

**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 APRIL 2022**

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Date: May 23, 2022

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This is the fourth monthly report for program year (PY) 2022. The purpose of this report is to consolidate activity for the California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program and provide the California Public Utilities Commission's Energy Division with information to assist in analyzing the low-income programs.

This report presents year-to-date CARE and ESA Program results and expenditures through April 30, 2022, for Southern California Gas Company (SoCalGas).

Respectfully Submitted
on behalf of Southern California Gas Company,

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Date: May 23, 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.¹ This report reflects the approved budget and homes treated updates per D.21-06-015.

Program Summary for 2022 ESA Program (SF, MH, MF In-Unit)			
	2022 Authorized / Planning Assumption	Actual to Date	%
Budget	\$116,291,772	\$23,978,072	21%
Homes Treated	94,600	23,456	25%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	1,435,220*	147,210	10%
GHG Emissions Reduced (Tons)**	7,345	779	11%

* Per D.21-06-015, approved therms saved target 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 April 2022, SoCalGas processed and paid contractor invoices from prior months' activity for 8,167 treated homes. Additionally, SoCalGas paid for the

weatherization of 8,167 homes, 934 furnace repairs and replacements, 299 water heater repairs and replacements and 539 High Efficiency (HE) clothes washers.

Program Summary for 2022 ESA Program MF CAM			
	2022 Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$10,660,000	\$545,361	5.1%
Properties Treated**	30 - 50	8	26.7
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	N/A***	51,120	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 target is at portfolio level.

SoCalGas has completed eight (8) Multifamily Common Area Measure (MF CAM) projects in 2022, and there are fifteen (15) 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.

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

SoCalGas Program Pilot Plus/Deep Summary			
	2022 Authorized / Planning Assumptions	Actual to Date	%
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 April.

E- Newsletter

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

Energy Savings Assistance Program - Emails

SoCalGas sent approximately 16,569 emails in April. 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 19,914 direct mail letters in English and Spanish in April. 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 17,869 text messages in April. The message focused on how the customer may qualify for home improvements by professional contractors at no cost, and encouraged them to learn more using the program vanity URL (socialgas.com/Improvements).

Energy Savings Assistance Program - Bill Inserts

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

Energy Savings Assistance Program - Web Activities

There were 148 internet-generated leads for the ESA Program during the month of April from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA Program contractors.

Energy Savings Assistance Program – Social Media Activity

SoCalGas did not post on social media for the ESA Program in April.

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 April 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 April, 211 LA participated in six (6) outreach events. Customer Assistance Programs (CAPs) were also promoted through four (4) social media postings. In total, 221 participants were informed about the CARE Program, with 16 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 April, Walking Shield held 12 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained

details of the programs. Five (5) clients completed their applications or expressed interest in enrollment. Walking Shield also emailed a total of 28 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 April, Catholic Charities of Orange County distributed SoCalGas Customer Assistance Programs material to 1,080 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 April, 323 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 213 total views in the month of April.

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 April, 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 April, 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 888 clients while 309 clients attended Community Health classes in-person or online last month. Staff also provided enrollment assistance to 118 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 158 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 April, 205 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 April, Customer Assistance Programs were discussed with 3 clients during one-on-one case management phone calls. Multilingual Customer Assistance Programs collateral materials were also distributed to 595 clients during at-home meal deliveries, while additional materials were mailed to 115 clients. Digital materials were also posted to SBSS's social media profiles and website. Also in April, Customer Assistance Programs collateral materials were distributed to 220 attendees of SBSS site reopenings.

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 April, Unity Shoppe was still able to provide information on SoCalGas' Customer Assistance Programs to over 1,421 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 April, MICOP informed 66 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 April, Food Share Ventura County distributed 3,025 "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 April, El Concilio distributed CAP information to 238 attendees that visit their office.

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

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

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert's regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino Counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. FIND operates 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, Faith-Based Organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of April, FIND Foodbank's partnership with SoCalGas led to 2,690 one-on-one outreach opportunities to present SoCalGas' CAP information in eight of the coverage areas they serve. This month the following coverage areas were visited: Coachella, Desert Hot Springs, Indio, Mecca, Palm Desert, Palm Springs, Thermal, 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 596 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 April, 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 April, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 116 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 April, 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 9 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 April, Veterans Legal Institute participated in three (3) separate events where SoCalGas Customer Assistance Programs information was distributed to 169 attendees and created three (3) social media posts seen by 123 people online. Additionally in April, 165 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 April, informational materials about SoCalGas Customer Assistance Programs were distributed to 32 senior families at a food bank event. Materials were also distributed to 639 participants attending 20 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 April, MEND disseminated Customer Assistance Programs information through their food distributions, wellness food deliveries and case management calls.

In the month of April, 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 April an estimated 72,386 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 April 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 April, 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 April, Blind Support Services provided one-on-one touchpoints to 14 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 April, SCRS-IL was

able to disseminate Customer Assistance Program information to 810 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 April, Lanterman Regional Center facilitated four (4) weekly food distributions and distributed 375 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 April, 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 54 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 April, OCAF had three major events: one Community Event in Westminster, CA, one Community Event in Garden Grove, CA, and one event through their monthly Friendship Club. Through this event, customer assistance programs information was distributed to 950 attendees. This month, OCAF was able to distribute CAP information to over 225 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. An April 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 April 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 April. 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, \$26,731 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 Company²
- Liberty Utilities, formerly Park Water Company³
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company⁴
- 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

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

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

⁴ 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.

SoCalGas’ESA Program. These measures will be provided to SoCalGas’ customers in MWD’s territories until June 30, 2024 or budget exhaustion.

