's- Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 146 attendees.
February 17 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 17 (The Link)	SLO Co. Food Bank Distribution	Cambria Grammar-School Cambria	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 48 participants.
February 17 (The Link)	SLO Co. Food Bank Distribution	Virginia Peterson Elementary School-Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 48 participants.
February 17 (Food Share of Ventura County)	Emergency Box Distribution	LUCHA Pantry-Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 180 attendees.
February 17 (Food Share of Ventura County)	Senior Kit Distribution	Our Lady of Guadalupe- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 237 attendees.
February 17 (Food Share of Ventura County)	Senior Kit Distribution	Mira Vista-Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 37 attendees.
February 18 (Food Bank of Santa Barbara)	Kids Farmers Market	Aliso School-Carpinteria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 45 attendees.
February 18 (Food Share of Ventura County)	Senior Kit Distribution	Church of Nazarene-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 20 attendees

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 18 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 90 individuals.
February 18 (MEND)	Pathways to Wellness Walking Group	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 6 participants of the walking exercise group.
February 18 (ONEgeneration)	ONEgeneration Vaccine Clinic	Adult Day Care and Child Care-Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 30 event attendees.
February 18 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
February 19 (MEND)	Hope Wellness Care Event	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 80 event attendees.
February 19 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 19 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in English: Facebook Reach – 82
February 19 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in Spanish: Facebook Reach – 160 Instagram Reach – 55 Twitter Reach – 27
February 20 (ONEgeneration)	ONEgeneration Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 480 event attendees.
February 20 (Veteran's Legal Institute)	Women Veterans Event	Sarge's Resource Center- La Habra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
February 21 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership-Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners
February 21 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 21 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 6 attendees.
February 21 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in Spanish: Facebook Reach – 165 Instagram Reach – 33 Twitter Reach – 11
February 21 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in English: Facebook Reach – 122 Instagram Reach – 183 Twitter Reach – 61
February 21 (Food Share of Ventura County)	Emergency Box Distribution	River Community Church- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 120 attendees.
February 22 (El Concilio)	COVID 19 Vaccination Clinic	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 72 attendees.
February 22 (Food Share of Ventura County)	Emergency Box Distribution	Nyeland Promise- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 60 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 22 (Food Share of Ventura County)	Emergency Box Distribution	Rio Student Services-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 120 attendees.
February 22 (Food Share of Ventura County)	Senior Kit Distribution	Heritage- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 65 attendees
February 22 (Food Share of Ventura County)	Senior Kit Distribution	SDA Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 54 attendees.
February 22 (CFS-Promotores)	One on One Outreach	Dana Elementary School- Nipomo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 108 attendees.
February 22 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 22 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 43 attendees.
February 23 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 433 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 23 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 251 individuals.
February 23 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 23 (Food Bank of Santa Barbara)	Healthy School Pantry	Harding School- Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 60 attendees.
February 23 (Food Bank of Santa Barbara)	Kids Farmers Market	Turner Foundation- Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 20 attendees.
February 23 (Food Share of Ventura County)	Emergency Box Distribution	College Park- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 1368 attendees.
February 23 (Food Share of Ventura County)	Emergency Box Distribution	Oxnard Alano- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 180 attendees.
February 23 (Food Share of Ventura County)	Senior Kit Distribution	Church of Living Christ- Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 52 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 23 (Food Share of Ventura County)	Senior Kit Distribution	Pacific Points-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 54 attendees.
February 24 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in Spanish: Facebook Reach – 191 Instagram Reach – 55 Twitter Reach – 10
February 24 (Food Share of Ventura County)	Senior Kit Distribution	New Life Community Church- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 107 attendees.
February 24 (Via Care)	507 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 5 attendees.
February 24 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in English: Facebook Reach – 54 Instagram Reach – 106 Twitter Reach – 35
February 24 (Food Share of Ventura County)	Emergency Box Distribution	LUCHA Pantry-Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 180 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 24 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 45 individuals.
February 24 (MEND)	Community Nourishment Program	Volunteers of America Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 200 recipients with food boxes
February 24 (Food Share of Ventura County)	Senior Kit Distribution	Food Share Warehouse- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 71 attendees.
February 24 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
February 24 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.
February 25 (RPA)	Rancho Cucamonga VIP Senior Club	Virtual	In partnership with SoCalGas' Public Affairs departments, SoCalGas Customer Assistance Programs information presented as part of an update on winter billing and future initiatives. CAP information was provided to 75 seniors in attendance.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 25 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 22 individuals.
February 25 (MEND)	Pathways to Wellness Walking Group	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 6 participants of the walking exercise group.
February 25 (MEND)	MEND Food Bank	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 232 clients with their food.
February 25 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
February 25 (Food Bank of Santa Barbara)	Older Adults Nutrition	Presidio Springs- Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 30 attendees.
February 25 (Food Share of Ventura County)	Senior Kit Distribution	Oxnard PAL- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 131 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 25 (CFS-Promotores)	One on One Outreach	El Korita Western-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 40 attendees.
February 25 (The Link)	SLO Co. Food Bank Distribution	Vintage Community Church-Templeton	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 12 participants.
February 26 (The Link)	Mexican Consulate Resource Fair	The Oaks-Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 25 participants.
February 26 (CFS-Promotores)	Mexican Mobile Consulate	Oak Park-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 111 attendees.
February 26 (MEND)	MEND Vaccine Clinic & Black History Month Celebration	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 20 event attendees along with backpacks and books.
February 26 (St. Barnabas Foundation)	Hope and Peace Park Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at a community event. CAP materials were distributed to 43 event attendees with giveaway bags.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 26 (VietSoCal)	ESL and Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
February 27 (ONEgeneration)	ONEgeneration Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 480 event attendees.
February 28 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in English: Facebook Reach – 109 Instagram Reach – 51 Twitter Reach – 36
February 28 (Food Share of Ventura County)	Senior Kit Distribution	Nyeland Promise- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 62 attendees.
February 28 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs in Spanish: Facebook Reach – 151 Instagram Reach – 28 Twitter Reach – 13
February 28 (Food Share of Ventura County)	Senior Kit Distribution	Mary Star of the Sea- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 79 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 28 (MEND)	On-Site Diaper Distribution	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs at their main offices. CAP materials were distributed to 4 recipients with food distribution bags.
February 28 (VietSoCal)	Food Bank	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
February 28 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership-Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners

