

**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 MAY 2022**

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Date: June 20, 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.<sup>1</sup> This report reflects the approved budget and homes treated updates per D.21-06-015.

<b>Program Summary for 2022 ESA Program (SF, MH, MF In-Unit)</b>			
	<b>2022 Authorized / Planning Assumption</b>	<b>Actual to Date</b>	<b>%</b>
Budget	\$116,291,772	\$33,345,633	29%
Homes Treated	94,600	33,337	35%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	1,435,220*	204,997	14%
<b>GHG Emissions Reduced (Tons)**</b>	<b>7,345</b>	<b>1,085</b>	<b>15%</b>

\* Per D.21-06-015, approved therms saved goal 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.

\*\* GHG Emissions Reduced calculated using EPA Greenhouse Gas Equivalencies Calculator.

In May 2022, SoCalGas processed and paid contractor invoices from prior months' activity for 9,881 treated homes. Additionally, SoCalGas paid for the

weatherization of 9,881 homes, 662 furnace repairs and replacements, 329 water heater repairs and replacements and 563 High Efficiency (HE) clothes washers.

<b>Program Summary for 2022 ESA Program MF CAM</b>			
	<b>2022 Authorized / Planning Assumptions</b>	<b>Actual to Date</b>	<b>%</b>
Budget*	\$10,660,000	\$695,552	5.6%
Properties Treated**	30 - 50	11	36.7
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	N/A***	61,599	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.

\*\*\*Therms saved goal is at portfolio level.

SoCalGas has completed eleven (11) Multifamily Common Area Measure (MF CAM) projects in 2022, and there are Twelve (12) projects in progress. SoCalGas only reports completed projects when all phases of the project have been finalized including installation, city inspections, training, and final customer sign-off.

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.

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<sup>1</sup> D.21-06-015, Ordering Paragraph (OP 3) and Attachment 1.

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

ESA Program Pilot Plus and Pilot Deep is a joint pilot program with SoCalGas and Southern California Edison (SCE), where pre-selected customers residing in single family homes may opt in to participate. Participants in Pilot Plus/Deep will receive measures that may help them save 5% to 50% of their energy usage.

SoCalGas and SCE are currently conducting competitive solicitations to select a single third-party Program Implementer to deliver Pilot Plus/Deep gas and electric program services. A contract with the successful bidder is expected to be finalized in the third quarter of 2022, with anticipated program launch in January 2023.

### **1.1.2 Program Measure Changes**

No measure changes occurred in April 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 did not launch a paid media effort during the month of May.

#### **E- Newsletter**

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

#### **Energy Savings Assistance Program - Emails**

SoCalGas sent approximately 16,023 emails in May. 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 19,765 direct mail letters in English and Spanish in May. 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 17,859 text messages in May. 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](http://socialgas.com/Improvements)).

### **Energy Savings Assistance Program - Bill Inserts**

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

### **Energy Savings Assistance Program - Web Activities**

There were 175 internet-generated leads for the ESA Program during the month of May from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA Program contractors.

### **Energy Savings Assistance Program – Social Media Activity**

SoCalGas posted an ESA Program social media post to Twitter and Facebook in May. The Facebook post reached 5,956 unique viewers and generated 142 link

clicks with a cost of \$0.35 per click. The Twitter post resulted in 15,631 impressions and 71 total engagements.

### **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 May can be found in Appendix A.

Community Based Organizations (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 May, 211 LA participated in six (6) outreach events. Customer Assistance Programs (CAPs) were also promoted through five (5) social media postings. In total, 211 participants were informed about the CARE Program, with three (3) 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 May, Walking Shield held 16 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Nine (9) clients completed their applications or expressed interest in enrollment. Walking Shield also emailed a total of 30 participants from their education program with information on SoCalGas' Customer Assistance

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

The mission of Catholic Charities of Orange County is to provide service to people in need, to promote their voice in society, and to call on the Church and all people to do the same. Catholic Charities of Orange County works with charitable services such as CalFresh (Food Stamps) Outreach/Applications Program, Camp Re-Creation For Adults And Children With Special Needs, Cantlay Food Distribution Center, Catholic Campaign For Human Development, Catholic Charities Auxiliary, Catholic Charities of Orange County, Inc., Immigration and Citizenship Center, L'arche Wavecrest, Natural Family Planning, New Hope Crisis Counseling Hotline, Snap-Ed (Nutrition Education and Obesity-Prevention Program), Society of St. Vincent De Paul and The Orange Catholic Foundation. Catholic Charities of Orange County promotes SoCalGas' Customer Assistance Programs through all these avenues. In the month of May, Catholic Charities of Orange County distributed SoCalGas Customer Assistance Programs material to 630 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 May, 319 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 208 total views in the month of May.

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 May,

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 May, 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 960 clients while 315 clients attended Community Health classes in-person or online last month. Staff also provided enrollment assistance to 164 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 133 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 May, 144 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 May, Customer Assistance Programs were discussed with three (3) clients during one-on-one case management phone calls. Multilingual Customer Assistance Programs collateral materials were also distributed to 278 clients during at-home meal deliveries. Digital materials were also posted to SBSS's social media profiles and website; the website page with SoCalGas program information garnered 3,400 pageviews in the month of May.

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 May, Unity Shoppe was still able to provide information on SoCalGas' Customer Assistance Programs to over 1,531 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. In May, MICOP informed 69 community members on Customer Assistance Programs via phone calls.

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 May, Food Share Ventura County distributed 8,891 "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. In May, El Concilio distributed CAP information to 170 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 use that platform to inform customers on SoCalGas Customer Assistance Programs. In addition, CAP information is 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 May, FIND Foodbank's partnership with SoCalGas led to 3,630 one-on-one outreach opportunities to present SoCalGas' CAP information in nine of the coverage areas they serve. This month the following coverage areas were visited: Cathedral City, Desert Hot Springs, Indio, La Quinta, Mecca, North Palm Springs, Palm Springs, Rancho Mirage, and Thousand Palms.

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 792 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 May, due to COVID-19, SCDC has changed its programming and provided one-on-one

assistance to 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 May, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 140 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 May, 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 eight (8) 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 May, Veterans Legal Institute participated in one (1) separate events where SoCalGas Customer Assistance Programs information was distributed to 35 attendees and created two (2) social media posts seen by 107 people online. Additionally in May, 125 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. In May, informational materials about SoCalGas Customer Assistance Programs were distributed to 32 senior families at a food bank event and 200 recipients of a home delivery gift for Mother's Day. Materials were also distributed to 695 participants attending twenty workshops providing information on U.S. citizenship. Viet SoCal also published information about Customer Assistance Programs daily in their newspapers, *Nguoi Viet* and *VietMy*. Additionally, VietSoCal's partnership with Radio Bolsa allowed dissemination of SoCalGas programs information to thousands of listeners on a weekly basis.

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 May, MEND disseminated Customer Assistance Programs information through their food distributions, wellness food deliveries and case management calls.

In the month of May, 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. In the month of May an estimated 80,169 flyers were distributed to customers at various Goodwill locations in the cities of Anaheim, Westminster, Santa Ana, Fullerton, Garden Grove, and Cypress.

### **Tribal Outreach Activity**

The COVID-19 pandemic has continued to hamper SoCalGas' ability to conduct in-person outreach with the majority of its partners and organizations, including as it relates to Tribal Outreach. There are 20 Federally Recognized Tribes within SoCalGas' service territory, of which only seven have residential gas service meters, and are primarily on leased lands. SoCalGas' outreach efforts focus on working with tribal organizations and members in order to help build awareness on SoCalGas' Customer Assistance Programs (ESA, CARE, Medical Baseline, Etc.) and build trust amongst the community despite the majority not having access to natural gas service.

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 May 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 May, Fiesta Educativa continues to hold 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 May, Blind Support Services provided one-on-one touchpoints to 30 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 May, SCRS-IL was able to disseminate Customer Assistance Program information to 856 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 May, Lanterman Regional Center facilitated four (4) weekly food distributions and distributed 20 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 May, DCRC collaborated with local farmer's markets to provide fresh produce to low-income members of the disability community, or those facing financial hardships during the pandemic. DCRC staff distributed Customer Assistance Program information at three (3) weekly food distribution events to 44 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 May, OCAF had three major community events in Garden Grove. Through these events, customer assistance programs information was distributed to approximately 22,100 attendees. This month, OCAF was able to distribute CAP information to over 400 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](http://www.littlesaigontv.com). A May Facebook post CARE information was posted for OCAF's 2,359 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 May 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 May. 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. Year to date, \$40,510 has been co-funded 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 Company<sup>2</sup>
- Liberty Utilities, formerly Park Water Company<sup>3</sup>
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company<sup>4</sup>
- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District
- Rancho California Water District

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

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<sup>2</sup> Fontana Water Company serves the following communities: Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

<sup>3</sup> Liberty Utilities, formerly Park Water Company, serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

<sup>4</sup> 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.



