

**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 DECEMBER 2022**

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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 Investor-Owned Utilities (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	\$100,919,518	87%
Homes Treated	94,600	93,579	99%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	1,435,220*	542,639	38%
GHG Emissions Reduced (Tons)**	7,345	2,871	39%

* Per D.21-06-015, approved therms saved goal of 1,435,220 for PYs 2022-2026 are for the *entire* ESA Program portfolio, including Main ESA Program (SF), 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. However, the actual-to-date therm count in this table does not include MF CAM. See next table, “Program Summary for 2022 ESA Program MF CAM” for actual-to-date therm savings.

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

In December 2022, SoCalGas processed and paid contractor invoices from prior months’ activity for 5,491 treated homes. Additionally, SoCalGas paid for the

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

weatherization of 5,491 homes, 546 furnace repairs and replacements, 328 water heater repairs and replacements and 382 High Efficiency (HE) clothes washers.

Program Summary for 2022 ESA Program MF CAM			
	2022 Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$10,660,000	\$2,658,870	25%
Properties Treated**	30 - 50	30	100%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	N/A***	121,339	N/A

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

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

***Therms saved goal is at portfolio level.

SoCalGas has completed thirty (30) Multifamily Common Area Measure (MF CAM) projects at year end 2022, and there are nine (9) projects in progress consisting of existing projects and new enrollments. Of these nine, two are potential solar thermal projects. The remaining projects focus on replacing central system domestic space and water heating equipment, e.g., boilers and water heaters. SoCalGas will complete all existing projects in 2023 with the transition to the Multifamily Whole Building Program (MFWB) beginning on July 1, 2023. SoCalGas is at 100% of the target at the year of 2022.

SoCalGas Program Pilot Plus/Deep Summary			
	2022 Authorized / Planning Assumptions	Actual to Date	%
Budget	\$6,510,545	\$27,207	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/Deep is a joint pilot program between 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 conducted a competitive solicitation to select a single third-party Program Implementer to deliver Pilot Plus/Deep gas and electric program services. A contract with the successful bidder was finalized in July. The successful bidder is currently ramping up and it is anticipated they will start enrolling customers in the Pilot in January 2023.

1.1.2. Program Measure Changes

No measure changes occurred in December 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 December.

E- Newsletter

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

Energy Savings Assistance Program - Emails

SoCalGas did not send any emails in November due to a delay in obtaining the necessary distribution list. Due to this, the November and December distribution lists were combined and emails for both lists were sent in December.

SoCalGas sent approximately 29,877 emails in December. 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 did not send direct mail letters in English and Spanish in November due to a delay in obtaining the necessary distribution list. Due to this, the November and December distribution lists were combined and direct mail letters, in English and Spanish, for both lists were sent in December.

SoCalGas sent approximately 32,931 direct mail letters in English and Spanish in December. 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 did not send text messages in November due to a delay in obtaining the necessary distribution list. Due to this, the November and December distribution lists were combined and text messages for both lists were sent in December.

SoCalGas sent approximately 25,727 text messages in December. 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 December.

Energy Savings Assistance Program - Web Activities

There were 290 internet-generated leads for the ESA Program during the month of December 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 to Facebook and Twitter in December.

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 December 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 December 211 LA made ten (10) social media posts promoting customer assistance programs. The agency also informed 12 callers about the CARE Program and spoke with 54 callers who were interested in the ESA Program.

In October 2022, SoCalGas Customer Assistance Programs started a collaboration with Chinatown Service Center (CSC). Chinatown Service Center serves Los Angeles County, and have offices in Los Angeles, Alhambra, San Gabriel, and

Monterey Park. Chinatown Service Center focuses on serving the Chinese Immigrant community but also serve other community members that need assistance. They provide various help such as: medical, dental, optometry, behavioral health, social services, youth services, and financial help. Chinatown Service Center is assisting Customer Assistance Programs (CAP) outreach team by distributing CAP collateral to their clients and community members.

SoCalGas Customer Assistance Programs continues its collaboration with Walking Shield. 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 December, Walking Shield held 22 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Five (5) program applications were submitted during these meetings. Walking Shield also emailed a total of 40 participants from their education program with information on SoCalGas' Customer Assistance Programs, as well as a link to apply.

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 December, the organization did not have any events scheduled due to the holidays.