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

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

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

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	51
Colton Public Utilities	0
Pasadena Water and Power	0
Riverside Public Utilities	131
Total	182

Affordable Broadband

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

SoCalGas Enrollment and Assessment Training			
	Q1	April	Total
Attended Class	59	33	92
Tested	59	33	92
Passed	40	23	63
Retention Rate*	68%	70%	68%
*Enrollment Rate is Passes/Tested			

SoCalGas Field Operations Training						
Class Type	Q1		April		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	2	8	3	4	5	12
HVAC Initial	3	21	1	4	4	25
Wx / NGAT Refresher	1	12	5	43	6	55
HVAC Refresher	1	4	4	28	5	32
Grand Total	7	45	13	79	20	124

1.5 Studies and Pilots

1.5.1 ESA Program Studies

2022 Low Income Needs Assessment (LINA) Study

The Low-Income Needs Assessment (LINA) is a mandated study required to be completed every three (3) years per AB 327 and PUC Sec. 382(d). The 2022 LINA is focused on understanding the energy needs of California’s large low-income renter population including those living in single family homes as well as different types of multifamily properties. In particular, the study will (a) identify renter needs (or a lack of needs) addressed or not addressed by the program (b) identify needs among specific sub-groups of renters, (c) outline program, policy and market barriers and potential solutions to serving the rental market, and (d) as

appropriate, recommend how ESA Program may better assist renters with the bill savings and/or mediate Health/Comfort/Safety (HCS) Hardships. The study is expected to employ multiple methods of data collection and analysis including review of existing research, analysis of existing secondary data, collection, and analysis of survey data with rental customers and interview data with renters and landlords of different types of properties.

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

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

Categorical Study

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

Categorical programs are means-tested low-income assistance programs⁵ in which

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

the customer's income is verified by the appropriate state and federal agencies.

All low-income programs allow categorical program participations to be eligibly enrolled.

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

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

ESA Program CAM Process Evaluation

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

2. CARE PROGRAM EXECUTIVE SUMMARY

2.1. CARE Program Overview

2.1.1. Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,216,431	\$1,057,981	25%
Processing, Certification and Verification	\$2,425,658	\$531,316	22%
Information Tech./Programming	\$1,063,935	\$195,791	18%
Pilots	\$80,000	\$0	0%
CHANGES	\$437,502	\$114,299	26%
Studies	\$62,500	\$0	0%
Regulatory Compliance	\$610,337	\$132,182	22%
General Administration	\$1,111,980	\$357,938	32%
CPUC Energy Division Staff	\$77,250	\$26,500	34%
Total Expenses	\$10,085,593	\$2,416,007	24%
Subsidies and Benefits	\$139,583,569	\$86,850,813	62%
Total Program Costs and Discounts	\$149,669,162	\$89,266,820	60%

2.1.2. Provide the CARE Program enrollment rate to date.

CARE Enrollment		
Participants Enrolled	Eligible Participants	Enrollment Rate
1,807,790	1,605,166	113%

CARE My Account Activity & Enrollments

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications are now processed in real-time.⁶ 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 283,829 successful enrollments, 112,645 recertifications, 6,887 post-enrollment verifications and 18,887 opt-outs. Activity for April is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	6,151	4,632	75%
Re-certification	4,230	4,006	95%
PEV	120	72	60%
Customer opt-out	187	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

⁶ 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 April 2022, CSRs successfully enrolled 8,381 customers in CARE. An additional 2,019 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 546,983 with an additional 196,005 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 April, SoCalGas processed a total of 3,782 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 April, SoCalGas sent approximately 10,922 emails to new customers with a probability of being eligible for the CARE Program. A total of 1,929 customers enrolled using the link within this email. A total of approximately 21,057 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 10,664 enrolled using the link within this email.

SoCalGas also sends monthly re-apply emails to recapture customers who have fallen off the CARE Program. SoCalGas sent approximately 9,252 emails encouraging these customers to re-apply in April. 3,449 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 April, SoCalGas sent approximately 17,177 text messages to new customers, existing customers not on CARE, and customers needing to recertify to remain on the program. A total of 2,519 enrollments were generated from text messages sent.

CARE Direct Mail Activity & Enrollments

During the month of April, SoCalGas sent approximately 15,074 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 April, SoCalGas mailed approximately 14,861 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 1,808 online enrollments processed in April. 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 April. SoCalGas approved 59 bill insert applications from prior months in April.

CARE Social & Mass Media Campaign

SoCalGas launched a paid media effort in late January 2022. This CARE mass media campaign not only encouraged customers to apply for the program but mentioned that customers may re-apply as well. The “re-apply” message encouraged customers to either re-apply to continue their monthly 20% bill discount or rejoin the program if they are still eligible. The overall message was how “easy” it is to apply and re-apply to the CARE Program within minutes. The messaging and creative of prior campaigns remained relevant and benefited customers during what could be a challenging season due to the increase in costs and use of natural gas. This campaign effort ran for six weeks across the SoCalGas service territory and focused on mobile, search, social, and video, targeting General and Hispanic markets. Overall, the campaign resulted in:

- 11,872,951 total impressions across channels
 - 4,433,458 impressions across General market
 - 7,439,493 impressions across Hispanic market
- 35,361 CARE English webpage visits with a strong average session duration of 84 seconds, demonstrating the campaign is reaching the right customers and the overall message resonated
- 2,630 CARE Spanish webpage visits with a strong average session duration of 94 seconds, demonstrating the campaign is reaching the right customers and the overall message resonated
- 15,048 CARE Program enrollments from 1/17/2022 – 2/21/2022
 - 9,845 new program enrollments

- 5,203 re-enrollments
- 4,162,762 social media impressions and 644,162 post engagements
 - 2,785,029 Spanish ad impressions
 - 1,377,733 English ad impressions

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 591 approved enrollments in April.

Please note a revision provided after submitting the February and March 2022 reports. SoCalGas previously listed 790 approved enrollments in February, but 799 applications were approved. SoCalGas previously listed 733 approved enrollments in March, but 735 applications were approved.

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 April, 4,992 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 April generated 1,582 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 224 customers enrolled through leveraging during the month of April.

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 April, 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 April, SoCalGas also sent emails to new customers, existing customers not on CARE, and customers needing to re-apply for CARE with information about California LifeLine.

2.3. CARE Recertification Complaints

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

There were no recertification complaints in the month of April.

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) territories⁷.

⁷ 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).

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.”⁸

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 in the process to collect data from SHE and the IOUs for further analysis.

2.4.2. CARE Program Pilot

SoCalGas had no pilot activity in April.

⁸ D.21-06-015, OP 21.