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.

<b>Municipal Electric Provider</b>	<b>Participating Customers</b>
Anaheim Public Utilities	69
Colton Public Utilities	0
Pasadena Water and Power	0
Riverside Public Utilities	240
<b>Total</b>	<b>309</b>

**Affordable Broadband**

California Emerging Technology Fund (CETF) is currently promoted on SoCalGas’ website ([socalgas.com/Assistance](http://socalgas.com/Assistance) and [socalgas.com/Asistencia](http://socalgas.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.

<b>SoCalGas Enrollment and Assessment Training</b>				
	<b>Q1</b>	<b>April</b>	<b>May</b>	<b>Total</b>
Attended Class	59	33	17	109
Tested	59	33	17	109
Passed	40	23	9	63
Retention Rate*	68%	70%	53%	58%
<b>*Enrollment Rate is Passes/Tested</b>				

<b>SoCalGas Field Operations Training</b>								
<b>Class Type</b>	<b>Q1</b>		<b>April</b>		<b>May</b>		<b>YTD Total</b>	
	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>
Wx / NGAT Initial	2	8	3	4	1	1	6	13
HVAC Initial	3	21	1	4	1	5	5	30
Wx / NGAT Refresher	1	12	5	43	2	8	8	63
HVAC Refresher	1	4	4	28	1	19	6	51
<b>Grand Total</b>	<b>7</b>	<b>45</b>	<b>13</b>	<b>79</b>	<b>5</b>	<b>33</b>	<b>25</b>	<b>157</b>

## **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 interviews with landlords. 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 programs<sup>5</sup> in which the customer's income is verified by the appropriate state and federal agencies.

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<sup>5</sup> See Public Assistance Programs via: [California Alternate Rates for Energy CARE | SoCalGas](#).

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 have scored all proposals and selected 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 will kick off in July 2022 and 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 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, California Public Utilities Commission (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 May.

**2. CARE PROGRAM EXECUTIVE SUMMARY**

**2.1. CARE Program Overview**

**2.1.1. Please provide CARE Program summary costs.**

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$4,216,431	\$1,274,691	30%
Processing, Certification and Verification	\$2,425,658	\$701,420	29%
Information Tech./Programming	\$1,063,935	\$260,470	24%
Pilots	\$80,000	\$0	0%
CHANGES	\$437,502	\$147,425	34%
Studies	\$62,500	\$0	0%
Regulatory Compliance	\$610,337	\$167,034	27%
General Administration	\$1,111,980	\$430,175	39%
CPUC Energy Division Staff	\$77,250	\$32,226	42%
<b>Total Expenses</b>	<b>\$10,085,593</b>	<b>\$3,013,442</b>	<b>30%</b>
Subsidies and Benefits	\$139,583,569	\$99,798,929	71%
<b>Total Program Costs and Discounts</b>	<b>\$149,669,162</b>	<b>\$102,812,371</b>	<b>69%</b>

**2.1.2. Provide the CARE Program enrollment rate to date.**

<b>CARE Enrollment</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Enrollment Rate</b>
1,800,656	1,605,166	112%

**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.<sup>6</sup> 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 287,211 successful enrollments, 116,190 recertifications, 6,961 post-enrollment verifications and 19,014 opt-outs. Activity for May is as follows:

<b>CARE My Account Activity</b>			
	<b>Transactions</b>	<b>Approved</b>	<b>% Approved</b>
<b>Self-certification</b>	4,315	3,328	78%
<b>Re-certification</b>	3,770	3,545	94%
<b>PEV</b>	104	74	71%
<b>Customer opt-out</b>	127	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

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<sup>6</sup> D.17-12-009 at 45-46 and OP 2.



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 May 2022, CSRs successfully enrolled 8,026 customers in CARE. An additional 1,968 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 555,009 with an additional 197,973 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 May, SoCalGas processed a total of 4,027 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 May, SoCalGas sent approximately 11,048 emails to new customers with a probability of being eligible for the CARE Program. A total of 1,873 customers enrolled using the link within this email. A total of approximately 18,403 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 11,455 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 7,898 emails encouraging these customers to re-apply in May. 3,004 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 May, SoCalGas sent approximately 18,528 text messages to new customers, existing customers not on CARE, and customers needing to recertify to remain on the program. A total of 2,528 enrollments were generated from text messages sent.

### **CARE Direct Mail Activity & Enrollments**

During the month of May, SoCalGas sent approximately 15,172 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 May, SoCalGas mailed approximately 13,019 letters to customers who failed to renew their CARE eligibility.

As of April 2019, SoCalGas no longer mails paper applications with direct mail letters. Rather, the letters direct customers to apply online and resulted in 1,552 online enrollments processed in May. 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 May. SoCalGas approved 41 bill insert applications from prior months in May.

### **CARE Social & Mass Media Campaign**

SoCalGas did not launch a paid media campaign in May.

### **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 622 approved enrollments in May.

In addition to canvassers, CBOs and 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 May, 3,570 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 May generated 1,405 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 235 customers enrolled through leveraging during the month of May.

### **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 May, 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 May, 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 was one recertification complaint in the month of May.

A customer called the CCC to state that she should be able to recertify over the phone. Since the customer was actually mailed a verification rather than a recertification application, it was not possible to complete the transaction over the phone. This was explained to the customer and she was provided the department fax and email address as options to submit her documents of CARE eligibility.

The CARE lead also provided her direct line should the customer required further assistance. The customer was pleased with the follow-up.

## **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.

#### CHANGES Evaluation

The Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program was established as a pilot in 2011 to provide in-language

energy-related (electric and natural gas) outreach, education, and resolution of needs and disputes, to limited-English proficient (LEP) consumers residing in the four Investor-Owned Utility (IOU) territories<sup>7</sup>.

As per Commission decisions, the CHANGES program is subject to regular evaluations. The following frames the scope of the evaluation.

- “The evaluation will focus on the benefits and cost-effectiveness of CHANGES services delivered to customers, including comparisons to similar initiatives nationwide.”
- “On an informational basis, the evaluation will also identify best practices that utilities can adopt to avoid or address the problems CHANGES customers face and identify ways in which customer information can be used to inform CPUC proceedings.”
- “The evaluation of CHANGES should also consider whether in the areas served by SMJU (Small Jurisdictional Utilities), CARE funding from the SMJU CARE budget should be provided to support CHANGES activities in those areas if funding for CHANGES has not been provided "On Budget" in those areas.”
- D.21-06-015, OP 21 requires that the evaluation, “...include a determination of the most appropriate funding source for the CHANGES program based on the beneficiaries of the program.”<sup>8</sup>

The IOUs and ED selected Opinion Dynamics in January 2022 as the evaluator of this study through a competitive process. PG&E is the lead of this study. The study was kicked off in March 2022, and scheduled to complete in October 2022. Currently, Opinion Dynamics is finalizing the study Research Plan.

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<sup>7</sup> The Four IOUs include: Pacific Gas and Electric (PG&E), Southern California Edison (SCE), Southern California Gas (SCG) and San Diego Gas & Electric (SDG&E).



**2.4.2. CARE Program Pilot**

SoCalGas had no pilot activity in May.

**3. APPENDIX A – CUSTOMER ASSISTANCE PROGRAM OUTREACH EVENTS**

**CBO Outreach Events**

<b><u>Event Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
May 1	Eco Fair	Alhambra	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 200 attendees.
May 1 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
May 1 (LAC + USC Medical Center)	Email Blast by LAC + USC Chaplin Department to Community Partners	Virtual	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed via email to 25 individuals.
May 2 (HSA LA)	Dine-In Reopening of Site	South Gate	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 29 meal recipients.
May 2 (HSA LA)	Dine-In Reopening of Site	Bell	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 11 meal recipients.

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<sup>8</sup> D.21-06-015, OP 21.

May 2 (HSA LA)	Dine-In Reopening of Site	East Los Angeles	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 34 meal recipients.
May 2 (HSA LA)	Dine-In Reopening of Site	133 N. Sunol Ave. Los Angeles	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 25 meal recipients.
May 2 (HSA LA)	Dine-In Reopening of Site	Cudahy	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 15 meal recipients.
May 2 (HSA LA)	Dine- In Reopening of Site	4750 W. 62 <sup>nd</sup> Street Los Angeles	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 26 meal recipients.
May 2 (ONEgeneration)	ONEgeneration Monthly Newsletter	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter. Subscription Reach – 8,000 households
May 2 (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.
May 2 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
May 2 (Food Share of Ventura County)	Senior Kit Distribution	Centro Cristiano- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.