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 December, 363 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. This page garnered 164 views in December.

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 December, the Los Angeles County + USC Medical Center Chaplin Department sent out 25 emails to their contacts sharing CAP information. Customer Assistance Program information was also shared with 655 individuals at three (3) food distribution events.

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 December, 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 1,354 clients while 527 clients attended Community Health classes in-person or online last month. Staff also provided enrollment assistance to 132 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 287 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 Los Angeles County, Via Care Community Health Center's mission is to support and uphold the community's right to health by providing quality, equitable and comprehensive care. Via care provides quality medical care to children and adults in East Los Angeles. Services include medical care, pediatrics, women's health, behavioral health, dental, and men's health. Via Care provides Customer Assistance Program information in their community events.

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 December, 426 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 December, St. Barnabas reached 2,065 people by sharing information about Customer Assistance Programs on Facebook, Twitter, and Instagram. The "SoCalGas Low-Income Assistance Programs" page of their monthly newsletter, which is posted on their website, received over 1,200 views.

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. Unity Shoppe provides 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. For the month of December, Unity Shoppe provided information on SoCalGas' Customer Assistance Programs to over 3,721 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.

In Bakersfield, SoCalGas customer assistance programs partners with Radio Campesina. Radio Campesina was founded by César Chávez in 1983 as a way to entertain and create a sense of community for Latinos and working families. The ongoing mission of the network is to advance César's legacy by urging people to take action, motivating them to use available resources, and inspiring them to be active in their own communities. Radio Campesina has more than a million listeners in English and Spanish in rural and urban areas. Radio Campesina, shares customer assistance information through their radio stations, community events and social media platforms.

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 December, Food Share Ventura County distributed 6,143 “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 December, El Concilio distributed CAP information to 188 attendees that visited 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 community events and use that platform to inform customers on SoCalGas Customer Assistance Programs.

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 December, FIND Foodbank's partnership with SoCalGas led to 2,150 one-on-one outreach opportunities to present SoCalGas' CAP information in eight (8) of the coverage areas they serve. This month the following coverage areas were visited: Bermuda Dunes, Cathedral City, Desert Hot Springs, Indio, La Quinta, Rancho Mirage, Thermal and Thousand Palms.

In the Eastern San Fernando Valley, SoCalGas has developed a collaborative effort with El Nido Family Source Centers. El Nido is regarded as a nonprofit leader in Los Angeles – an integral part of the fabric of the communities it serves – providing critical social services in the most disadvantaged and under-resourced neighborhoods of LA County. With more than 90 years of experience and with programs that serve ethnically diverse clients of all ages – from newborns to toddlers to teens and into adulthood – El Nido transforms the lives of tens of thousands of vulnerable individuals across Los Angeles each year. Staff distributed information regarding SoCalGas' Customer Assistance Programs to 523 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 December, SCDC shared information on Customer Assistance Programs in their community events.

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 December, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 110 tenants to new Rent Escrow Account Program (REAP) units and habitability-potential buildings. Approximately 50% of these tenants were already enrolled in programs. 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 December, ONEgeneration hosted or attended seven (7) community events where staff provided collateral materials and information about Customer Assistance Programs to attendees and assisted ten (10) clients with program enrollment. Their bi-monthly newsletter was also distributed electronically to 8,000 households.

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 December, a detailed message and link to SoCalGas' Customer Assistance Program's online applications were emailed to 152 Veterans Legal Institute clients.

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. Viet SoCal shares customer assistance programs information at weekly ESL and Citizenship and Social Benefits workshops and at different community events in the Orange County region. In December, Viet SoCal also published information about Customer Assistance Programs daily in their newspapers, Nguoi Viet and VietMy.

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 December, MEND staff provided outreach by distributing materials with CAP information to community members in Pacoima, North Hollywood and Los Angeles. They also regularly provide CAP outreach through their Rental Assistance Appointments.

In the month of December, 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 December an estimated 49,411 flyers were distributed to customers at various Goodwill locations in the cities of Anaheim, Westminster, Santa Ana, Fullerton, Garden Grove, and Cypress.