Tribal Outreach Events

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 3 (Southern California Indian Center)	SCIC Wellness and Health Workshop week 1	Los Angeles Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees
February 10 (Southern California Indian Center)	SCIC Wellness and Health Workshop week 2	Los Angeles Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.

February 17 (Southern California Indian Center)	SCIC Wellness and Health Workshop week 3	Los Angeles Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 16 attendees.
February 24 (Southern California Indian Center)	SCIC Financial Wellness Training week 1	Los Angeles Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.

Disability Outreach Events

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 1 (OC Autism Foundation)	Newsletter	Electronic mailing and postal mailing of monthly newsletter with SoCalGas CAP information	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter and postal mail: Newsletter and postal mail reach – over 5,300 members
February 1 (OC Autism Foundation)	Subscription	Mailing of Monthly Kids Club activities with SoCalGas CARE program information and links	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter: Subscription reach – over 300 members
February 1 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 2 (Lanterman)	Presentation for Parents	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared virtually with approximately 48 attendees.
February 2 (SCRS)	Health and Wellness Support Group	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared virtually with approximately 39 attendees.
February 3 (Lanterman)	Presentation for Parents on Financial Strategies	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 3 (BSS)	Chino Senior Center Presentation	Chino	CBO staff provided information regarding SoCalGas' CAP Programs. CAP materials were distributed to approximately 10 attendees.
February 5 (OC Autism Foundation)	Tet Parade-Community Event	Westminster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,000 attendees.
February 5 (OC Autism Foundation)	Tet Parade-Community Event	Costa Mesa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,000 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 6 (OC Autism Foundation)	Tet Parade-Community Event	Costa Mesa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,000 attendees.
February 8 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
February 8 (SCRS)	Mental Health Awareness Virtual Event	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared virtually with approximately 50 attendees.
February 8 (Fiesta Educativa)	Information on IHSS	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
February 10 (SCRS)	COVID Vaccine Clinic	Rosa Parks Elementary – Lynwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 attendees.
February 10 (SCRS)	Virtual SCI Support Group	Arcadia	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>
February 11 (SCRS)	Uplift San Bernardino Resource Fair	San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
February 14 (BSS)	Eddie Dee Health	Jurupa Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
February 15 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
February 15 (OC Autism Foundation)	Social Media	Facebook Post-SoCalGas CARE Program	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 2,354 followers
February 15 (Fiesta Educativa)	Information on Needs Trust	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees.
February 16 (SCRS)	Disability and Aging Virtual Resource Fair	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared with approximately 20 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 17 (SCRS)	COVID Test Kit Distribution Outreach Event	Downey High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared with approximately 125 attendees.
February 17 (BSS)	Fontana Senior Center Health Fair	Fontana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
February 19 (Fiesta Educativa)	Conservatorship	Riverside	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
February 22 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
February 22 (Fiesta Educativa)	APEP Spanish Orientation	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared virtually with approximately 7 attendees.
February 23 (Fiesta Educativa)	Challenges Facing Anxiety	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared virtually with approximately 13 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 23 (SCRS)	COVID Vaccine Clinic	Whittier High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared with approximately 60 attendees.
February 23 (Fiesta Educativa)	APEP English Orientation	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared virtually with approximately 8 attendees.
February 26 (OC Autism Foundation)	Friendship Club	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
February 28 (SCRS)	COVID Test Kit Distribution Outreach Event	Whittier High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared with approximately 72 attendees.
February 28 (SCRS)	COVID Test Kit Distribution Outreach Event	Rancho Los Amigos - Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were shared with approximately 65 attendees.