May 3 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 39 attendees.
May 3 (MEND)	Community Nourishment Food Pantry	Onsite at MEND Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 258 attendees.
May 3 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
May 3 (Food Share of Ventura County)	Senior Kit Distribution	Fillmore Active Adult Center- Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 101 attendees.
May 4 (CFS-Promotores Collaborative)	One on One	Healthy Babies- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
May 4 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley Senior Center- Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
May 4 (Food Share of Ventura County)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,410 attendees.
May 4 (Food Share of Ventura County)	Senior Kit Distribution	Faith Lutheran Church- Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
May 4 (CFS-Promotores Collaborative)	One on One	La Tapatia Market Deli- Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 13 attendees.

May 4 (The Link)	Resource Fair	Morro Bay High School	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 45 participants.
May 4 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees.
May 4 (211)	Bellflower USD: Ernie Pyle Elementary Parent Night	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
May 5 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
May 5 (Catholic Charities of Orange County)	Food Pantry	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
May 5 (Catholic Charities of Orange County)	Christ Cathedral Food Pantry	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
May 5 (Veteran's Legal Institute)	Regional Legal Assistance Training	Camp Pendleton-USMC Base-Oceanside	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
May 5 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees
May 5 (The Link)	SLO Co. Food Bank Distribution	Shandon High School	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 88 participants.

May 5 (The Link)	Resource Fair	Templeton Middle School	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 12 participants.
May 5 (CFS-Promotores Collaborative)	Resource Fair	Templeton Middle School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
May 5 (Food Share of Ventura County)	Senior Kit Distribution	St. Thomas Aquinas- Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 49 attendees.
May 5 (Food Share of Ventura County)	Senior Kit Distribution	Grace Bible- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 113 attendees.
May 6 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 213 Instagram Reach – 41 Twitter Reach – 7
May 6 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 102 Instagram Reach – 71 Twitter Reach – 16
May 6 (Food Share of Ventura County)	Senior Kit Distribution	Rodeny Apartments- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 57 attendees.
May 6 (Food Share of Ventura County)	Senior Kit Distribution	St Francis Assisi- Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 59 attendees.

May 6 (MICOP)	Pacifica High School Health Fair	Pacifica High School- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
May 6 (CFS-Promotores Collaborative)	One on One	Paeteria y Neveria La Michoacana-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 54 attendees.
May 6 (Catholic Charities of Orange County)	St. Boniface Food Pantry	Anaheim	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees.
May 6 (Catholic Charities of Orange County)	Immaculate Heart of Mary Food Pantry	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 110 attendees.
May 6 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
May 7	Golden Future 50+ Senior Expo	Pasadena, CA	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300+ attendees.
May 7 (VietSoCal)	Mother's Day Event	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
May 7 (El Concilio)	Covid 19 Vaccination Clinic	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 95 attendees.
May 8 (ONEgeneration)	ONEgeneration Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 430 attendees.

May 9 (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.
May 9 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees
May 9 (Food Share of Ventura County)	Senior Kit Distribution	Seven High Apartments-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees.
May 9 (Food Share of Ventura County)	Senior Kit Distribution	Palm Vista-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
May 10 (Food Share of Ventura County)	Senior Kit Distribution	Door Dash-Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
May 10 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 214 Instagram Reach – 42 Twitter Reach – 9
May 10 (Food Share of Ventura County)	Senior Kit Distribution	Sycamore Senior Village- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 43 attendees.
May 10 (Food Share of Ventura County)	Senior Kit Distribution	Camino Del Sol-Oxanrd	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 73 attendees.

May 10 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 75 Instagram Reach – 62 Twitter Reach – 28
May 10 (The Link)	SLO Co. Food Bank Distribution	Baywood Elementary School- Los Osos	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 18 participants.
May 10 (The Link)	Kindergarten Round Up	Bishop Peak Elementary School- San Luis Obispo	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 20 participants.
May 10 (The Link)	SLO Co. Food Bank Distribution	Nipomo Elementary School- Nipomo	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 100 participants.
May 10 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.
May 10 (MEND)	Community Nourishment Food Pantry	Onsite at MEND Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 258 attendees.
May 11	C4 Annual Conference	Glendale, CA	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
May 11 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.



May 11 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
May 11 (The Link)	SLO Co. Food Bank Distribution	Lillian Larsen Elementary School- San Miguel	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 35 participants.
May 11 (Food Share of Ventura County)	Senior Kit Distribution	Journey Church- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
May 11 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 86 attendees.
May 11 (Food Share of Ventura County)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,382 attendees.
May 11 (Food Bank of Santa Barbara)	Healthy Farmworker- Russell	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
May 12 (Food Share of Ventura County)	Emergency Box Distribution	LUCHA- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 220 attendees.
May 12 (Food Share of Ventura County)	Senior Kit Distribution	BGC- Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 152 attendees.
May 12 (Food Share of Ventura County)	Senior Kit Distribution	Willett- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 17 attendees.

May 12 (CFS-Promotores Collaborative)	One on One	La Guadalajara Market- Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
May 12 (The Link)	Kindergarten Round Up	Pacheco Elementary School- San Luis Obispo	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 14 participants.
May 12 (The Link)	SLO Co. Food Bank Distribution	Bauer's Elementary School- Paso Robles	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 19 participants.
May 12 (The Link)	SLO Co. Food Bank Distribution	CL Smith School- San Luis Obispo	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 24 participants.
May 12 (The Link)	Open House	Shandon Middle School- Shandon	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 5 participants.
May 12 (211)	Ganesha HS Mental Health Fair	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
May 12 (211)	LACOE Renaissance Parent Meeting for Substance Abuse	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
May 12 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
May 12 (ONEgeneration)	Water & Energy Savings Webinar	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.

May 13 (Vietsocal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
May 13 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
May 13 (CFS-Promotores Collaborative)	One on One	El Korita- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.
May 14 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 90 Instagram Reach – 64 Twitter Reach – 50
May 14 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 382 Instagram Reach – 52 Twitter Reach – 3
May 14 (Food Share of Ventura County)	Senior Kit Distribution	LUCHA- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 62 attendees.
May 14 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 37 attendees.
May 14 (211)	Bellflower HS Community Mental Health Fair	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.

May 14 (ONEgeneration)	ONEgeneration 13 <sup>th</sup> Annual Senior Symposium	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 350 attendees.
May 15 (ONEgeneration)	Olive View Medical Center Farmers Market	Sylmar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
May 16 (HSA LA)	Dine-In Reopening of Site	Compton	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 4 meal recipients.
May 16 (ONEgeneration)	ONEgeneration Mid-Month Newsletter	Newsletter	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter. Subscription Reach – 8,000 households
May 16 (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.
May 16 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 127 attendees.
May 16 (Food Share of Ventura County)	Senior Kit Distribution	Tafoya- Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
May 16 (Food Share of Ventura County)	Emergency Box Distribution	River Community- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.

May 17 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees.
May 17 (Food Share of Ventura County)	Senior Kit Distribution	Evangelistic Baptist- Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 47 attendees.
May 17 (Food Share of Ventura County)	Senior Kit Distribution	Casa Pacifica Senior Housing- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 77 attendees.
May 17 (Food Share of Ventura County)	Senior Kit Distribution	CEDC- The Santa Paulan- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 44 attendees.
May 17 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
May 17 (MEND)	Community Nourishment Food Pantry	Onsite at MEND Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 258 attendees.
May 18 (MEND)	Hope & Care Community Outreach	San Jose Street Elementary School & Highly Gifted Magnet- Mission Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees.
May 18 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.

May 18 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 163 Instagram Reach – 38 Twitter Reach – 9
May 18 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 98 Instagram Reach – 66 Twitter Reach – 21
May 18 (Food Share of Ventura County)	Senior Kit Distribution	San Salvador- Piru	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 52 attendees.
May 18 (CFS-Promotores Collaborative)	One on One	La Mexicana Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 66 attendees.
May 18 (Food Share of Ventura County)	Senior Kit Distribution	Fillmore Active Adult Center- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
May 18 (Food Share of Ventura County)	Senior Kit Distribution	Westpark- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 63 attendees.
May 18 (Food Share of Ventura County)	Emergency Box Distribution	Oxnard Alano Club- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.
May 18 (Food Share of Ventura County)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,419 attendees.