3. APPENDIX A – CUSTOMER ASSISTANCE PROGRAM OUTREACH EVENTS

CBO Outreach Events

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 1 (Food Share of Ventura County)	Senior Kit Distribution	Rodney Apartments- Santa Paula	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 62 attendees.
April 1 (CFS-Promotores)	Children's Day in the Plaza	Mission Plaza - Downtown SLO	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 210 attendees.
April 1 (Food Bank of Santa Barbara)	Healthy Farmworkers Program	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 1 (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 72 attendees.
April 1 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
April 1 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were sent via email to 25 individuals.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 2 (211)	Crime Survivors Resource Fair	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
April 2 (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 43 attendees.
April 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
April 2 (The Link)	UnDocuSupport Summit	Laguna Middle School - San Luis Obispo	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 100 participants.
April 2 (The Link)	Children's Day in the Plaza	Mission Plaza Park San Luis Obispo	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 50 participants.
April 3 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were sent via postal mail to 50 individuals.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 3 (ONEgeneration)	Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 430 attendees.
April 3 (ONEgeneration)	LADWP Bingo Day	ONEgeneration OSEC	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 13 attendees.
April 4 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership - Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio to thousands of listeners.
April 4 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 62 attendees.
April 4 (Food Share of Ventura County)	Senior Kit Distribution	Centro Cristiano - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.
April 4 (Via CARE)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 5 (CFS-Promotores)	One on One	Campo Ceramic - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 90 attendees.
April 5 (CFS-Promotores)	One on One	Door to Door Longbranch Apartments - Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 71 attendees.
April 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 34 attendees.
April 5 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 6 (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 25 attendees.
April 6 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 6 (Veteran's Legal Institute)	California Partnership to End Domestic Violence	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 6 (Via CARE)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
April 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 – 144 Instagram Reach – 51 Twitter Reach – 9
April 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 – 58 Instagram Reach – 93 Twitter Reach – 42
April 6 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley Senior Center - Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 191 attendees.
April 6 (Food Share of Ventura County)	Senior Kit Distribution	Faith Lutheran Church - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.
April 6 (Food Share of Ventura County)	Emergency Box Distribution	College Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 6 (MICOP)	Hueneme High School Health Fair	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
April 7 (MICOP)	Wellness Fair	Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
April 7 (The Link)	SLO Co. Food Bank Distribution	Shandon High School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 65 participants.
April 7 (CFS-Promotores)	One on One	Door to Door Longbranch Apartments - Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 71 attendees.
April 7 (Food Share of Ventura County)	Senior Kit Distribution	St. Thomas Aquinas - Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 67 attendees.
April 7 (Food Share of Ventura County)	Senior Kit Distribution	Grace Bible - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 110 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 7 (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.
April 7 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 8 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
April 8 (Food Bank of Santa Barbara)	Healthy Farmworkers	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 9 (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 – 153 Instagram Reach – 138 Twitter Reach – 12
April 9	Earth Day: City of Hawthorne	Hawthorne	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 9 (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 41 attendees.
April 9 (ONEgeneration)	Hope Wellness Care- Free Farmer's Market	MEND - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 350 attendees.
April 9 (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 – 57 Instagram Reach – 95 Twitter Reach – 28
April 9 (El Concilio)	Covid 19 Vaccination Clinic	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 132 attendees
April 9 (Food Share of Ventura County)	Senior Kit Distribution	LUCHA Pantry - Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 68 attendees.
April 11 (Food Share of Ventura County)	Senior Kit Distribution	Seven High Apartments - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 11 (Food Share of Ventura County)	Senior Kit Distribution	Palm Vista - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 39 attendees.
April 11 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 11 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership - Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio to thousands of listeners.
April 11 (211)	Rowland Heights USD Parent Liaisons: Navigating 211 and General 211 LA presentation	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
April 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 32 attendees.
April 12 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 12 (Veteran's Legal Institute)	CalTAPS on Expungments & Sealing Arrest Records	Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 101 attendees.
April 12 (ONEgeneration)	ONEgeneration Water & Energy Savings Webinar	Virtual (Zoom)	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
April 12 (The Link)	SLO Co. Food Bank Distribution	Baywood Elementary School - Los Osos	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 20 participants.
April 12 (Via CARE)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
April 12 (CFS-Promotores)	One on One	Discoteca Miramar - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
April 12 (CFS-Promotores)	One on One	Paso Robles Bakery and Deli - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 12 (Food Share of Ventura County)	Senior Kit Distribution	Sycamore Senior Village - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
April 12 (Food Share of Ventura County)	Senior Kit Distribution	Camino Del Sol - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 92 attendees.
April 13 (The Link)	SLO Co. Food Bank Distribution	Lillian Larsen Elementary School - San Miguel	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 40 participants.
April 13 (Food Bank of Santa Barbara)	Kids Farmers Market	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
April 13 (Food Bank of Santa Barbara)	Kids Farmers Market	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
April 13 (Food Share of Ventura County)	Senior Kit Distribution	Journey Church - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 13 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 93 attendees.
April 13 (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.
April 13 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 14 (MEND)	Hope & Care Community Outreach	El Super - Arleta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 705 attendees.
April 14 (MEND)	Community Nourishment Program	VOALA Hollywood Family Source Center -	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 14 (MEND)	Hope & Care Community Outreach	New Direction for Youth: Spring Picnic - Canoga Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
April 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 29 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 14 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 14 (211)	LACOE: Navigating 211 and General 211 LA presentation	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.
April 14 (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
April 14 (The Link)	SLO Co. Food Bank Distribution	Bauer's Elementary School - Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 29 participants.
April 14 (The Link)	SLO Co. Food Bank Distribution	CL Smith School – San Luis Obispo	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 20 participants.
April 14 (Via CARE)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 14 (MICOP)	Farmer's Market	Plaza Park - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
April 14 (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 157 attendees.
April 14 (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 14 attendees.
April 14 (Food Bank of Santa Barbara)	Kids Farmers Market	Goleta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
April 14 (Food Bank of Santa Barbara)	Food Literacy in Preschool	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 43 attendees.
April 15 (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 – 149 Instagram Reach – 50 Twitter Reach – 14