4. APPENDIX B – ESA PROGRAM AND CARE TABLES

ESA Program Summary Expenses

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

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

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

(CSD Leveraging)

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

(Multifamily Common Area Measures)

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

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

(Pilot Plus/Pilot Deep)

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

(Electrification and Clean Energy Pilots)

ESA Program - Table 3A-F – Energy Savings and Average Bill Savings per Treated

Home/Common Area

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

ESA Program – Table 7 – Customer Segments/Need State by Demographic, Financial,

Location and Health Condition

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

ESA Program – Table 9 – Tribal Outreach

CARE Program - Table 1 - CARE Overall Program Expenses

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

Penetration

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

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

CARE Program - Table 4 - Enrollment by County

CARE Program - Table 5 - Recertification Results

CARE Program - Table 6 - Capitation Contractors

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

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

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

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

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Main Program (SF, MH, MF In-Unit)	N/A	\$ 116,291,772	\$ 116,291,772	N/A	\$ 5,988,843	\$ 5,988,843	N/A	\$ 6,415,363	\$ 6,415,363	N/A	5.52%	5.52%
ESA Multifamily Common Area Measures [2]	N/A	\$ 10,660,000	\$ 10,660,000	N/A	\$ 161,081	\$ 161,081	N/A	\$ 232,552	\$ 232,552	N/A	2.18%	2.18%
ESA Multifamily Whole Building	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
ESA Pilot Plus and Pilot Deep	N/A	\$ 6,510,545	\$ 6,510,545	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
CSD Leveraging	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Building Electrification Retrofit Pilot (SCE)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clean Energy Homes New Construction Pilot (SCE)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -			
		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -			
ESA Program TOTAL	N/A	\$ 133,462,317	\$ 133,462,317	N/A	\$ 6,149,924	\$ 6,149,924	N/A	\$ 6,647,916	\$ 6,647,916	N/A	5%	5%

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

[2] Authorized budget from unspent, uncommitted funds per AL 5865 filed September 17, 2021

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

Appliances ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ -	\$ -	N/A	\$ 85,625	\$ 85,625	N/A	\$ 85,625	\$ 85,625	N/A		
Domestic Hot Water	N/A	\$ -	\$ -	N/A	\$ 1,047,631	\$ 1,047,631	N/A	\$ 1,046,908	\$ 1,046,908	N/A		
Enclosure	N/A	\$ -	\$ -	N/A	\$ 1,841,806	\$ 1,841,806	N/A	\$ 1,841,549	\$ 1,841,549	N/A		
HVAC	N/A	\$ -	\$ -	N/A	\$ 763,844	\$ 763,844	N/A	\$ 761,495	\$ 761,495	N/A		
Maintenance	N/A	\$ -	\$ -	N/A	\$ 59,946	\$ 59,946	N/A	\$ 59,938	\$ 59,938	N/A		
Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A		
Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A		
Customer Enrollment	N/A	\$ -	\$ -	N/A	\$ 1,306,164	\$ 1,306,164	N/A	\$ 1,309,939	\$ 1,309,939	N/A		
In Home Education	N/A	\$ -	\$ -	N/A	\$ 79,060	\$ 79,060	N/A	\$ 79,057	\$ 79,057	N/A		
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A		
Energy Efficiency TOTAL	N/A	\$ 104,432,051	\$ 104,432,051	N/A	\$ 5,184,076	\$ 5,184,076	N/A	\$ 5,184,511	\$ 5,184,511	N/A	5%	5%
Training Center	N/A	\$ 1,066,865	\$ 1,066,865	N/A	\$ 48,528	\$ 48,528	N/A	\$ 93,029	\$ 93,029	N/A	9%	9%
Workforce Education and Training	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Inspections	N/A	\$ 1,606,551	\$ 1,606,551	N/A	\$ 119,996	\$ 119,996	N/A	\$ 119,996	\$ 119,996	N/A	7%	7%
Marketing and Outreach	N/A	\$ 1,383,806	\$ 1,383,806	N/A	\$ 42,602	\$ 42,602	N/A	\$ 58,660	\$ 58,660	N/A	4%	4%
Statewide Marketing and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Studies [2]	N/A	\$ 218,750	\$ 218,750	N/A	\$ -	\$ -	N/A	\$ (24,400)	\$ (24,400)	N/A	-11%	-11%
Regulatory Compliance	N/A	\$ 495,468	\$ 495,468	N/A	\$ 39,083	\$ 39,083	N/A	\$ 69,061	\$ 69,061	N/A	14%	14%
General Administration	N/A	\$ 6,993,078	\$ 6,993,078	N/A	\$ 538,821	\$ 538,821	N/A	\$ 890,843	\$ 890,843	N/A	13%	13%
CPUC Energy Division	N/A	\$ 95,203	\$ 95,203	N/A	\$ 15,738	\$ 15,738	N/A	\$ 23,663	\$ 23,663	N/A	25%	25%
Administration TOTAL	N/A	\$ 11,859,721	\$ 11,859,721	N/A	\$ 804,767	\$ 804,767	N/A	\$ 1,230,852	\$ 1,230,852	N/A	10%	10%
TOTAL PROGRAM COSTS	N/A	\$ 116,291,772	\$ 116,291,772	N/A	\$ 5,988,843	\$ 5,988,843	N/A	\$ 6,415,363	\$ 6,415,363	N/A	6%	6%
Funded Outside of ESA Program Budget												
Indirect Costs				N/A	\$ 255,219	\$ 255,219	N/A	\$ 255,219	\$ 255,219			
NGAT Costs					\$ 35,626	\$ 35,626		\$ 35,626	\$ 35,626			