May 18 (The Link)	Kindergarten Round Up	Monarch Grove Elementary School- San Luis Obispo	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 16 participants.
May 19 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees
May 19 (The Link)	Kindergarten Round Up	Monarch Grove Elementary School- San Luis Obispo	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 10 participants.
May 19 (The Link)	SLO Co. Food Bank Distribution	Cambria Grammar School	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 56 participants.
May 19 (The Link)	SLO Co. Food Bank Distribution	Virginia Peterson Elementary School- Paso Robles	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 63 participants.
May 19 (The Link)	Back to School Night	Paulding Middle School- Arroyo Grande	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 30 participants.
May 19 (Food Share of Ventura County)	Senior Kit Distribution	Our Lady of Gudalupe- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 173 attendees.
May 19 (Food Share of Ventura County)	Senior Kit Distribution	Mira Vista- Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 79 attendees.
May 19 (VietSoCal)	Food Bank	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.

May 19 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
May 19 (MEND)	Community Nourishment Food Pantry	El Nido Family Resource Center- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 289 attendees.
May 19 (MEND)	Community Nourishment Food Pantry	UCLA Head Start- Arleta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 108 attendees.
May 19 (ONEgeneration)	Neighborhood Council Meeting	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees.
May 20 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
May 20 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 120 individuals.
May 20 (CFS-Promotores Collaborative)	One on One	Campo Ceramic- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
May 20 (Food Bank of Santa Barbara)	Healthy Farmworker- Newlove	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
May 20 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 137 attendees.



May 20 (Food Share of Ventura County)	Senior Kit Distribution	Church of Nazarene- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees.
May 21 (CFS-Promotores Collaborative)	Lake Fest	Atascadero Lake Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
May 21 (The Link)	LakeFest and Children's Day in the Park	Atascadero	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 60 participants.
May 21 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.
May 21	CARB Open House	Riverside	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 350 attendees.
May 21 (211)	Montebello HS Health and Resource Fair	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
May 21 (211)	LAUSD East Resource Fair	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 89 attendees.
May 22 (ONEgeneration)	Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 430 attendees.
May 23 (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.

May 23 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees
May 23 (The Link)	SLO Public Health Mobile Clinic	Fairgrove Elementary School- Grover Beach	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 60 participants.
May 23 (The Link)	Internet Safety Presentation	Santa Lucia Middle School- Cambria	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 20 participants.
May 23 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 234 Instagram Reach – 51 Twitter Reach – 8
May 23 (Radio Campesina)	Social Media	KBDS Forge 103.9 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 144 Instagra Reach – 65 Twitter Reach – 27
May 23 (Food Share of Ventura County)	Senior Kit Distribution	Nyeland- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.
May 23 (Food Share of Ventura County)	Senior Kit Distribution	Mary Star of the Sea- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
May 23 (Food Share of Ventura County)	Emergency Box Distribution	River Community- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.

May 24 (Food Bank of Santa Barbara)	Healthy School Pantry- Harding School	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.
May 24 (Food Share of Ventura County)	Senior Kit Distribution	Heritage Apartments- Oxanrd	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
May 24 (Food Share of Ventura County)	Senior Kit Distribution	SDA Thousand Oaks- Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 49 attendees.
May 24 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
May 24 (ONEgeneration)	House of Light Church Food Distribution Center	Northridge	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
May 25 (MEND)	Hope & Care Community Outreach: MEND Diaper Assistance	Onsite at MEND Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
May 25 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 259 individuals.
May 25 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
May 25 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees

May 25 (Food Share of Ventura County)	Senior Kit Distribution	Our Lady of Gudalupe- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
May 25 (Food Share of Ventura County)	Senior Kit Distribution	Church of Living Christ- Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 46 attendees.
May 25 (Food Share of Ventura County)	Emergency Box Distribution	College Park- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,440 attendees.
May 25 (Food Share of Ventura County)	Senior Kit Distribution	Pacific Point Apartments- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 53 attendees.
May 25 (The Link)	Open House	Mesa Middle School- Arroyo Grande	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 90 participants.
May 25 (The Link)	Open House	Lillian Larsen Middle School- San Miguel	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 20 participants.
May 25 (The Link)	Kindergarten Roundup	Baywood Elementary- Morro Bay	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 35 participants.
May 26 (The Link)	Kindergarten Roundup	Baywood Elementary Morro Bay	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 35 participants.
May 26 (MICOP)	Assembly in Santa Paula	Casa del Mexicano- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.

May 26 (Food Bank of Santa Barbara)	Healthy School Pantry- El Camino School	Goleta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
May 26 (Food Share of Ventura County)	Senior Kit Distribution	New Life-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 109 attendees.
May 26 (CFS-Promotores Collaborative)	One on One	Carniceria La Barata-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
May 26 (VietSoCal)	ESL and Citizenship and Social Benefits Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
May 26 (MEND)	Hope & Care Community Outreach	VOALA Hollywood Family Source Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 157 attendees.
May 27 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
May 27 (MEND)	Community Nourishment Food Pantry	Onsite at MEND Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 261 attendees.
May 27 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
May 27 (CFS-Promotores Collaborative)	One on One	Cerritos Musicales-Atascadero	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.

May 27 (El Concilio)	Covid 19 Vaccination Clinic	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 96 attendees.
May 27 (MICOP)	MICOP Community Meeting	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 255 attendees.
May 27 (Food Share of Ventura County)	Senior Kit Distribution	Food Share Warehouse- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 56 attendees.
May 27 (Food Share of Ventura County)	Senior Kit Distribution	Oxnard PAL- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 139 attendees.
May 27 (The Link)	SLO Co. Food Bank Distribution	Vintage Church- Templeton	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 12 participants.
May 28 (ONEgeneration)	West Valley Community Resource Fair	Fish of the West Valley Food Pantry- Chatsworth	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees.
May 28 (VietSoCal)	ESL and Citizenship Workshop	Garden Grove Central Office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
May 30 (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.
May 30 (The Link)	Link Resource Table	Blue's Baseball Game- San Luis Obispo	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 25 participants.

May 31 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees
May 31 (Radio Campesina)	Social Media	KMYX La Campesina 92.5 Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 331 Instagram Reach – 92 Twitter Reach – 14
May 31 (VietSoCal)	ESL and Citizenship Workshop	Garden Grove Central Office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
May 31 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information for SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 20 individuals.
May 31 (Walking Shield)	Social Media	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Twitter- 1,415 followers Facebook followers: 671 Walking Shield Scholars- 103 Instagram- 236 followers LinkedIn- 26 followers

**Tribal Outreach Events**

<b><u>Event Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
May 7 (Southern California Indian Center)	SCIC Outreach Event: Recognizing Our Mothers Picnic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 69 attendees.

<b><u>Event Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
May 19 (Southern California Indian Center)	SCIC Health & Wellness Training: Managing Caloric Intake, Understanding Nutrition for Children	Pasadena and Zoom/ Facebook	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
May 27-29 (Southern California Indian Center)	SCIC Outreach Event at 39 <sup>th</sup> Annual UCR Pow Wow	University of California, Riverside	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 388 attendees.
May 28 (Southern California Indian Center)	SCIC Community Outreach Event: Toy and Food Distribution	San Bernadino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 131 attendees.

**Disability Outreach Events**

<b><u>Event Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
May 1 (OC Autism Foundation)	Newsletter	Electronic mailing and postal mailing of monthly newsletter with SoCalGas Customer Assistance Programs information (Orange County and Southern California)	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.
May 1 (OC Autism Foundation)	Subscription	Mailing of monthly Kids Club activities with SoCalGas CARE program and links (Orange County and Southern California)	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter. Subscription Reach – over 300 members.



<b><u>Event Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
May 2 (BSS)	Presentation-Senior Companion Program	San Bernardino	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 30 participants.
May 2 (SCRS)	SCRS Women's Group - Peer Support Group	Riley Community Center, Downey- In Person	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
May 3 (Fiesta Educativa)	APEP	Virtual Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
May 3 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
May 5 (Fiesta Educativa)	APEP	Virtual Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
May 6 (BSS)	Presentation-Golden Oaks	Yucaipa	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 2 participants.
May 9 (Frank D Lanterman Regional Center)	Presentation for Participants	Virtual	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 52 participants.
May 10 (Fiesta Educativa)	APEP	Virtual Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.