SoCalGas began a new partnership with PARS Equality Center in May 2022. Originally founded in 2010 in the San Francisco Bay Area, PARS Equality Center opened a second location in Sherman Oaks, CA to help communities in the San Fernando Valley and surrounding areas. The organization primarily serves the Iranian and Persian-speaking population. PARS' multilingual staff include case managers and attorneys who provide a full range of professional social services and legal representation. Social services provided include English as a Second Language classes, citizenship education classes, job search training programs, and financial assistance programs. PARS Equality Center provides SoCalGas Customer Assistance Programs information at their workshops and clinics held at their Sherman Oaks office.

SoCalGas began a partnership with South County Outreach in July 2022. South County outreach is located in Irvine, CA, and has been helping the Orange County community since 1989. South County Outreach operates with three major tenets in mind: housing, food, and education. The organization provides homeless prevention and rapid re-housing services by offering rental and utility assistance as well as affordable housing to households who are homeless or at risk of being homeless. Their food program distributes over 700,000 pounds of emergency, non-perishable, and fresh food to over 6,000 residents annually. Additionally, the organization's educational programs help clients develop financial literacy and build professional skills to prevent homelessness and increase job opportunities. In the month of December, South County outreach held 148 one-on-one case

management meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Six (6) households were assisted in fully completing their CARE application online. Additionally, 701 food pantry visitors received CAP information.

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 21 Federally Recognized Tribes within SoCalGas' service territory, of which only ten 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 November can be found in Appendix A.

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 December, MICOP informed 56 community members on Customer Assistance Programs via phone calls and provided 12 PSAs on their radio station.

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 December, Fiesta Educativa continues to hold virtual workshops through Zoom due to the COVID-19 as well as in person workshops. The areas covered are Los Angeles, Arcadia, Whittier, Monterey Park, and San Gabriel.

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services to individuals who are blind or visually impaired on a one-on-one basis. The organization provides assistance in Riverside and San Bernardino counties and works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Programs and have a plan in place to provide outreach and enrollment in SoCalGas' programs. Due to the COVID-19 emergency, Blind Support Services has changed its programming to provide one-on-one assistance through mail and phone calls. In December, Blind Support Services provided one-on-one touchpoints to 29 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 December, SCRS-IL was able to disseminate Customer Assistance Program information to 900 community members.

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 December, Lanterman Regional Center provided information to 48 members in their support groups, team meetings and staff trainings.

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 December, DCRC staff distributed Customer Assistance Program information at five (5) weekly food distribution events to 150 individuals with their fresh produce and provided 20 members with information through their case management.

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. OCAF's goal is to educate, empower & employ individuals affected by Autism and other related disabilities along with their families. Services include testing for early identification and intervention, direct speech therapy services, education and training for parents, caregivers, and

providers, vocational and independent living skills for adults, and advocacy for early intervention, school, medical and community programs and services. The organization promotes awareness of SoCalGas' customer assistance programs through various community events. In the month of December, OCAF was able to distribute CAP information to over 200 contacts through their crisis call line.

Details regarding specific Disability events that took place during the month of December 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 December. 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, \$1,446,235 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 SoCalGas’

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.

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	431
Colton Public Utilities	0
Pasadena Water and Power	3
Riverside Public Utilities	1,000
Total	1,434

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 and has provided CETF promotional flyers in the ESA Program Energy Education kits. SoCalGas

will continue to cross-promote affordable broadband messaging when relevant and appropriate.

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	Q2	Q3	Oct	Nov	Dec	Total
Attended Class	59	63	47	12	3	2	186
Tested	59	63	47	12	3	2	186
Passed	40	39	32	11	1	1	124
Enrollment Rate*	68%	62%	66%	92%	33%	50%	67%
*Enrollment Rate is Passed/Tested							

SoCalGas Field Operations Training														
Class Type	Q1		Q2		Q3		October		November		December		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	2	8	4	5	2	10	2	10	1	3	2	26	13	62
HVAC Initial	3	21	3	10	2	7	1	4	1	1	2	14	12	57
Wx / NGAT Refresh	1	12	7	51	3	37	21	213	1	6	2	19	35	338
HVAC Refresh	1	4	6	52	3	22	1	9	1	6	2	12	14	105
Grand Total	7	45	20	118	10	76	25	236	4	16	8	71	74	562

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.

Evergreen Economics finalized the final report and provided the report to the IOUs.