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

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

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

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

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

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

Southern California Gas Company

February 2022

ESA Program (Summary) Total							
Year-To-Date Completed & Expensed Installation							
Measures	Units	Quantity Installed	kWh [1] (Annual)	kW [1] (Annual)	Therms [1] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	387	-	-	7,746	\$ 329,610	6.1%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Freezers	Each	-	-	-	-	\$ -	0.0%
New - Clothier Dryer	Each	-	-	-	-	\$ -	0.0%
New - Dishwasher	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Domestic Hot Water [3]	Home	6,031	-	-	19,052	\$ 283,171	5.2%
Water Heater Tank and Pipe Insulation [4]	Home	78	-	-	495	\$ 2,997	0.1%
Water Heater Repair/Replacement	Home	256	-	-	612	\$ 14,233	0.3%
Thermostatic Shower Valve	Each	3,461	-	-	5,641	\$ 171,573	3.2%
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout	Each	117	-	-	658	\$ 569,352	10.5%
New - Solar Water Heating	Home	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing/Envelope [5]	Home	6,528	-	-	3,181	\$ 1,068,325	19.7%
New - Diagnostic Air Sealing	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	341	-	-	10,202	\$ 785,981	14.5%
New - Floor Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	406	-	-	(13,831)	\$ 523,196	9.6%
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	58	-	-	644	\$ 25,543	0.5%
Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
Removed - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	733	-	-	8,144	\$ 77,933	1.4%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Smart Thermostat	Each	575	-	-	1,142	\$ 136,137	2.5%
New - Portable A/C	Each	-	-	-	-	\$ -	0.0%
New - Central Heat Pump-FS (propane or gas space)	Home	-	-	-	-	\$ -	0.0%
New - Wholehouse Fan	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	1,028	-	-	(1,264)	\$ 59,964	1.1%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
New - Evaporative Cooling Maintenance	Home	-	-	-	-	\$ -	0.0%
Lighting							
Removed - Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Removed - LED Torchiere	Each	-	-	-	-	\$ -	0.0%
Removed - Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
Removed - LED Night Light	Each	-	-	-	-	\$ -	0.0%
LED Reflector Bulbs	Each	-	-	-	-	\$ -	0.0%
LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Home	-	-	-	-	\$ -	0.0%
Smart Strip Tier I	Home	-	-	-	-	\$ -	0.0%
Smart Strip Tier II	Each	-	-	-	-	\$ -	0.0%
New - Air Purifier	Home	-	-	-	-	\$ -	0.0%
Cold Storage	Each	-	-	-	-	\$ -	0.0%
New - Comprehensive Home Health and Safety Check-up	Home	-	-	-	-	\$ -	0.0%
New - CO and Smoke Alarm	Each	-	-	-	-	\$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	8,215				\$ 1,296,845	23.9%
In-Home Energy Education	Home	5,098				\$ 79,069	1.5%
Total Savings/Expenditures							
			-	-	42,421	\$ 5,423,927	
Total Households Weatherized [6]		7,278					
Households Treated							
- Single Family Households Treated	Home	5,504					
- Multi-family Households Treated (In-unit)	Home	1,413					
- Mobile Homes Treated	Home	361					
Total Number of Households Treated	Home	7,278					
# Eligible Households to be Treated for PY	Home	94,600					
% of Households Treated	%	8%					
- Master-Meter Households Treated	Home	269					

[1] As of September 2019, all savings are calculated based on the following source:

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

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

[3] Includes Faucet Aerators and Low Flow Showerheads

[4] Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

Note: Any measures noted as 'NEW' have been added during the course of this program year.

Note: Any measures noted as 'REMOVED', are no longer offered by the program but have been kept for tracking purposes.