<b><u>Event Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
May 10 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
May 12 (Fiesta Educativa)	APEP	Virtual Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
May 14 (Fiesta Educativa)	APEP	Virtual Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 43 attendees.
May 17 (Fiesta Educativa)	Fiesta Familiar	Virtual Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
May 17 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
May 17 (BSS)	Senior Center Booth/Table	Fontana	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 7 participants.
May 18 (Frank D Lanterman Regional Center)	Presentation for Participants	Virtual	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 25 participants.
May 18 (Fiesta Educativa)	Parent Consultation	Phone	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.

<b><u>Event Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
May 19 (Fiesta Educativa)	APEP	Virtual Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
May 24 (Fiesta Educativa)	APEP	Virtual Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
May 24 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
May 25 (Fiesta Educativa)	Fiesta Familiar	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
May 26 (BSS)	Four Seasons Senior Community	Hemet	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 13 participants.
May 26 (OC Autism Foundation)	Community Event: Special Needs Day the Vietnamese Community and City of Garden Grove	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,500 attendees.
May 28 (OC Autism Foundation)	Community Event: Strawberry Parade	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 600 attendees.
May 28 (OC Autism Foundation)	Friendship Club: Special Guest- Tina Stang	Garden Grove and FB Live	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.

<b><u>Event Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
May 27-May 30 (OC Autism Foundation)	Community Event: Strawberry Festival	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5,000 booth visitors per day via flyer distribution and shared social media links.
May 30 (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 – 2,359
May 31 (OC Autism Foundation)	Little Saigon TV Interview	Westminster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via air free public access to 3 counties: Los Angeles, Orange County, and San Bernardino on Channel 56.10 Listener Reach: about 315,000
May 31 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.

**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  
May 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	\$ 9,367,560	\$ 9,367,560	N/A	\$ 33,345,633	\$ 33,345,633	N/A	28.67%	28.67%
ESA Multifamily Common Area Measures [2]	N/A	\$ 10,660,000	\$ 10,660,000	N/A	\$ 124,984	\$ 124,984	N/A	\$ 695,552	\$ 695,552	N/A	6.52%	6.52%
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
			\$ -		\$ -	\$ -		\$ -	\$ -			
			\$ -		\$ -	\$ -		\$ -	\$ -			
<b>ESA Program TOTAL</b>	<b>N/A</b>	<b>\$ 133,462,317</b>	<b>\$ 133,462,317</b>	<b>N/A</b>	<b>\$ 9,492,544</b>	<b>\$ 9,492,544</b>	<b>N/A</b>	<b>\$ 34,041,185</b>	<b>\$ 34,041,185</b>	<b>N/A</b>	<b>26%</b>	<b>26%</b>

[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  
May 2022**

Appliances	Authorized Budget <sup>[1]</sup>			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>ESA Program:</b>												
<b>Energy Efficiency</b>												
Appliances	N/A	\$ -	\$ -	N/A	\$ 536,329	\$ 536,329	N/A	\$ 1,529,436	\$ 1,529,436	N/A	0%	0%
Domestic Hot Water	N/A	\$ -	\$ -	N/A	\$ 1,640,284	\$ 1,640,284	N/A	\$ 5,731,716	\$ 5,731,716	N/A	0%	0%
Enclosure	N/A	\$ -	\$ -	N/A	\$ 2,357,735	\$ 2,357,735	N/A	\$ 8,702,998	\$ 8,702,998	N/A	0%	0%
HVAC	N/A	\$ -	\$ -	N/A	\$ 1,651,529	\$ 1,651,529	N/A	\$ 5,569,666	\$ 5,569,666	N/A	0%	0%
Maintenance	N/A	\$ -	\$ -	N/A	\$ 79,823	\$ 79,823	N/A	\$ 313,759	\$ 313,759	N/A	0%	0%
Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 144,580	\$ 144,580	N/A	0%	0%
Customer Enrollment	N/A	\$ -	\$ -	N/A	\$ 2,003,821	\$ 2,003,821	N/A	\$ 6,687,000	\$ 6,687,000	N/A	0%	0%
In Home Education	N/A	\$ -	\$ -	N/A	\$ 136,092	\$ 136,092	N/A	\$ 531,304	\$ 531,304	N/A	0%	0%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
<b>Energy Efficiency TOTAL</b>	<b>N/A</b>	<b>\$ 104,432,051</b>	<b>\$ 104,432,051</b>	<b>N/A</b>	<b>\$ 8,405,614</b>	<b>\$ 8,405,614</b>	<b>N/A</b>	<b>\$ 29,210,459</b>	<b>\$ 29,210,459</b>	<b>N/A</b>	<b>28%</b>	<b>28%</b>
<b>Administration</b>												
Training Center	N/A	\$ 1,066,865	\$ 1,066,865	N/A	\$ 47,644	\$ 47,644	N/A	\$ 249,474	\$ 249,474	N/A	23%	23%
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	\$ 141,105	\$ 141,105	N/A	\$ 603,996	\$ 603,996	N/A	38%	38%
Marketing and Outreach	N/A	\$ 1,383,806	\$ 1,383,806	N/A	\$ 46,008	\$ 46,008	N/A	\$ 233,216	\$ 233,216	N/A	17%	17%
Statewide Marketing and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Studies <sup>[2][3]</sup>	N/A	\$ 218,750	\$ 218,750	N/A	\$ -	\$ -	N/A	\$ (639)	\$ (639)	N/A	0%	0%
Regulatory Compliance	N/A	\$ 495,468	\$ 495,468	N/A	\$ 42,282	\$ 42,282	N/A	\$ 188,738	\$ 188,738	N/A	38%	38%
General Administration	N/A	\$ 6,993,078	\$ 6,993,078	N/A	\$ 676,320	\$ 676,320	N/A	\$ 2,812,051	\$ 2,812,051	N/A	40%	40%
CPUC Energy Division	N/A	\$ 95,203	\$ 95,203	N/A	\$ 8,589	\$ 8,589	N/A	\$ 48,339	\$ 48,339	N/A	51%	51%
<b>Administration TOTAL</b>	<b>N/A</b>	<b>\$ 11,859,721</b>	<b>\$ 11,859,721</b>	<b>N/A</b>	<b>\$ 961,946</b>	<b>\$ 961,946</b>	<b>N/A</b>	<b>\$ 4,135,174</b>	<b>\$ 4,135,174</b>	<b>N/A</b>	<b>35%</b>	<b>35%</b>
<b>TOTAL PROGRAM COSTS</b>	<b>N/A</b>	<b>\$ 116,291,772</b>	<b>\$ 116,291,772</b>	<b>N/A</b>	<b>\$ 9,367,560</b>	<b>\$ 9,367,560</b>	<b>N/A</b>	<b>\$ 33,345,633</b>	<b>\$ 33,345,633</b>	<b>N/A</b>	<b>29%</b>	<b>29%</b>
<b>Funded Outside of ESA Program Budget</b>												
Indirect Costs				N/A	\$ 361,902	\$ 361,902	N/A	\$ 1,673,252	\$ 1,673,252			
NGAT Costs					\$ 128,147	\$ 128,147		\$ 535,538	\$ 535,538			

<sup>[1]</sup> Reflects authorized funding per D.21-06-015 dated June 3, 2021, but does not include authorized budget for Pilot Plus and Deep Pilot program in the amount of \$6,510,545 shown on ESA Summary tab.

<sup>[2]</sup> YTD credit amount of (\$639) is related to MF CAM PV study and reflects accounting reversal of Dec 2021 accrual, where actual invoice amount was slightly less than original accrual amount.

<sup>[3]</sup> Authorized budget for MF CAM PV study is not included here on Table 1, but funded out of MF CAM unspent funds from previous cycle per AL 5744. However, actual costs along with all other applicable M&E funded studies costs are included here in Table 1 and also listed on Table 6.