Categorical Eligibility 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 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 finalized the Scope of Work for the study. The Request for Proposal (RFP) was published in February. The IOUs and ED scored all proposals and selected Evergreen as the 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 was kicked off in July 2022. Evergreen proposed the work plan to the IOUs on August 31, 2022. The comments on the Categorical Study webinar were addressed in the month of September. Evergreen is working to deliver a first draft to the IOUs in early December. Work continues on the database and program outreach. Program outreach status out of 17 program total: 11 in classification stage; data complete and ready for analysis, 4 ongoing, 2 in late outreach stage using alternate paths (1 via federal top-down approach; 1 via a local advocacy organization for veterans)

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

In December, Evergreen prepared and circulated a memorandum that presented the Categorical Eligibility Study preliminary analysis results. This memo provided tentative results and recommendations from an on-going study of categorical eligibility options for the CARE and the ESA programs. Eligibility requirements and verification processes for 17 third-party programs that serve low-income households in California have been examined and compared to CARE and ESA. Data collection is complete for 12 of these programs but continues for 5 of them.

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 (RI) has completed a project mid-point memo. A public presentation was conducted in February. RI provided the study report to the IOUs EM&V leads for review and comments. RI provided a copy of the presentation for the third and final workshop to the IOU leads and program managers for review and comments. On September 7, 2022, the final public workshop was held for the Multi-family Common Area Measures (MF CAM) process evaluation project. The draft final report was presented and discussed at the workshop.

1.5.2. ESA Program Pilot

In December, as part of Pilot Plus/Deep (also known as Whole Home), SoCalGas and SCE jointly worked to provide data to evaluation vendor Illume so that the vendor can start the outreach.

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	\$4,082,566	97%
Processing, Certification and Verification	\$2,425,658	\$1,609,390	66%
Information Tech./Programming	\$1,063,935	\$809,224	76%
Pilots	\$80,000	\$38,214	48%
CHANGES	\$437,502	\$387,240	89%
Studies	\$62,500	\$8,108	13%
Regulatory Compliance	\$610,337	\$366,790	60%
General Administration	\$1,111,980	\$1,203,509	108%
CPUC Energy Division Staff	\$77,250	\$52,496	68%
Total Expenses	\$10,085,593	\$8,557,557	85%
Subsidies and Benefits	\$139,583,569	\$210,498,561	151%
Total Program Costs and Discounts	\$149,669,162	\$219,056,118	146%

2.1.2. Provide the CARE Program enrollment rate to date.

CARE Enrollment		
Participants Enrolled	Eligible Participants	Enrollment Rate
1,781,805	1,609,992	111%

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

⁶ D.17-12-009 at 45-46 and OP 2.

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 316,974 successful enrollments, 130,303 recertifications, 7,195 post-enrollment verifications and 27,228 opt-outs. Activity for October is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	6,740	5,170	76%
Re-certification	659	631	95%
PEV	31	27	87%
Customer opt-out	515	N/A	N/A

CARE CSR Enrollment Initiative

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

turn-on and payment extension templates and used specifically by the CCC. Thorough testing, and training of the CSRs took place during the fourth quarter of 2017. CSRs began taking CARE applications over the phone at midnight on February 23, 2018.

During the month of December 2022, CSRs successfully enrolled 8,286 customers in CARE. An additional 1,893 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 616,398 with an additional 217,006 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 December, SoCalGas processed a total of 732 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 December, SoCalGas sent approximately 9,167 emails to new customers with a probability of being eligible for the CARE Program. A total of 1,024 customers enrolled using the link within this email. A total of approximately 15,492 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 4,370 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 10,861 emails encouraging these customers to re-apply in December. 1,509 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 December, SoCalGas sent approximately 17,431 text messages to new customers, existing customers not on CARE, and customers needing to recertify to remain on the program. A total of 1,361 enrollments were generated from text messages sent.

CARE Direct Mail Activity & Enrollments

During the month of December, SoCalGas sent approximately 13,545 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 December, SoCalGas mailed approximately 16,625 letters to customers who failed to renew their CARE eligibility.

As of April 2019, SoCalGas no longer mails paper applications with direct mail letters. Rather, the letters direct customers to apply online and resulted in 2,235 online enrollments processed in December. These online enrollments are generated when a customer organically searched for and visits the CARE homepage.

CARE Bill Inserts

SoCalGas did not send bill inserts in the month of December. SoCalGas approved 340 bill insert applications from prior months in December.