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

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[1] (Annual)	kW[1] (Annual)	Therms[1] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Freezers	Each	-	-	-	-	\$ -	0.0%
New - Clothier Dryer	Each	-	-	-	-	\$ -	0.0%
New - Dishwasher	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Domestic Hot Water [3]	Home	-	-	-	-	\$ -	0.0%
Water Heater Tank and Pipe Insulation [4]	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - Solar Water Heating	Home	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing/Envelope [5]	Home	-	-	-	-	\$ -	0.0%
New - Diagnostic Air Sealing	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
New - Floor Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Home	-	-	-	-	\$ -	0.0%
Central A/C Replacement	Home	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Home	-	-	-	-	\$ -	0.0%
Evaporative Cooler	Home	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
Removed - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
Smart Thermostat	Each	-	-	-	-	\$ -	0.0%
New - Portable A/C	Each	-	-	-	-	\$ -	0.0%
New - Central Heat Pump-FS (propane or gas space)	Home	-	-	-	-	\$ -	0.0%
New - Wholehouse Fan	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
New - Evaporative Cooling Maintenance	Home	-	-	-	-	\$ -	0.0%
Lighting							
Removed - Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Removed - LED Torchiere	Each	-	-	-	-	\$ -	0.0%
Removed - Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
Removed - LED Night Light	Each	-	-	-	-	\$ -	0.0%
LED Reflector Bulbs	Each	-	-	-	-	\$ -	0.0%
LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Home	-	-	-	-	\$ -	0.0%
Smart Strip Tier I	Home	-	-	-	-	\$ -	0.0%
Smart Strip Tier II	Each	-	-	-	-	\$ -	0.0%
New - Air Purifier	Home	-	-	-	-	\$ -	0.0%
Cold Storage	Each	-	-	-	-	\$ -	0.0%
New - Comprehensive Home Health and Safety Check	Home	-	-	-	-	\$ -	0.0%
New - CO and Smoke Alarm	Each	-	-	-	-	\$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures							
						\$ -	0.0%
Total Households Weatherized [6]							
CSD MF Tenant Units Treated							
			Total				

[1] All savings are calculated based on the following sources:

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

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

[3] Includes Faucet Aerators and Low Flow Showerheads

[4] Includes Water Heater Blankets and Water Heater Pipe Insulation

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

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

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

**Energy Savings Assistance Common Area Measures Program Table 2B
Southern California Gas Company
February 2022**

Table 2B ESA Program - Multifamily Common Area Measures [1]								
Year-To-Date Completed & Expensed Installation								
ESA CAM Measures [2][3]	Units (of Measure such as "each")	Quantity Installed	Number of Units for Cap-kBTU/h and Cap-Tons	kWh [4] (Annual)	kW [4] (Annual)	Therms [4][12] (Annual)	Expenses [13] (\$)	% of Expenditure
Appliances								
High Efficiency Cloths Washer	Home	-	-	-	-	-	\$ -	0.0%
Domestic Hot Water								
Other Hot Water	Home	-	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	-	\$ -	0.0%
Water Heater Replace**	Cap-kBTU/h	-	-	-	-	-	\$ -	0.0%
Central Boiler Replace**	Cap-kBTU/h	1	-	-	-	2,987	\$ -	0.0%
Envelope								
Air Sealing/Envelope [6]	Home	-	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	-	\$ -	0.0%
HVAC								
A/C Tune-up**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Furnace Replacement**	Cap-kBTU/h	-	-	-	-	-	\$ -	0.0%
Heat Pump Split System**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Programmable Thermostat	Each	-	-	-	-	-	\$ -	0.0%
Lighting								
Exterior LED Lighting	Fixture	-	-	-	-	-	\$ -	0.0%
Exterior LED Lighting - Pool	Lamp	-	-	-	-	-	\$ -	0.0%
Interior LED Exit Sign	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Fixture	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Lighting	KiloLumen	-	-	-	-	-	\$ -	0.0%
Interior LED Screw-in	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type A Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type C Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
Miscellaneous								
Tier-2 Smart Power Strip	Each	-	-	-	-	-	\$ -	0.0%
Variable Speed Pool Pump	Each	-	-	-	-	-	\$ -	0.0%
Ancillary Services								
Commissioning [7]	Home	-	-	-	-	-	\$ -	0.0%
Audit [8]	Home	-	-	-	-	-	\$ -	0.0%
Administration [9]	Home	-	-	-	-	-	\$ -	0.0%
Total		1				2,987	\$ -	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated [10]	1
Subtotal of Master-metered Multifamily Properties Treated	1
Total Number of Multifamily Tenant Units w/in Properties Treated [11]	21
Total Number of buildings w/in Properties Treated	1

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)		\$ -	\$ -
Direct Implementation		\$ 232,552	\$ 232,552
TOTAL MF CAM COSTS	\$ -	\$ 232,552	\$ 232,552

<<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.
Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.
[4] All savings are calculated based on the following sources:
D.N.V.-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
[12] NMEC calculations require 12 months prior and 12 months post implementation data.
[13] Includes expenditures for projects from 2022; partial payment for projects completed in 2022 may have been included in 2021.