**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**

**May 2022**

ESA Program (Summary) Total							
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [1] (Annual)	kW [1] (Annual)	Therms [1] (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Home	2,050	-	-	40,792	\$ 1,804,381	6.2%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Freezers	Each	-	-	-	-	\$ -	0.0%
New - Clothier Dryer	Each	-	-	-	-	\$ -	0.0%
New - Dishwasher	Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>							
Other Domestic Hot Water [3]	Home	32,185	-	-	101,705	\$ 1,558,513	5.3%
Water Heater Tank and Pipe Insulation [4]	Home	324	-	-	2,057	\$ 13,426	0.0%
Water Heater Repair/Replacement	Home	1,373	-	-	3,281	\$ 3,160,101	10.8%
Thermostatic Shower Valve	Each	17,045	-	-	27,783	\$ 845,068	2.9%
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout	Each	759	-	-	4,266	\$ 92,324	0.3%
New - Solar Water Heating	Home	-	-	-	-	\$ -	0.0%
<b>Enclosure</b>							
Air Sealing/Envelope [5]	Home	34,215	-	-	16,979	\$ 5,703,096	19.5%
New - Diagnostic Air Sealing	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	1,387	-	-	40,588	\$ 3,089,106	10.6%
New - Floor Insulation	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>							
Furnace Repair/Replacement	Home	2,485	-	-	(84,112)	\$ 3,068,219	10.5%
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	469	-	-	5,211	\$ 206,694	0.7%
Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
Removed - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	3,780	-	-	41,996	\$ 411,967	1.4%
High Efficiency Forced Air Unit (HE FAU)	Home	326	-	-	5,113	\$ 1,155,163	4.0%
Smart Thermostat	Home	2,706	-	-	5,784	\$ 725,616	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%
<b>Maintenance</b>							
Furnace Clean and Tune	Home	5,241	-	-	(6,446)	\$ 313,798	1.1%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
New - Evaporative Cooling Maintenance	Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>							
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%
<b>Miscellaneous</b>							
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%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment	Home	40,728				\$ 6,664,186	22.8%
In-Home Energy Education	Home	26,743				\$ 427,371	1.5%
<b>Total Savings/Expenditures</b>							
			-	-	204,997	\$ 29,239,031	
<b>Total Households Weatherized [6]</b>							
		33,337					
<b>Households Treated</b>							
- Single Family Households Treated	Home	23,053					
- Multi-family Households Treated (In-unit)	Home	8,873					
- Mobile Homes Treated	Home	1,411					
<b>Total Number of Households Treated</b>	Home	33,337					
<b># Eligible Households to be Treated for PY</b>	Home	94,600					
<b>% of Households Treated</b>	%	35%					
- Master-Meter Households Treated	Home	1,663					

[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**  
**May 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
<b>Appliances</b>							
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%
<b>Domestic Hot Water</b>							
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%
<b>Enclosure</b>							
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%
<b>HVAC</b>							
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%
<b>Maintenance</b>							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
New - Evaporative Cooling Maintenance	Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>							
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%
<b>Miscellaneous</b>							
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%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
<b>Total Savings/Expenditures</b>							
Total Households Weatherized [6]							
<b>CSD MF Tenant Units Treated</b>			<b>Total</b>				

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

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

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

[3] Includes Faucet Aerators and Low Flow Showerheads

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

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

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

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

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

Table 2B ESA Program - Multifamily Common Area Measures [1]								
	Year-To-Date Completed & Expensed Installation							
	Units (of Measure such as "each")	Quantity Installed	Number of Units for Cap-kBTU and Cap-Tons	kWh [4] (Annual)	kW [4] (Annual)	Therms [4][12] (Annual)	Expenses [13] (\$)	% of Expenditure
<b>ESA CAM Measures [2][3]</b>								
<b>Appliances</b>								
High Efficiency Cloths Washer	Home	-	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>								
Other Hot Water	Home	-	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	-	\$ -	0.0%
Water Heater Replace**	Cap-kBTU	-	-	-	-	-	\$ -	0.0%
Central Boiler Replace**	Cap-kBTU	11	-	-	-	61,599	\$ 695,552	100.0%
<b>Envelope</b>								
Air Sealing/Envelope [6]	Home	-	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								
A/C Tune-up**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Furnace Replacement**	Cap-kBTU	-	-	-	-	-	\$ -	0.0%
Heat Pump Split System**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Programmable Thermostat	Each	-	-	-	-	-	\$ -	0.0%
<b>Lighting</b>								
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%
<b>Miscellaneous</b>								
Tier-2 Smart Power Strip	Each	-	-	-	-	-	\$ -	0.0%
Variable Speed Pool Pump	Each	-	-	-	-	-	\$ -	0.0%
<b>Ancillary Services</b>								
Commissioning [7]	Home	-	-	-	-	-	\$ -	0.0%
Audit [8]	Home	-	-	-	-	-	\$ -	0.0%
Administration [9]	Home	-	-	-	-	-	\$ -	0.0%
<b>Total</b>	-	11	-	-	-	61,599	\$ 695,552	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated [10]	11
Subtotal of Master-metered Multifamily Properties Treated	11
Total Number of Multifamily Tenant Units w/in Properties Treated [11]	1058
Total Number of buildings w/in Properties Treated	13

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)		\$ -	\$ -
Direct Implementation		\$ 695,552	\$ 695,552
<b>TOTAL MF CAM COSTS</b>	\$ -	\$ 695,552	\$ 695,552

<<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:

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

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

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

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

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

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

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

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

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

[13] Includes expenditures for projects from 2022; partial payment for projects completed in 2022 may have been included in 2021.

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

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

Note: Implementation of the MF CAM Initiative AL 3196-E-A\_2654-G-A was approved effective 5/30/2018.

\*\* Note: This represents the unit of measure such as Cap Tons and Cap kBTU. 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**  
**May 2022**

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
<b>Appliances</b>			
High Efficiency Clothes Washer	11/10/2016	N/A	All Climate Zones
<b>Domestic Hot Water</b>			
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
<b>Envelope</b>			
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
<b>HVAC</b>			
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		
<b>Lighting</b>			
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		
<b>Miscellaneous</b>			
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](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  
May 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
<b>Appliances</b>								<b>Appliances</b>							
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>								<b>Domestic Hot Water</b>							
	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
<b>Enclosure[1]</b>								<b>Enclosure[1]</b>							
	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								<b>HVAC</b>							
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
<b>Maintenance</b>								<b>Maintenance</b>							
	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>								<b>Lighting</b>							
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>								<b>Miscellaneous</b>							
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
<b>Customer Enrollment</b>								<b>Customer Enrollment</b>							
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%
<b>Total Savings/Expenditures</b>			-	-	-	\$ -	0.0%	<b>Total Savings/Expenditures</b>			-	-	-	\$ -	0.0%
<b>Households Treated</b>		<b>Total</b>						<b>Households Treated</b>		<b>Total</b>					
- Single Family Households Treated	Home							- Single Family Households Treated	Home						
- Mobile Homes Treated	Home							- Mobile Homes Treated	Home						
<b>Total Number of Households Treated</b>	Home							<b>Total Number of Households Treated</b>	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  
May 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
<b>Appliances</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>							
	Home	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Enclosure[1]</b>							
	Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
<b>Maintenance</b>							
	Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Customer Enrollment</b>							
ESA Outreach & Assessment	Home	-				\$ -	0.0%
ESA In-Home Energy Education	Home	-				\$ -	0.0%
<b>Total Savings/Expenditures</b>			-	-	-	\$ -	0.0%
<b>Households Treated</b>	<b>Total</b>						
- Single Family Households Treated	Home						
- Mobile Homes Treated	Home						
<b>Total Number of Households Treated</b>	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
<b>Appliances</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>							
	Home	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Enclosure[1]</b>							
	Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
<b>Maintenance</b>							
	Home	-	-	-	-	\$ -	0.0%
	Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Customer Enrollment</b>							
ESA Outreach & Assessment	Home	-				\$ -	0.0%
ESA In-Home Energy Education	Home	-				\$ -	0.0%
<b>Total Savings/Expenditures</b>			-	-	-	\$ -	0.0%
<b>Households Treated</b>	<b>Total</b>						
- Single Family Households Treated	Home						
- Mobile Homes Treated	Home						
<b>Total Number of Households Treated</b>	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  
May 2022**

<b>Table 3A, ESA Program (SF, MH, MF In-Unit)</b>	
Annual kWh Savings	N/A
Annual Therm Savings	204,997
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	1,324,162
Current kWh Rate	N/A
Current Therm Rate	\$ 0.88
Average 1st Year Bill Savings / Treated households	\$ 5.41
Average Lifecycle Bill Savings / Treated Household	\$ 34.95

<b>Table 3B, ESA Program - CSD Leveraging</b>	
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	\$ -

<b>Table 3C, ESA Program - Multifamily Common Area [1]</b>	
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	\$ -

<b>Table 3D, ESA Program - Pilot Plus</b>	
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	\$ -

<b>Table 3E, ESA Program - Pilot Deep</b>	
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	\$ -

<b>Table 3F, Summary - ESA Program (SF, MH, MF In-Unit)/CSD Leveraging/MF CAM/Pilot Plus and Pilot Deep</b>	
Annual kWh Savings	N/A
Annual Therm Savings	204,997
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	1,324,162
Current kWh Rate	N/A
Current Therm Rate	\$ 0.88
Average 1st Year Bill Savings / Treated Households	\$ 5.41
Average Lifecycle Bill Savings / Treated Households	\$ 34.95