CARE Social & Mass Media Campaign

SoCalGas launched a mass media campaign in the month of December that ran throughout the month. This campaign is targeting the General and Hispanic, markets throughout the SoCalGas service territory. The goal of this campaign is to drive traffic to both the English and Spanish CARE sites and increase online CARE applications and CARE recertifications. This campaign will provide program information across multiple channels, including streaming video and radio, out-of-home (OOH) advertising, print, digital, and social media. Additional details and results will be shared in the coming months.

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

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers in CARE. These canvassers generated 314 approved enrollments in December.

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 December, 5,837 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 December generated 987 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 288 customers enrolled through leveraging during the month of December.

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 December, SoCalGas continued to display the California Lifeline web link provided by the ED on 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 December, 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 December.

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 Eligibility 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. Opinion Dynamics presented the final Research Plan at the stakeholder workshop in July 2022. Opinion Dynamics is continuing to work with all stakeholders. Opinion Dynamics provided the finalized GIS maps to the study team and CPUC. Opinion Dynamics is working on the draft report, which will be ready in February 2023. Opinion Dynamics shared the results of the statistics for mail survey that included all 2021 participants with valid addresses (n=3659) and no stratification. Surveys were in five (5) languages.

⁸ D.21-06-015, OP 21.

2.4.2. CARE Program Pilot

LI Decision 21-06-015 ordered the joint IOUs to conduct a coordinated six-month to one-year PEV Outbound Call Pilot to assist customers in completing the verification process. The pilot began June 1, 2022 and will conclude on February 28, 2023.

SoCalGas' typical practice has been to mail a letter requesting specific eligibility information to customers who return a PEV application with incomplete or insufficient documentation. For the purposes of the pilot, customers who returned the letter, but still without complete proof of eligibility, were called by the CARE representatives.

Since customers have been remiss in responding to the letter, two months of pilot activity resulted in an insufficient number of customers to call. Therefore, as of August 1st, the call selection was changed. Instead of mailing a letter to customers upon receipt of the first incomplete or insufficient documentation, the CARE reps began calling these customers.

As a result of changing the call criteria, there were 115 customers called in August, resulting in 29 PEV approvals and 35 customers who indicated they would mail their required eligibility documentation. As a comparison, 88 customers were called in July, resulting in 15 PEV approvals.

For the month of September, the call list was expanded further. Customers who mailed their PEV application without any eligibility documentation at all, were phoned to encourage them to complete the verification process. Still, it was difficult to find customers to call, in keeping with the “attempted but failed PEV” customer segment. There were 105 customers called in September 2022 which were not reachable at all. Another 46 messages were left for customers who had voicemail. The end result was 20 new PEV approvals.

Again, in October, SoCalGas called the same category of customers – those who sent insufficient documentation, as well as customers who simply returned the application with no documentation at all. This customer segment will continue throughout the end of the pilot.

In October, 168 customers were called, of which 41 were not reachable. Another 46 customers answered the call and 39 said they would mail back the required proof of eligibility. At month-end, 31 customers were PEV approved, through this effort.

In November, 168 customers were called, of which 41 were not reachable. Another 46 customers answered the call and 39 said they would mail back the required proof of eligibility. At month-end, 31 customers were PEV approved, through this effort.

Within three months post pilot, each IOU is ordered to submit a Tier 2 advice letter with all information the IOU believes is relevant to evaluation of the pilot, including:

- Number of CARE customers who submitted incorrect PEV documentation or attempted but failed to verify during the pilot.
- Number of CARE customers contacted by the Outbound Call Pilot.
- Number of CARE customers who were successfully ushered through the PEV process by the Outbound Call Pilot.
- Success rate (households successfully ushered through PEV process after attempting but failing on their own, divided by total households contacted through effort) broken down by month and for the overall pilot.
- Cost benefit analysis of pilot, including the incremental cost associated with the expansion of outbound calls and the estimated marketing, outreach, and admin. funds saved from having to avoid recapturing eligible households who failed PEV.
- Other benefits customers received by participating in the pilot, if any.
- Recommendation on whether the pilot should conclude, be continued, expanded, or turned into a permanent effort, and the reasons why (i.e., low results, not cost effective).