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

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

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

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

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

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
Appliances			
High Efficiency Clothes Washer	11/10/2016	N/A	All Climate Zones
Domestic Hot Water			
Water Heater Blanket	11/10/2016	N/A	All Climate Zones
Low Flow Shower Head	11/10/2016	N/A	All Climate Zones
Water Heater Pipe Insulation	11/10/2016	N/A	All Climate Zones
Faucet Aerator	11/10/2016	N/A	All Climate Zones
Water Heater Repair/Replacement	11/10/2016	N/A	All Climate Zones
Thermostatic Shower Valve	11/10/2016	N/A	All Climate Zones
New - Tub Diverter/ Tub Spout	12/14/2017	N/A	All Climate Zones
Large Water Heater Replace	11/10/2016	N/A	All Climate Zones
Central Boiler Replace	11/10/2016	N/A	All Climate Zones
Envelope			
Air Sealing / Envelope	11/10/2016	N/A	All Climate Zones
Caulking	11/10/2016	N/A	All Climate Zones
Attic Insulation	11/10/2016	N/A	All Climate Zones
HVAC			
FAU Standing Pilot Conversion	11/10/2016	N/A	All Climate Zones
Furnace Repair/Replacement	11/10/2016	N/A	All Climate Zones
New - High Efficiency Forced Air Unit (HE FAU)	11/10/2016	N/A	All Climate Zones
Smart Thermostat	12/19/2018	N/A	All Climate Zones
A/C Tune-up	N/A		
Heat Pump Split System	N/A		
Lighting			
Exterior LED Lighting	N/A		
Exterior LED Lighting - Pool	N/A		
Interior LED Exit Sign	N/A		
Interior LED Fixture	N/A		
Interior LED Lighting	N/A		
Interior LED Screw-in	N/A		
Interior TLED Type A Lamps	N/A		
Interior TLED Type C Lamps	N/A		
Miscellaneous			
Tier-2 Smart Power Strip	N/A		
Variable Speed Pool Pump	N/A		

Standard Notes (do not delete)

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

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

2. Only complete if measure is canceled or discontinued

3. Defined as CEC California Building Climate Zones

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

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

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

* Data will be reported once Pilots commence.
 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
 Note: IOUs - If there are new measures that are approved through the ESA Working Group, mark in column A as such to indicate that it is a new measure.

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

NOT APPLICABLE TO SOCALGAS

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

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

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

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

Table 3A, ESA Program (SF, MH, MF In-Unit)	
Annual kWh Savings	N/A
Annual Therm Savings	42,421
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	323,676
Current kWh Rate	N/A
Current Therm Rate	\$ 0.85
Average 1st Year Bill Savings / Treated households	\$ 4.95
Average Lifecycle Bill Savings / Treated Household	\$ 37.80

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

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

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

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

Table 3F, Summary - ESA Program (SF, MH, MF In-Unit)/CSD Leveraging/MF CAM/Pilot Plus and Pilot Deep	
Annual kWh Savings	N/A
Annual Therm Savings	42,421
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	323,676
Current kWh Rate	N/A
Current Therm Rate	\$ 0.85
Average 1st Year Bill Savings / Treated Households	\$ 4.95
Average Lifecycle Bill Savings / Treated Households	\$ 37.80

[1] NMEC calculations require 12 months prior and post implementation data.

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

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

Table 4A, ESA Program (SF, MH, MF In-Unit)						
County	Eligible Households			Households Treated YTD		
	Rural [1]	Urban	Total	Rural	Urban	Total
Fresno	7	11,495	11,502	0	24	24
Imperial	19548	0	19,548	7	0	7
Kern	31074	14,183	45,257	66	7	73
Kings	12478	11	12,489	92	0	92
Los Angeles	2392	957,477	959,869	30	3,063	3,093
Orange	13	230,719	230,732	0	413	413
Riverside	121084	96,272	217,356	176	1,184	1,360
San Bernardino	855	166,793	167,648	10	1,478	1,488
San Luis Obispo	13322	8,842	22,164	24	0	24
Santa Barbara	1027	32,862	33,889	92	33	125
Tulare	39371	10,472	49,843	259	97	356
Ventura	2,389	57,071	59,460	24	199	223
Total	243,560	1,586,197	1,829,757	780	6,498	7,278

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

Table 4C, ESA Program - Multifamily Common Area						
County	Eligible Properties [2]			Properties Treated YTD		
				Rural	Urban	Total
-						
Fresno	-	-	-	-	-	-
Imperial						
Kern						
Kings						
Los Angeles						
Orange						
Riverside						
San Bernardino						
San Luis Obispo						
Santa Barbara						
Tulare						
Ventura	-	-	-	-	1	1
Total					1	1

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

[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is
[2] Do not currently have Eligible Properties for ESA CAM.