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 15 (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 – 80 Instagram Reach – 74 Twitter Reach – 18
April 15 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 152 attendees.
April 15 (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 23 attendees.
April 15 (MEND)	Food Distribution	MEND - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 205 attendees.
April 15 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 105 individuals.
April 15 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 15 (ONEgeneration)	Olive View Medical Center Farmer's Market	Sylmar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 16 (MEND)	Walking Group	MEND - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.
April 16 (MEND)	Hope & Care MEND Community Outreach	Drive Thru Spring Fest - Canoga Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 185 attendees.
April 16 (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.
April 16 (211)	Mindful Veteran Project April: Month of the Military Child Event	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
April 16 (211)	Duarte HS - General 211 LA Presentation	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
April 16 (211)	El Monte Students with Disabilities Resource Fair	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 17 (ONEgeneration)	Encino Farmer's Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 430 attendees.
April 17 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 18 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 18 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership - Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio to thousands of listeners.
April 18 (VietSoCal)	Food Bank	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
April 18 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 110 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 18 (Food Share of Ventura County)	Senior Kit Distribution	Tafoya - Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees.
April 18 (Via CARE)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
April 18 (CFS-Promotores)	One on One	Los Robles Café - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
April 19 (Food Share of Ventura County)	Senior Kit Distribution	CEDC - The Santa Paulan	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 38 attendees.
April 19 (CFS-Promotores)	One on One	Carniceria La Barata - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 115 attendees.
April 19 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 19 (CFS-Promotores)	One on One	La Michoacana Azteca Five Cities - Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 19 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 19 (MEND)	Food Distribution	MEND - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 205 attendees.
April 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 26 attendees.
April 19 (ONEgeneration)	Neighborhood Council Meeting	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees.
April 20 (MEND)	Hope & Care MEND Community Outreach	Super King Market - Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 600 attendees.
April 20 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 180 individuals.
April 20 (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 30 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 20 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 20 (MICOP)	Frontier High School Health Fair	Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 20 (MICOP)	Community Advocacy Meeting	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.
April 20 (Via CARE)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
April 20 (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 41 attendees.
April 20 (Food Share of Ventura County)	Senior Kit Distribution	Fillmore Active Adult Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees.
April 20 (Food Share of Ventura County)	Senior Kit Distribution	Westpark - Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 72 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 20 (Food Share of Ventura County)	Senior Kit Distribution	Our Lady of Guadalupe - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 194 attendees.
April 20 (The Link)	UnDocuSupport Summit	Cambria Coast Union High School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 50 participants.
April 21 (The Link)	SLO Co. Food Bank Distribution	Cambria Grammar School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 48 participants.
April 21 (The Link)	SLO Co. Food Bank Distribution	Virginia Peterson Elementary School - Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 15 participants.
April 21 (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 – 162 Instagram Reach – 53 Twitter Reach – 10

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 21 (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 – 76 Instagram Reach – 48 Twitter Reach – 8
April 21 (Food Share of Ventura County)	Senior Kit Distribution	Mira Vista - Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 57 attendees.
April 21 (MEND)	Community Nourishment Program	UCLA Head Start - Arleta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 216 attendees.
April 21 (MEND)	Hope & Care MEND Community Outreach	Stress Awareness Event at San Fernando Middle School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 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 36 attendees.
April 21 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 22 (MEND)	Hope & Care Community Outreach	GALS LA Mini Event - Panorama City	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 112 attendees.
April 22 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
April 22 (Veteran's Legal Institute)	Veteran Resource Fair – Hosted by Rep. Young Kim	Tierney Center - Tustin	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
April 22 (El Concilio)	Covid 19 Vaccination Clinic	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 370 attendees
April 22 (The Link)	SLO Public Health Mobile Clinic	Cambria Community Healthcare District	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 50 participants.
April 22 (Via CARE)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 22 (CFS-Promotores)	One on One	Paleteria la Michoacana - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 76 attendees.
April 22 (Food Share of Ventura County)	Senior Kit Distribution	Oxnard Pal - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.
April 22-24	California Poppy Festival	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 570 attendees.
April 23 (Catholic Charities of Orange County)	Dioceses Of Orange-Charter School Parents	Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,000 attendees.
April 24 (MICOP)	Swap Meet Justice	Oxnard College	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.
April 25 (Food Share of Ventura County)	Senior Kit Distribution	Nyeland Promise - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 46 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 25 (Food Share of Ventura County)	Senior Kit Distribution	Mary Star of the Sea - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.
April 25 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 25 (ONEgeneration)	NVCS Food Bank	North Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 350 attendees.
April 25 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership - Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio to thousands of listeners.
April 26 (MEND)	Food Distribution	MEND - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 205 attendees.
April 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 39 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 26 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed with food to 38 individuals.
April 26 (HSA LA)	Grab-and-Go Meal Site	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 86 meal recipients.
April 26 (Food Share of Ventura County)	Senior Kit Distribution	Heritage Apartments - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 71 attendees.
April 26 (Via CARE)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
April 26 (CFS-Promotores)	One on One	La Mexicana Market - Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 64 attendees.
April 26 (CFS-Promotores)	One on One	Fairgrove Elementary - Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 27 (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 – 148 Instagram Reach – 49 Twitter Reach – 6
April 27 (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 – 85 Instagram Reach – 89 Twitter Reach – 23
April 27 (Food Share of Ventura County)	Senior Kit Distribution	Our Lady of Guadalupe - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
April 27 (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 46 attendees.
April 27 (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 50 attendees.
April 28 (Food Share of Ventura County)	Senior Kit Distribution	New Life Community Church - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 107 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 28 (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 107 attendees.
April 27 (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 24 attendees.
April 27 (HSA LA)	Grab-and-Go Meal Site	South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP brochures were distributed to 119 meal recipients.
April 27 (ONEgeneration)	D12 & D13 Community Outreach	Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed at libraries, thrift stores, Parks, Bus Stops, and Grocery stores.
April 27 (Veteran's Legal Institute)	Social Media	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 66 LinkedIn- 15 Twitter- 42
April 27 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 28 (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 23 attendees.
April 28 (Families Forward)	Food Distribution	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 28 (MEND)	Community Nourishment Program: MEND Community Outreach	El Nido Family Resource Center - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 28 (MICOP)	National Crime Victim's Rights	Oxnard Performing Arts Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees.
April 28 (The Link)	SLO Public Health Mobile Clinic	San Miguel	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 38 participants.
April 28 (The Link)	Back to School Night	Atascadero Middle School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 10 participants.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 28 (Via CARE)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
April 29	La Puente Community Resource Fair	La Puente	SoCalGas staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
April 29 (MICOP)	MICOP Monthly Community Meeting	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 225 attendees.
April 29 (MEND)	Food Distribution	MEND - Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 205 attendees.
April 29 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.
April 30 (Catholic Charities of Orange County)	KidWorks: Food Pantry	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 30 (Walking Shield)	Social Media	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Twitter- 1414 followers Facebook followers- 669 Walking Shield Scholars- 103 Instagram- 232 followers LinkedIn- 24 followers
April 30 (VietSoCal)	Black April Memorial	Westminster Freedom Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 30 (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 – 444 Instagram Reach – 276 Twitter Reach – 34
April 30 (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 – 130 Instagram Reach – Twitter Reach – 34

Tribal Outreach Events

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 2 (Southern California Indian Center)	SCIC Community Supportive Services	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 102 attendees.
April 7 (Southern California Indian Center)	SCIA Financial Wellness Training: Tax Preparation Assistance	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.
April 8 (Southern California Indian Center)	SCIC Financial Wellness Training: Tax Preparation Assistance	Buena Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
April 8 (Southern California Indian Center)	SCIC Financial Wellness Training: Community Supportive Services Event	Highland	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.
April 14 (Southern California Indian Center)	SCIC Community Supportive Services	El Segundo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.