[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  
May 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	1	138	139
Imperial	19548	0	19,548	119	1	120
Kern	31074	14,183	45,257	898	61	959
Kings	12478	11	12,489	278	0	278
Los Angeles	2392	957,477	959,869	114	16,476	16,590
Orange	13	230,719	230,732	0	2,337	2,337
Riverside	121084	96,272	217,356	690	3,993	4,683
San Bernardino	855	166,793	167,648	50	5,598	5,648
San Luis Obispo	13322	8,842	22,164	133	0	133
Santa Barbara	1027	32,862	33,889	411	139	550
Tulare	39371	10,472	49,843	749	207	956
Ventura	2,389	57,071	59,460	65	879	944
<b>Total</b>	<b>243,560</b>	<b>1,586,197</b>	<b>1,829,757</b>	<b>3,508</b>	<b>29,829</b>	<b>33,337</b>

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
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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	-	-	-	-	11	11
<b>Total</b>					<b>11</b>	<b>11</b>

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	-	-	-	-	-	-
<b>Total</b>					<b>0</b>	<b>0</b>

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

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

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



**Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary  
Southern California Gas Company  
May 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	-	-	-	-	8,011	61,209	-	-	-	-	-	-	8,011	61,209	-	-
April	-	-	-	-	8,167	43,580	-	-	-	-	-	-	8,167	43,580	-	-
May	-	-	-	-	9,881	57,787	-	-	-	-	-	-	9,881	57,787	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
YTD	-	-	-	-	33,337	204,997	-	-	-	-	-	-	33,337	204,997	-	-

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**  
**May 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
<b>Pilots</b>															
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%
<b>Total Pilots</b>	<b>N/A</b>	<b>\$ 32,552,726</b>	<b>\$ 32,552,726</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>0%</b>	<b>0%</b>
<b>Studies</b>															
Needs Assessment (LINA) <sup>[1]</sup>	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 35,413	\$ 35,413	N/A	28%	28%
Joint IOU - Multifamily CAM Process Evaluation <sup>[2] [3]</sup>	N/A	\$ 75,000	\$ 75,000	N/A	\$ -	\$ -	N/A	\$ (639)	\$ (639)	N/A	\$ 23,761	\$ 23,761	N/A	0%	0%
2020 Non Energy Benefits Evaluation (NEB's) <sup>[4]</sup>	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	0%	0%
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Statewide CARE-ESA Categorical Study	N/A	\$ 18,750	\$ 18,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Load Impact Evaluation Study	N/A	\$ 375,000	\$ 375,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Equity Criteria and Non Energy Benefits Evaluation (NEB's)	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	1%	1%
Rapid Feedback Research and Analysis	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Process Evaluation Studies (1-4 Studies)	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%
<b>Total Studies <sup>[5]</sup></b>	<b>N/A</b>	<b>\$ 1,068,750</b>	<b>\$ 1,068,750</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ 1,338</b>	<b>\$ 1,338</b>	<b>N/A</b>	<b>0%</b>	<b>0%</b>

<sup>[1]</sup> LINA study funded out of prior cycle unspent funds per AL 5558.

<sup>[2]</sup> MF CAM study funded out of MF CAM prior cycle unspent funds per AL 5744.

<sup>[3]</sup> YTD credit amount of (\$639) is related to MF CAM PV study and reflects accounting reversal of Dec 2021 accrual, where actual invoice amount was slightly less than original accrual amount.

<sup>[4]</sup> Cycle-to-date amount related to 2020 activity posted in 2021.

<sup>[5]</sup> Total studies amount includes 2021-2026 authorized budget in D.21-06-015 only as well as associated spending.

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

**Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions**  
**Southern California Gas Company**  
**May 2022**

ESA Main (SF, MH, MF in-unit)

Customer Segments	# of Households Eligible	# of Households Treated	Enrollment Rate = (C/B)	# of Households Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving Measures Only)	Avg. Peak Demand Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving Measures Only)	Avg. Cost Per Treated Household
<b>Demographic</b>											
Housing Type											
SF		23,053									
MH		1,411									
MF In-Unit		8,873									
Rent vs. Own											
Own		16,985									
Rent		16,347									
Vacant		5									
Previous vs. New Participant											
New participant		15,953									
Previous Participant		17,384									
Seniors [1]		4									
Veterans [1]											
Hard-to-Reach [1]											
Vulnerable [1]											
<b>Location</b>											
DAC [1]		29,445									
Rural		3,508									
Tribal [1]											
PSPS Zone											
Wildfire Zone [1]											
Climate Zone											
4		48									
5		622									
6		2,122									
8		9,992									
9		6,961									
10		8,560									
13		2,286									
14		803									
15		1,136									
16		807									
CARB Communities [1]											
<b>Financial</b>											
CARE [1]											
Disconnected [2]		-									
Arrearages [1]											
High Usage [1]											
High Energy Burden [1]											
SEVI [1]											
Affordability Ratio [1]											
<b>Health Condition</b>											
Medical Baseline [1]											
Respiratory [1]											
Disabled		2,768									

[1] Methodology for collecting data is currently being developed and will be reported as it becomes available.

[2] Due to the COVID customer protections, no customers have been disconnected since March 4, 2020.



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

<b>Partner</b>	<b>Brief Description of Effort</b>	<b># of Referral</b>	<b># of Leveraging</b>	<b># of Coordination Efforts</b>	<b># of Leads</b>	<b># of Enrollments</b>
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**

**May 2022\***

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
Tribes completed ESA Meet & Confer	0	No tribes have responded to SoCalGas' outreach efforts
Tribes requested outreach materials or applications	0	No tribes have responded to SoCalGas' outreach efforts
Tribes who have not accepted offer to Meet and Confer	0	No tribes have responded to SoCalGas' outreach efforts
Non-Federally Recognized Tribes who participated in Meet & Confer	0	No tribes have responded to SoCalGas' outreach efforts
Tribes and Housing Authority sites involved in Focused Project/ESA Partnership offer on Tribal Lands	0	No specific Focused Projects or ESA Partnerships in effect.
Housing Authority and Tribal Temporary Assistance for Needy Families (TANF) office who received outreach (this includes email, U.S. mail, and/or phone calls)	12	Pechanga Band of Luiseno Indians, Morongo Band of Mission Indians, Soboba Band of Luiseno Indians, Torres Martinez Band of Desert Cahuilla Indians, Cahuilla Band of Indians, Tejon Indian Tribe, Agua Caliente Band of Cahuilla Indians, Cabazon Band of Mission Indians, Chemhuevi Indian Tribe, Santa Ynez Band of Chumash Indians, Augustine Band of Cahuilla Indians, Tule River Tribe
Housing Authority and TANF offices who participated in Meet and Confer	0	No tribes have responded to SoCalGas' outreach efforts

\* Data not yet available

**CARE Table 1 - CARE Program Expenses**  
**Southern California Gas Company**  
**May 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	\$ 216,711	\$ 216,711	N/A	\$ 1,274,691	\$ 1,274,691	N/A	30%	30%
Processing / Certification Re-certification	N/A	\$ 2,184,615	\$ 2,184,615	N/A	\$ 149,793	\$ 149,793	N/A	\$ 616,993	\$ 616,993	N/A	28%	28%
Post Enrollment Verification	N/A	\$ 241,043	\$ 241,043	N/A	\$ 20,311	\$ 20,311	N/A	\$ 84,427	\$ 84,427	N/A	35%	35%
IT Programming	N/A	\$ 1,063,935	\$ 1,063,935	N/A	\$ 64,679	\$ 64,679	N/A	\$ 260,470	\$ 260,470	N/A	24%	24%
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	\$ 33,126	\$ 33,126	N/A	\$ 147,425	\$ 147,425	N/A	34%	34%
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	\$ 34,852	\$ 34,852	N/A	\$ 167,034	\$ 167,034	N/A	27%	27%
General Administration	N/A	\$ 1,111,980	\$ 1,111,980	N/A	\$ 72,237	\$ 72,237	N/A	\$ 430,175	\$ 430,175	N/A	39%	39%
CPUC Energy Division	N/A	\$ 77,250	\$ 77,250	N/A	\$ 5,726	\$ 5,726	N/A	\$ 32,226	\$ 32,226	N/A	42%	42%
<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>N/A</b>	<b>\$ 10,085,592</b>	<b>\$ 10,085,592</b>	<b>N/A</b>	<b>\$ 597,435</b>	<b>\$ 597,435</b>	<b>N/A</b>	<b>\$ 3,013,442</b>	<b>\$ 3,013,442</b>	<b>N/A</b>	<b>30%</b>	<b>30%</b>
CARE Rate Discount	N/A	\$ 139,583,569	\$ 139,583,569	N/A	\$ 12,948,116	\$ 12,948,116	N/A	\$ 99,798,929	\$ 99,798,929	N/A	71%	71%
<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>N/A</b>	<b>\$ 149,669,161</b>	<b>\$ 149,669,161</b>	<b>N/A</b>	<b>\$ 13,545,551</b>	<b>\$ 13,545,551</b>	<b>N/A</b>	<b>\$ 102,812,371</b>	<b>\$ 102,812,371</b>	<b>N/A</b>	<b>69%</b>	<b>69%</b>
Other CARE Rate Benefits												
- DWR Bond Charge Exemption												
- CARE Surcharge Exemption				N/A	\$ 1,964,770	\$ 1,964,770	N/A	\$ 16,486,566	\$ 16,486,566			
- California Solar Initiative Exemption												
- kWh Surcharge Exemption												
- Vehicle Grid Integration Exemption												
Total Other CARE Rate Benefits				<b>N/A</b>	<b>\$ 1,964,770</b>	<b>\$ 1,964,770</b>	<b>N/A</b>	<b>\$ 16,486,566</b>	<b>\$ 16,486,566</b>			
Indirect Costs				N/A	\$ 181,863	\$ 181,863	N/A	\$ 803,899	\$ 803,899			