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

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

Table 5A, ESA Program (SF,MH, MF In-Unit)																
Month	Gas & Electric				Gas Only [1]				Electric Only				Total			
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
February	-	-	-	-	7,278	42,421	-	-	-	-	-	-	7,278	42,421	-	-
March	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
April	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
YTD	-	-	-	-	7,278	42,421	-	-	-	-	-	-	7,278	42,421	-	-

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

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

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

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

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

[1] As of September 2019, all savings are calculated based on the following source: DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

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

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies
Southern California Gas Company
February 2022

	Authorized 2021-26 Funding			Current Month Expenses			Year to Date Expenses			Cycle to Date Expenses			% of Budget Expended		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots															
ESA Pilot Plus and Pilot Deep Program	N/A	\$ 32,552,726	\$ 32,552,726	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Total Pilots	N/A	\$ 32,552,726	\$ 32,552,726	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Studies															
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 35,413	\$ 35,413	N/A	0%	0%
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Statewide CARE-ESA Categorical Study	N/A	\$ 18,750	\$ 18,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Load Impact Evaluation Study	N/A	\$ 375,000	\$ 375,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Equity Criteria and Non Energy Benefits Evaluation (NEB's)	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	0%	0%
Rapid Feedback Research and Analysis	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Multifamily CAM Process Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ (24,400)	\$ (24,400)	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Process Evaluation Studies (1-4 Studies) ^[1]	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Potential Ad Hoc Tasks	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Total Studies	N/A	\$ 1,068,750	\$ 1,068,750	N/A	\$ -	\$ -	N/A	\$ (24,400)	\$ (24,400)	N/A	\$ 36,751	\$ 36,751	N/A	-2%	-2%

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

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

**Energy Savings Assistance Program Table - 8 Clean Energy Referral, Leveraging, and Coordination
Southern California Gas Company
February 2022***

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

* Data not yet available

Note: Leveraging activities would include when programs share resources to jointly support program delivery or administration.

While coordination refers more generally to program communication, collaboration, and alignment of activities to support individual program delivery.

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

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

* Data not yet available

**CARE Table 1 - CARE Program Expenses
Southern California Gas Company
February 2022**

CARE Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach	N/A	\$ 4,216,431	\$ 4,216,431	N/A	\$ 195,749	\$ 195,749	N/A	\$ 519,395	\$ 519,395	N/A	12%	12%
Processing / Certification Re-certification	N/A	\$ 2,184,615	\$ 2,184,615	N/A	\$ 123,352	\$ 123,352	N/A	\$ 231,162	\$ 231,162	N/A	11%	11%
Post Enrollment Verification	N/A	\$ 241,043	\$ 241,043	N/A	\$ 19,240	\$ 19,240	N/A	\$ 34,397	\$ 34,397	N/A	14%	14%
IT Programming	N/A	\$ 1,063,935	\$ 1,063,935	N/A	\$ 50,462	\$ 50,462	N/A	\$ 88,961	\$ 88,961	N/A	8%	8%
Pilots	N/A	\$ 80,000	\$ 80,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
CHANGES Program	N/A	\$ 437,502	\$ 437,502	N/A	\$ 27,168	\$ 27,168	N/A	\$ 55,730	\$ 55,730	N/A	13%	13%
Studies	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Regulatory Compliance	N/A	\$ 610,337	\$ 610,337	N/A	\$ 35,530	\$ 35,530	N/A	\$ 62,842	\$ 62,842	N/A	10%	10%
General Administration	N/A	\$ 1,111,980	\$ 1,111,980	N/A	\$ 71,701	\$ 71,701	N/A	\$ 184,908	\$ 184,908	N/A	17%	17%
CPUC Energy Division	N/A	\$ 77,250	\$ 77,250	N/A	\$ 10,492	\$ 10,492	N/A	\$ 15,775	\$ 15,775	N/A	20%	20%
SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,085,593	\$ 10,085,593	N/A	\$ 533,694	\$ 533,694	N/A	\$ 1,193,170	\$ 1,193,170	N/A	12%	12%
CARE Rate Discount	N/A	#####	#####	N/A	\$ 21,261,810	\$ 21,261,810	N/A	\$ 57,794,430	\$ 57,794,430	N/A	41%	41%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	#####	#####	N/A	\$ 21,795,504	\$ 21,795,504	N/A	\$ 58,987,600	\$ 58,987,600	N/A	39%	39%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption												
- CARE Surcharge Exemption				N/A	\$ 3,916,367	\$ 3,916,367	N/A	\$ 8,859,522	\$ 8,859,522			
- California Solar Initiative Exemption												
- kWh Surcharge Exemption												
- Vehicle Grid Integration Exemption												
Total Other CARE Rate Benefits				N/A	\$ 3,916,367	\$ 3,916,367	N/A	\$ 8,859,522	\$ 8,859,522			
Indirect Costs				N/A	\$ 159,247	\$ 159,247	N/A	\$ 302,320	\$ 302,320			