Disability Outreach Events

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 1 (OC Autism Foundation)	Newsletter	Electronic mailing and Postal mailing of monthly newsletter with SoCalGas CAP 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
April 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
April 2 (OC Autism Foundation)	Community Event	Westminster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 600 booth attendees. (15,000 event attendees)
April 2 (Fiesta Educativa)	South Gate Police Autism Awareness Day	El Paseo - South Gate	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 110 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 4 (Fiesta Educativa)	ENRICH Empowerment Expo	East LA Services Center - Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
April 5 (Lanterman Regional Center)	Presentation for Clients- Parent Training	Remote	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 attendees.
April 5 (SCRS)	Metro Presentation/ Women in Transit	SCRS - Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
April 5 (SCRS)	Access Services Paratransit Riders Coalition Meeting	Virtual Paratransit Support Group, East LA Womens Group	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
April 5 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 5 (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: FB Reach – 2,359
April 6 (SCRS)	Downey Coordinated Council Meeting	Downey SCRS Office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
April 7 (SCRS)	San Bernardino County East Valley Hiring Event	San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
April 7 (SCRS)	Anthem Blue Cross Aging Health Fair	East LA Senior Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
April 11 (DCRC)	Community Fresh Produce Distribution	DCRC Office - Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 12 (Lanterman Regional Center)	Presentation for Clients – Support Group	Remote	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
April 12 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
April 13 (SCRS)	CalABLE Presentation	Virtual Event	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
April 13 (Fiesta Educativa)	Fiesta Familiar Los Angeles Aun Hay Esperanza	Virtual Event via Zoom	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
April 14 (BSS)	Eddie Dee Smith Health Fair	Inland Empire	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 15 (OC Autism Foundation)	Community Event	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.
April 18 (BSS)	Fontana Senior Center	Inland Empire	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
April 18 (DCRC)	Community Fresh Produce Distribution	DCRC Office - Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 54 attendees.
April 19 (Fiesta Educativa)	APEP Spanish Orientation	Virtual via Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
April 19 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 19 (BSS)	San Bernadino Senior Center	Inland Empire	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
April 21 (SCRS)	San Bernardino County West Valley Hiring Event	San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
April 22 (SCRS)	66rs Resource Fair	San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 21 (Fiesta Educativa)	APEP English Orientation	Virtual via Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
April 25 (DCRC)	Community Fresh Produce Distribution	DCRC Office - Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 26 (Fiesta Educativa)	Virtual Annual Autism Conference	Virtual via Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 170 attendees.
April 26 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
April 27 (Fiesta Educativa)	Virtual Annual Autism Conference	Virtual via Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
April 28 (SCRS)	El Monte Transit Fair	El Monte Resource Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
April 28 (SCRS)	Anthem Blue Cross Enrollment Event	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 28 (SCRS)	AADAP Health Intervention Resource Fair	Inglewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
April 28 (SCRS)	SCRS Welcomes Valley College Transition Program	San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
April 30 (OC Autism Foundation)	Friendship Club Special Guest: Ana Diaz	Garden Grove and FB Live	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.

4. APPENDIX B – ESA PROGRAM AND CARE TABLES

ESA Program Summary Expenses

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

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

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

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

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

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

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

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

ESA Program – Table 9 – Tribal Outreach

CARE Program - Table 1 - CARE Overall Program Expenses

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

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

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

CARE Program - Table 4 - Enrollment by County

CARE Program - Table 5 - Recertification Results

CARE Program - Table 6 - Capitation Contractors

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

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

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

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

ESA Program:	Authorized Budget [1]		Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Main Program (SF, MH, MF In-Unit)	N/A	\$ 116,291,772	N/A	\$ 2,189,208	\$ 2,189,208	N/A	\$ 23,978,072	\$ 23,978,072	N/A	20.62%	20.62%
ESA Multifamily Common Area Measures [2]	N/A	\$ 10,660,000	N/A	\$ 25,207	\$ 25,207	N/A	\$ 570,569	\$ 570,569	N/A	5.35%	5.35%
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	N/A	\$ -	\$ 6,510,545	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
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
ESA Program TOTAL	N/A	\$ 133,462,317	N/A	\$ 2,214,416	\$ 2,214,416	N/A	\$ 24,548,641	\$ 24,548,641	N/A	18%	18%