[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  
May 2022**

2022	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Enrollment Rate % (W/X)	
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
January	7,552	1,363	185	9,100	6,845	5,150	6,986	2	18,983	28,083	10,309	46,228	37,599	94,136	19,044	94	805	10,142	30,085	122,219	-2,002	1,813,709	1,601,758	113%	
February	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%	
March	5,731	1,601	153	7,485	7,798	6,111	8,457	4	22,370	29,855	9,664	36,992	46,587	93,243	18,084	108	760	12,722	31,674	123,098	-1,819	1,811,917	1,601,758	113%	
April	4,992	1,582	224	6,798	7,038	5,101	7,625	6	19,770	26,568	10,975	39,791	44,619	95,385	17,168	75	748	12,704	30,695	121,953	-4,127	1,807,790	1,605,166	113%	
May	3,570	1,405	235	5,210	4,937	4,881	7,038	2	16,858	22,068	12,341	20,231	37,261	69,833	17,254	108	961	10,879	29,202	91,901	-7,134	1,800,656	1,605,166	112%	
June																									
July																									
August																									
September																									
October																									
November																									
December																									
<b>YTD Total</b>	<b>27,731</b>	<b>7,226</b>	<b>957</b>	<b>35,914</b>	<b>37,691</b>	<b>27,359</b>	<b>38,188</b>	<b>22</b>	<b>103,260</b>	<b>139,174</b>	<b>52,514</b>	<b>186,062</b>	<b>200,629</b>	<b>439,205</b>	<b>91,051</b>	<b>478</b>	<b>4,180</b>	<b>58,520</b>	<b>154,229</b>	<b>578,379</b>	<b>-15,055</b>	<b>1,800,656</b>	<b>1,605,166</b>	<b>112%</b>	

<sup>1</sup> Enrollments via data sharing between the IOUs.

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

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



**CARE Table 3A - Post-Enrollment Verification Results (Model)**  
**Southern California Gas Company**  
**May 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%	1,057	106	1,163	65.3%	0.1%
February	1,813,736	2,894	0.2%	1,126	129	1,255	43.4%	0.1%
March	1,811,917	3,264	0.2%	1	131	132	4.0%	0.0%
April	1,807,790	1,085	0.1%	0	14	14	1.3%	0.0%
May	1,800,656	1,049	0.1%	0	3	3	0.3%	0.0%
June								
July								
August								
September								
October								
November								
December								
<b>YTD Total</b>	<b>1,800,656</b>	<b>10,073</b>	<b>0.6%</b>	<b>2,184</b>	<b>383</b>	<b>2,567</b>	<b>25.5%</b>	<b>0.1%</b>

[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

[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

**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								
<b>YTD Total</b>	<b>#N/A</b>	<b>0</b>	<b>#N/A</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>#N/A</b>

**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  
May 2022**

County	Estimated Eligible Households <sup>1</sup>			Total Households Enrolled <sup>2</sup>			Enrollment Rate <sup>3</sup>		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	11,170	8	11,178	13,553	22	13,575	121%	291%	121%
Imperial	0	17,806	17,806	0	15,560	15,560	n/a	87%	87%
Kern	13,484	30,224	43,709	18,039	34,852	52,891	134%	115%	121%
Kings	11	12,371	12,382	14	17,275	17,289	123%	140%	140%
Los Angeles	809,631	2,367	811,998	897,446	1,800	899,246	111%	76%	111%
Orange	191,281	12	191,294	186,998	24	187,022	98%	193%	98%
Riverside	91,478	114,663	206,141	108,724	138,322	247,046	119%	121%	120%
San Bernardino	154,480	844	155,324	190,373	780	191,153	123%	92%	123%
San Luis Obispo	7,734	12,823	20,557	4,197	13,005	17,202	54%	101%	84%
Santa Barbara	29,692	973	30,665	33,911	758	34,669	114%	78%	113%
Tulare	10,241	38,638	48,878	13,126	55,028	68,154	128%	142%	139%
Ventura	53,073	2,160	55,233	54,879	1,970	56,849	103%	91%	103%
<b>Total</b>	<b>1,372,277</b>	<b>232,889</b>	<b>1,605,166</b>	<b>1,521,260</b>	<b>279,396</b>	<b>1,800,656</b>	<b>111%</b>	<b>120%</b>	<b>112%</b>

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

<sup>2</sup> Total Households Enrolled includes submeter tenants.

<sup>3</sup> 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  
May 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%	14,860	8,719	67.8%	0.5%
February	1,813,736	22,293	1.2%	15,098	6,513	67.7%	0.4%
March	1,811,917	28,360	1.6%	14,538	629	51.3%	0.0%
April	1,807,790	17,566	1.0%	6,457	348	36.8%	0.0%
May	1,800,656	17,997	1.0%	2,223	129	12.4%	0.0%
June							
July							
August							
September							
October							
November							
December							
<b>YTD</b>	<b>1,800,656</b>	<b>108,132</b>	<b>6.0%</b>	<b>53,176</b>	<b>16,338</b>	<b>49.2%</b>	<b>0.91%</b>

[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 recertification request. Results may be pending due to the time permitted for a participant to respond.

[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 Contractors<sup>1</sup>**  
**Southern California Gas Company**  
**May 2022**

Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
Community Action Partnership of Orange County		X	X	X		
Sigma Beta Xi Youth and Community Services		X				
PACE – Pacific Asian Consortium in Employment		X	X	X		
Community Pantry of Hemet		X				
Community Action Partnership of San Bernardino		X		X		
LA Works		X				
Children’s Hospital of Orange County		X				
LACDA		X				
YMCA Montebello-Commerce		X				
Sr. Citizens Emergency Fund I.V., Inc.		X				
Coachella Valley Housing Coalition		X				
Southeast Community Development Corp.		X				
Latino Resource Organization		X				
Community Action Partnership - Kern County		X				
Ventura Cty Comm Human		X				
Blessed Sacrament Church		X				
Hermandad Mexicana		X				
CSET		X				
Crest Forest Family and Community Service		X				
CUI – Campesinos Unidos, Inc.		X	X	X		
Veterans in Community Service		X	X	X		
MEND		X				
Catholic Charities of LA – Brownson House		X				
OSCC, Inc. (Orange County Community Center)		X				
APAC Service Center		X			2	22
Visalia Emergency Aid Council		X				
<b>Total Enrollments</b>					<b>2</b>	<b>22</b>

<sup>1</sup> 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

**CARE Program Table 7 - Expenditures for Pilots and Studies**  
**Southern California Gas Company**  
**May 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
<b>Pilots</b>												
CARE Outbound Calling Pilot	N/A	\$ 80,000	\$ 80,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
<b>Total Pilots</b>		<b>\$ 80,000</b>	<b>\$ 80,000</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Studies</b>												
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	\$ -	\$ -
<b>Total Studies</b>	<b>N/A</b>	<b>\$ 143,750</b>	<b>\$ 143,750</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>

<sup>[1]</sup> 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 8**  
**CARE and Disadvantage Communities Enrollment Rate for Zip Codes**  
**Southern California Gas Company**  
**May 2022\***

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

\* 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**  
**May 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.