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

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

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

2022	New Enrollment									Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Enrollment Rate % (W/X)	Total Residential Accounts	Gas Only	Electric Only			
	Automatic Enrollment			Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)									
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation																			Combined (F+G+H+I)		
January	7,552	1,363	185	9,100	6,845	5,150	6,986	2	18,983	28,083	10,309	46,228	37,599	94,136	19,044	94	805	10,142	30,085	122,219	-2,002	1,813,709	1,601,758	113%	5,694,444	1,813,709	N/A		
February	5,886	1,275	160	7,321	11,073	6,116	8,082	8	25,279	32,600	9,225	42,820	34,563	86,608	19,501	93	906	12,073	32,573	119,208	27	1,813,736	1,601,758	113%	5,699,822	1,813,736	N/A		
March																													N/A
April																													N/A
May																													N/A
June																													N/A
July																													N/A
August																													N/A
September																													N/A
October																													N/A
November																													N/A
December																													N/A
YTD Total	13,438	2,638	345	16,421	17,918	11,266	15,068	10	44,262	60,683	19,534	89,048	72,162	180,744	38,545	187	1,711	22,215	62,658	241,427	-1,975	1,813,736	1,601,758	113%	5,699,822	1,813,736	N/A		

¹ Enrollments via data sharing between the IOUs.

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

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

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

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

Month	Total CARE Households Enrolled	Households Requested to Verify [1]	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled [2]	% De-enrolled through Post Enrollment Verification [3]	% of Total CARE Households De-enrolled
January	1,813,709	1,781	0.1%	0	7	7	0.4%	0.0%
February	1,813,736	2,894	0.2%	0	9	9	0.3%	0.0%
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,813,736	4,675	0.3%	0	16	16	0.3%	0.0%

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

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

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

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

CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)								
Southern California Gas Company								
Not Applicable to SoCalGas								
Month	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January								
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	#N/A	0	#N/A	0	0	0	0.0%	#N/A

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

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

County	Estimated Eligible Households ¹			Total Households Enrolled ²			Enrollment Rate ³		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	11,126	7	11,134	13,600	20	13,620	122%	270%	122%
Imperial	0	17,742	17,742	0	15,812	15,812	n/a	89%	89%
Kern	13,442	30,115	43,557	18,002	34,819	52,821	134%	116%	121%
Kings	11	12,321	12,333	14	17,274	17,288	123%	140%	140%
Los Angeles	808,019	2,366	810,385	906,892	1,773	908,665	112%	75%	112%
Orange	191,090	13	191,103	187,376	27	187,403	98%	215%	98%
Riverside	91,296	114,219	205,515	108,993	138,840	247,833	119%	122%	121%
San Bernardino	154,108	843	154,951	192,203	814	193,017	125%	97%	125%
San Luis Obispo	7,703	12,808	20,511	4,208	13,132	17,340	55%	103%	85%
Santa Barbara	29,640	972	30,612	34,055	759	34,814	115%	78%	114%
Tulare	10,190	38,554	48,744	13,155	54,965	68,120	129%	143%	140%
Ventura	53,011	2,161	55,172	55,047	1,956	57,003	104%	91%	103%
Total	1,369,636	232,122	1,601,758	1,533,545	280,191	1,813,736	112%	121%	113%

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

² Total Households Enrolled includes submeter tenants.

³ Penetration Rate and Enrollment Rate are the same value.

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

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

Month	Total CARE Households	Households Requested to Recertify [1]	% of Households Total (C/B)	Households Recertified [2]	Households De-enrolled [3]	Recertification Rate % [4] (E/C)	% of Total Households De-enrolled (F/B)
January	1,813,709	21,916	1.2%	3,035	126	13.8%	0.0%
February	1,813,736	22,293	1.2%	2,808	111	12.6%	0.0%
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							
YTD	1,813,736	44,209	2.4%	5,843	237	13.2%	0.01%

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

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

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

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

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

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

Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
Community Action Partnership of Orange County		X	X	X		
Sigma Beta Xi Youth and Community Services		X				
PACE – Pacific Asian Consortium in Employment		X	X	X		
Community Pantry of Hemet		X				
Community Action Partnership of San Bernardino		X		X		
LA Works		X				
Children’s Hospital of Orange County		X				
LACDA		X				
YMCA Montebello-Commerce		X				
Sr. Citizens Emergency Fund I.V., Inc.		X				
Coachella Valley Housing Coalition		X				
Southeast Community Development Corp.		X				
Latino Resource Organization		X				
Community Action Partnership - Kern County		X				
Ventura Cty Comm Human		X				
Blessed Sacrament Church		X				
Hermandad Mexicana		X				
CSET		X				
Crest Forest Family and Community Service		X				
CUI – Campesinos Unidos, Inc.		X	X	X		
Veterans in Community Service		X	X	X		
MEND		X				
Catholic Charities of LA – Brownson House		X				
OCCC, Inc. (Orange County Community Center)		X				
APAC Service Center		X			8	10
Visalia Emergency Aid Council		X				
Total Enrollments					8	10

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

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

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

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

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

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

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

* Data not yet available

Notes:

Penetration Rate and Enrollment Rate are the same value.

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

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

CARE Table 8A
CARE Top 10 Lowest Enrollment Rates in High Disconnection, High Poverty, and DAC Communities by ZIP Code
Southern California Gas Company
February 2022*

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

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

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

* Data not yet available

Notes:

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

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