[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
April 2022

Appliances ESA Program:	Authorized Budget ⁽¹⁾		Current Month Expenses ⁽⁴⁾		Year to Date Expenses		% of Budget Spent YTD	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
	Total	Total	Total	Total	Total	Total	Total	Total
Energy Efficiency								
Appliances	N/A	\$ -	N/A	\$ 304,633	N/A	\$ 993,107	N/A	0%
Domestic Hot Water	N/A	\$ -	N/A	\$ (256,198)	N/A	\$ 4,091,432	N/A	0%
Enclosure	N/A	\$ -	N/A	\$ 488,545	N/A	\$ 6,345,263	N/A	0%
HVAC	N/A	\$ -	N/A	\$ (93,128)	N/A	\$ 3,918,137	N/A	0%
Maintenance	N/A	\$ -	N/A	\$ 7,065	N/A	\$ 233,936	N/A	0%
Lighting	N/A	\$ -	N/A	\$ -	N/A	\$ -	N/A	0%
Miscellaneous	N/A	\$ -	N/A	\$ 144,580	N/A	\$ 144,580	N/A	0%
Customer Enrollment	N/A	\$ -	N/A	\$ 757,495	N/A	\$ 4,683,178	N/A	0%
In Home Education	N/A	\$ -	N/A	\$ 98,487	N/A	\$ 395,211	N/A	0%
Pilot	N/A	\$ -	N/A	\$ -	N/A	\$ -	N/A	0%
Energy Efficiency TOTAL	N/A	\$ 104,432,051	N/A	\$ 1,451,477	N/A	\$ 20,804,845	N/A	20%
Training Center	N/A	\$ 1,066,865	N/A	\$ 57,356	N/A	\$ 201,830	N/A	19%
Workforce Education and Training	N/A	\$ -	N/A	\$ -	N/A	\$ -	N/A	0%
Inspections	N/A	\$ 1,606,551	N/A	\$ 59,148	N/A	\$ 462,892	N/A	29%
Marketing and Outreach	N/A	\$ 1,383,806	N/A	\$ 67,382	N/A	\$ 187,208	N/A	14%
Statewide Marketing and Outreach	N/A	\$ -	N/A	\$ -	N/A	\$ -	N/A	0%
Studies ^{(2),(3)}	N/A	\$ 218,750	N/A	\$ 23,761	N/A	\$ (639)	N/A	0%
Regulatory Compliance	N/A	\$ 495,468	N/A	\$ 34,095	N/A	\$ 146,456	N/A	30%
General Administration	N/A	\$ 6,993,078	N/A	\$ 487,946	N/A	\$ 2,135,731	N/A	31%
CPUC Energy Division	N/A	\$ 95,203	N/A	\$ 8,043	N/A	\$ 39,751	N/A	42%
Administration TOTAL	N/A	\$ 11,859,721	N/A	\$ 737,732	N/A	\$ 3,173,228	N/A	27%
TOTAL PROGRAM COSTS	N/A	\$ 116,291,772	N/A	\$ 2,189,208	N/A	\$ 23,978,072	N/A	21%
Funded Outside of ESA Program Budget								
Indirect Costs			N/A	\$ 300,822	N/A	\$ 1,311,350	N/A	
NGAT Costs				\$ 13,539		\$ 407,391		

⁽¹⁾ 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.

⁽²⁾ 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.

⁽³⁾ 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.

⁽⁴⁾ Current month and YTD expenditures include a quarterly accrual/reversal of (\$5,988,803) in the following reporting categories: Appliances (\$127,760), Domestic Hot Water (\$1,615,970), Enclosure (\$1,706,168), HVAC (\$1,386,076), Maintenance (\$74,897), Customer Enrollment (\$854,513), In Home Energy Education (\$98,370), Inspection (\$125,049).

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							
April 2022							
ESA Program (Summary) Total							
Year-To-Date Completed & Expensed Installation							
Measures	Units	Quantity Installed	kWh [1] (Annual)	kW [1] (Annual)	Therms [1] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	1,487	-	-	29,589	\$ 1,261,352	6.1%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Freezers	Each	-	-	-	-	\$ -	0.0%
New - Clothier Dryer	Each	-	-	-	-	\$ -	0.0%
New - Dishwasher	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Other Domestic Hot Water [3]	Home	22,846	-	-	72,193	\$ 1,103,613	5.3%
Water Heater Tank and Pipe Insulation [4]	Home	245	-	-	1,556	\$ 10,065	0.0%
Water Heater Repair/Replacement	Home	981	-	-	2,345	\$ 2,234,229	10.7%
Thermostatic Shower Valve	Each	12,709	-	-	20,716	\$ 629,898	3.0%
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout	Each	563	-	-	3,164	\$ 68,378	0.3%
New - Solar Water Heating	Home	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing/Envelope [5]	Home	24,329	-	-	12,628	\$ 4,157,267	20.0%
New - Diagnostic Air Sealing	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	1,002	-	-	29,470	\$ 2,251,714	10.8%
New - Floor Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	1,823	-	-	(62,740)	\$ 2,128,566	10.2%
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	337	-	-	3,744	\$ 140,350	0.7%
Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
Removed - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	2,828	-	-	31,419	\$ 307,597	1.5%
High Efficiency Forced Air Unit (HE FAU)	Home	240	-	-	3,813	\$ 832,424	4.0%
Smart Thermostat	Home	1,917	-	-	4,141	\$ 509,190	2.4%
New - Portable A/C	Each	-	-	-	-	\$ -	0.0%
New - Central Heat Pump-FS (propane or gas space)	Home	-	-	-	-	\$ -	0.0%
New - Wholehouse Fan	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	3,925	-	-	(4,828)	\$ 233,974	1.1%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
New - Evaporative Cooling Maintenance	Home	-	-	-	-	\$ -	0.0%
Lighting							
Removed - Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Removed - LED Torchiers	Each	-	-	-	-	\$ -	0.0%
Removed - Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
Removed - LED Night Light	Each	-	-	-	-	\$ -	0.0%
LED Reflector Bulbs	Each	-	-	-	-	\$ -	0.0%
LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Home	-	-	-	-	\$ -	0.0%
Smart Strip Tier I	Home	-	-	-	-	\$ -	0.0%
Smart Strip Tier II	Each	-	-	-	-	\$ -	0.0%
New - Air Purifier	Home	-	-	-	-	\$ -	0.0%
Cold Storage	Each	-	-	-	-	\$ -	0.0%
New - Comprehensive Home Health and Safety Check-up	Home	-	-	-	-	\$ -	0.0%
New - CO and Smoke Alarm	Each	-	-	-	-	\$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	28,395				\$ 4,664,166	22.4%
In-Home Energy Education	Home	18,300				\$ 291,277	1.4%
Total Savings/Expenditures							
					147,210	\$ 20,824,058	
Total Households Weatherized [6]							
		23,456					
Households Treated							
- Single Family Households Treated	Home	16,653					
- Multi-family Households Treated (In-unit)	Home	5,786					
- Mobile Homes Treated	Home	1,017					
Total Number of Households Treated	Home	23,456					
# Eligible Households to be Treated for PY	Home	94,600					
% of Households Treated	%	25%					
- Master-Meter Households Treated	Home	933					

[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
April 2022

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

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

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

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

[3] Includes Faucet Aerators and Low Flow Showerheads

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

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

[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
April 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/h and Cap-Tons	kWh [4] (Annual)	kW [4] (Annual)	Therms [4][12] (Annual)	Expenses [13] (\$)	% of Expenditure
ESA CAM Measures [2][3]								
Appliances								
High Efficiency Clothers Washer	Home	-	-	-	-	-	\$ -	0.0%
Domestic Hot Water								
Other Hot Water	Home	-	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	-	\$ -	0.0%
Water Heater Replace**	Cap-kBTU/h	-	-	-	-	-	\$ -	0.0%
Central Boiler Replace**	Cap-kBTU/h	8	-	-	-	51,120	\$ 469,663	100.0%
Envelope								
Air Sealing/Envelope [6]	Home	-	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	-	\$ -	0.0%
HVAC								
A/C Tune-up**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Furnace Replacement**	Cap-kBTU/h	-	-	-	-	-	\$ -	0.0%
Heat Pump Split System**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Programmable Thermostat	Each	-	-	-	-	-	\$ -	0.0%
Lighting								
Exterior LED Lighting	Fixture	-	-	-	-	-	\$ -	0.0%
Exterior LED Lighting - Pool	Lamp	-	-	-	-	-	\$ -	0.0%
Interior LED Exit Sign	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Fixture	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Lighting	KiloLumen	-	-	-	-	-	\$ -	0.0%
Interior LED Screw-in	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type A Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type C Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
Miscellaneous								
Tier-2 Smart Power Strip	Each	-	-	-	-	-	\$ -	0.0%
Variable Speed Pool Pump	Each	-	-	-	-	-	\$ -	0.0%
Ancillary Services								
Commissioning [7]	Home	-	-	-	-	-	\$ -	0.0%
Audit [8]	Home	-	-	-	-	-	\$ -	0.0%
Administration [9]	Home	-	-	-	-	-	\$ -	0.0%
Total	-	8	-	-	-	51,120	\$ 469,663	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated [10]	8
Subtotal of Master-metered Multifamily Properties Treated	8
Total Number of Multifamily Tenant Units w/in Properties Treated [11]	707
Total Number of buildings w/in Properties Treated	11

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)		\$ -	\$ -
Direct Implementation		\$ 570,569	\$ 570,569
TOTAL MF CAM COSTS	\$ -	\$ 570,569	\$ 570,569

<<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
[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
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Note: Implementation of the MF CAM Initiative AL 3196-E-A_2654-G-A was approved effective 5/30/2018.
** Note: This represents the unit of measure such as Cap Tons and Cap kBTU/h. It is not a count of each measure installed or each home the measure was installed in.

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

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

Standard Notes (do not delete)

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

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

2. Only complete if measure is canceled or discontinued

3. Defined as CEC California Building Climate Zones

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

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

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

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

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

NOT APPLICABLE TO SOCALGAS

Measures	Units	Building Electrification Retrofit Pilot (SCE)					Clean Energy Homes New Construction Pilot (SCE)						
		Quantity Installed	kWh[3] (Annual)	kw[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure	Quantity Installed	kWh[3] (Annual)	kw[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
Appliances													
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Domestic Hot Water													
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Enclosure[1]													
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
HVAC													
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Maintenance													
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Lighting													
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Miscellaneous													
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Each	Each	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Customer Enrollment													
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Home	Home	-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures													
		-	-	-	-	\$ -	0.0%	-	-	-	-	\$ -	0.0%
Households Treated													
- Single Family Households Treated	Home	Total											
- Mobile Homes Treated	Home												
Total Number of Households Treated	Home												

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

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

Table 3A, ESA Program (SF, MH, MF In-Unit)	
Annual kWh Savings	N/A
Annual Therm Savings	147,210
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	921,974
Current kWh Rate	N/A
Current Therm Rate	\$ 0.88
Average 1st Year Bill Savings / Treated households	\$ 5.52
Average Lifecycle Bill Savings / Treated Household	\$ 34.59

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

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

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

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

Table 3F, Summary - ESA Program (SF, MH, MF In-Unit)/CSD Leveraging/MF CAM/Pilot Plus and Pilot Deep	
Annual kWh Savings	N/A
Annual Therm Savings	147,210
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	921,974
Current kWh Rate	N/A
Current Therm Rate	\$ 0.88
Average 1st Year Bill Savings / Treated Households	\$ 5.52
Average Lifecycle Bill Savings / Treated Households	\$ 34.59

[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
April 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	69	70
Imperial	19548	0	19,548	73	1	74
Kern	31074	14,183	45,257	778	44	822
Kings	12478	11	12,489	197	0	197
Los Angeles	2392	957,477	959,869	87	11,309	11,396
Orange	13	230,719	230,732	0	1,539	1,539
Riverside	121084	96,272	217,356	517	2,915	3,432
San Bernardino	855	166,793	167,648	32	3,975	4,007
San Luis Obispo	13322	8,842	22,164	78	0	78
Santa Barbara	1027	32,862	33,889	307	101	408
Tulare	39371	10,472	49,843	575	165	740
Ventura	2,389	57,071	59,460	58	635	693
Total	243,560	1,586,197	1,829,757	2,703	20,753	23,456

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

Table 4C, ESA Program - Multifamily Common Area						
County	Eligible Properties [2]			Properties Treated YTD		
				Rural	Urban	Total
-						
Fresno	-	-	-	-	-	-
Imperial						
Kern						
Kings						
Los Angeles						
Orange						
Riverside						
San Bernardino						
San Luis Obispo						
Santa Barbara						
Tulare						
Ventura	-	-	-	-	8	8
Total					8	8

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

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

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

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

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Southern California Gas Company
April 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
YTD	-	-	-	-	23,456	147,210	-	-	-	-	-	-	23,456	147,210	-	

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
April 2022

	Authorized 2021-26 Funding		Current Month Expenses			Year to Date Expenses			Cycle to Date Expenses			% of Budget Expensed		
	Electric	Gas	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots														
ESA Pilot Plus and Pilot Deep Program	N/A	\$ 32,552,726	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Total Pilots	N/A	\$ 32,552,726	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Studies														
Needs Assessment (LINA) ^[1]	N/A	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	28%
Joint IOU - Multifamily CAM Process Evaluation ^{[2][3]}	N/A	\$ 75,000	N/A	\$ 23,761	\$ 23,761	N/A	\$ (639)	\$ (639)	N/A	\$ -	\$ -	N/A	\$ -	0%
2020 Non Energy Benefits Evaluation (NEB's) ^[4]	N/A	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	\$ 1,338	0%
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study	N/A	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Joint IOU - Statewide CARE-ESA Categorical Study	N/A	\$ 18,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Load Impact Evaluation Study	N/A	\$ 375,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Equity Criteria and Non Energy Benefits Evaluation (NEB's)	N/A	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	\$ 1,338	1%
Rapid Feedback Research and Analysis	N/A	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Joint IOU - Process Evaluation Studies (1-4 Studies)	N/A	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Potential Ad Hoc Tasks	N/A	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	0%
Total Studies ^[5]	N/A	\$ 1,068,750	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	\$ 1,338	0%

^[1] LINA study funded out of prior cycle unspent funds per AL 5558.

^[2] MF CAM study funded out of MF CAM prior cycle unspent funds per AL 5744.

^[3] 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.

^[4] Cycle-to-date amount related to 2020 activity posted in 2021.

^[5] 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 - 8 Clean Energy Referral, Leveraging, and Coordination
Southern California Gas Company
April 2022***

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

* Data not yet available

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

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

Energy Savings Assistance Program Table - 9 Tribal Outreach

**Southern California Gas Company
April 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, Chemhuevo 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
April 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	\$ 244,351	\$ 244,351	N/A	\$ 1,057,981	\$ 1,057,981	N/A	\$ 25%	25%
Processing / Certification Re-certification	N/A	\$ 2,184,615	\$ 2,184,615	N/A	\$ 110,935	\$ 110,935	N/A	\$ 467,200	\$ 467,200	N/A	\$ 21%	21%
Post Enrollment Verification	N/A	\$ 241,043	\$ 241,043	N/A	\$ 12,639	\$ 12,639	N/A	\$ 64,116	\$ 64,116	N/A	\$ 27%	27%
IT Programming	N/A	\$ 1,063,935	\$ 1,063,935	N/A	\$ 32,764	\$ 32,764	N/A	\$ 195,791	\$ 195,791	N/A	\$ 18%	18%
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	\$ 30,197	\$ 30,197	N/A	\$ 114,299	\$ 114,299	N/A	\$ 26%	26%
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	\$ 32,036	\$ 32,036	N/A	\$ 132,182	\$ 132,182	N/A	\$ 22%	22%
General Administration	N/A	\$ 1,111,980	\$ 1,111,980	N/A	\$ 87,285	\$ 87,285	N/A	\$ 357,938	\$ 357,938	N/A	\$ 32%	32%
CPUC Energy Division	N/A	\$ 77,250	\$ 77,250	N/A	\$ 5,362	\$ 5,362	N/A	\$ 26,500	\$ 26,500	N/A	\$ 34%	34%
SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,085,592	\$ 10,085,592	N/A	\$ 555,569	\$ 555,569	N/A	\$ 2,416,007	\$ 2,416,007	N/A	24%	24%
CARE Rate Discount	N/A	\$ 139,583,569	\$ 139,583,569	N/A	\$ 11,034,598	\$ 11,034,598	N/A	\$ 86,850,813	\$ 86,850,813	N/A	\$ 62%	62%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 149,669,161	\$ 149,669,161	N/A	\$ 11,590,167	\$ 11,590,167	N/A	\$ 89,266,820	\$ 89,266,820	N/A	60%	60%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption												
- CARE Surcharge Exemption												
- California Solar Initiative Exemption												
- kWh Surcharge Exemption												
- Vehicle Grid Integration Exemption												
Total Other CARE Rate Benefits												
Indirect Costs												

[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 3A - Post-Enrollment Verification Results (Model)
Southern California Gas Company
April 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%	519	105	624	35.0%	0.0%
February	1,813,736	2,894	0.2%	0	101	101	3.5%	0.0%
March	1,811,917	3,264	0.2%	1	78	79	2.4%	0.0%
April	1,807,790	1,085	0.1%	0	3	3	0.3%	0.0%
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,807,790	9,024	0.5%	520	287	807	8.9%	0.0%

[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled
[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.
[3] Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Results may be pending due to the time permitted for a participant to respond.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

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

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

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

County	Estimated Eligible Households ¹			Total Households Enrolled ²			Enrollment Rate ³		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	11,170	8	11,178	13,579	22	13,601	122%	291%	122%
Imperial	0	17,806	17,806	0	15,651	15,651	n/a	88%	88%
Kern	13,484	30,224	43,709	18,006	34,847	52,853	134%	115%	121%
Kings	11	12,371	12,382	14	17,317	17,331	123%	140%	140%
Los Angeles	809,631	2,367	811,998	901,990	1,790	903,780	111%	76%	111%
Orange	191,281	12	191,294	187,506	25	187,531	98%	201%	98%
Riverside	91,478	114,663	206,141	108,877	138,754	247,631	119%	121%	120%
San Bernardino	154,480	844	155,324	191,076	805	191,881	124%	95%	124%
San Luis Obispo	7,734	12,823	20,557	4,205	13,057	17,262	54%	102%	84%
Santa Barbara	29,692	973	30,665	33,991	761	34,752	114%	78%	113%
Tulare	10,241	38,638	48,878	13,167	55,250	68,417	129%	143%	140%
Ventura	53,073	2,160	55,233	55,131	1,969	57,100	104%	91%	103%
Total	1,372,277	232,889	1,605,166	1,527,542	280,248	1,807,790	111%	120%	113%

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

² Total Households Enrolled includes submeter tenants.

³ Penetration Rate and Enrollment Rate are the same value.

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

CARE Table 5 - Recertification Results
Southern California Gas Company
April 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%	14,177	5,112	64.7%	0.3%
February	1,813,736	22,293	1.2%	12,062	523	54.1%	0.0%
March	1,811,917	28,360	1.6%	9,009	387	31.8%	0.0%
April	1,807,790	17,566	1.0%	2,284	137	13.0%	0.0%
May							
June							
July							
August							
September							
October							
November							
December							
YTD	1,807,790	90,135	5.0%	37,532	6,159	41.6%	0.34%

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

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

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

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

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

CARE Table 6 - Capitation Contractors¹
Southern California Gas Company
April 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				
Hermadad Mexicana		X				
CSET		X				
Crest Forest Family and Community Service		X				
CUI – Campesinos Unidos, Inc.		X	X	X		
Veterans in Community Service		X	X	X		
MEND		X				
Catholic Charities of LA – Brownson House		X				
OCCC, Inc. (Orange County Community Center)		X				
APAC Service Center		X			6	20
Visalia Emergency Aid Council		X				
Total Enrollments					6	20

¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

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

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

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

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

* Data not yet available

Notes:

Penetration Rate and Enrollment Rate are the same value.

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

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

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

**Southern California Gas Company
 April 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.