3. APPENDIX A – CUSTOMER ASSISTANCE PROGRAM OUTREACH EVENTS

CBO Outreach Events

<u>Event Date and Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
December 1 (Food Share of Ventura County)	Senior Kit Distribution	St Thomas Aquinas-Ojai	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 64 attendees.
December 1 (Chinatown Service Center)	Free Flu Shot	South El Monte	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

December 1 (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 30 attendees.
December 1 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	San Miguel Bakery- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 78 attendees.
December 1 (The Link)	SLO Co. Food Bank Distribution	Shandon High School- Los Osos	CBO event staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 112 participants.
December 1 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees.
December 1 (Viet SoCal)	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.
December 1 (ONEgeneration)	Monthly Newsletter	ONEgeneration (Virtual)	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8,000 households in newsletter.
December 2 (MEND)	Food Distribution	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 300 individuals.
December 2 (MEND)	Food Distribution	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 256 individuals.
December 2 (MEND)	Vaccine Clinic	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 24 individuals.

December 2 (MEND)	Hope and Care	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 3 individuals.
December 2 (Viet SoCal)	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
December 2 (South County Outreach)	Social Media	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 2,170 followers Instagram Reach- 1,828 followers
December 2 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	El Korita Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees.
December 2 (Food Share of Ventura County)	Senior Kit Distribution	Rodney Fernandez- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 44 attendees.
December 2 (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 57 attendees.
December 3 (Chinatown Service Center)	AYC Health Fair	San Gabriel	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
December 3	Golden Future 50+ Senior Expo	The Golden Sails Hotel- Long Beach	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 attendees.

December 3 (Chavez Radio Group)	Social Media Outreach	KMYX La Campesina 92.5 Kern County	CBO shared customer assistance programs information in Spanish. Facebook Reach – 274 Instagram Reach – 52 Twitter Reach – 7
December 3 (Chavez Radio Group)	Social Media Outreach	KBDS Forge 103.9 Kern County	CBO shared customer assistance programs information in English. Facebook Reach – 58 Instagram Reach – 64 Twitter Reach – 19
December 3 (Viet SoCal)	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
December 5 (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 53 attendees.
December 5 (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 27 attendees.
December 5	Rancho Cucamonga Senior VP Club	Rancho Cucamonga	Regional Public Affairs staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
December 5 (Viet SoCal)	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 21 attendees
December 5 (Viet SoCal)	Radio Bolsa	Radio Bolsa Partnership-Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.
December 5 (PARS Equality Center)	Medicare Workshop	Pars Equality Center- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees

December 5 (HSA)	Lakewood Senior Holiday Party	Lakewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 150 individuals.
December 5 (ONEgeneration)	FISH of West Valley Community Resource Center & Food Pantry	Chatsworth	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 150 individuals.
December 6 (MEND)	Community Outreach	LA Family Housing- North Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 30 individuals.
December 6 (MEND)	Hope & Care	MEND- Pacoima	CBO staff assisted 3 individuals complete applications for SoCalGas' Customer Assistance Programs and information was distributed to 6 other individuals.
December 6 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
December 6 (Food Share of Ventura County)	Senior Kit Distribution	Fillmore Active Adult Center- Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.
December 6 (Viet SoCal)	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 18 attendees
December 7 (Viet SoCal)	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 19 attendees
December 7 (South County Outreach)	Newsletter	Online - email	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed via email to clients. emails sent: 2,775 emails opened: 1,075

December 7 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley- Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees.
December 7 (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 41 attendees.
December 7 (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 900 attendees.
December 7 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Carniceria la Barata- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 56 attendees.
December 7 (Chinatown Service Center)	CSC Covid-19 Booster Shot	Monterey Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
December 7 (MEND)	Hope & Care	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 2 individuals.
December 7 (ONEgeneration)	Grocery Outlet	Chatsworth	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 15 individuals.
December 8 (MEND)	Hope & Care	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 2 individuals.
December 8 (SCDC)	Vernon Christmas Tree Lighting - One on One	Vernon	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 100 individuals.

December 8 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Campo Ceramic-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
December 8 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
December 8 (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 162 attendees.
December 8 (Food Share of Ventura County)	Senior Kit Distribution	SDA Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
December 8 (The Link)	SLO Co. Food Bank Distribution	Bauer Speck Elementary School-Paso Robles	CBO event staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 43 participants.
December 8 (Viet SoCal)	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 21 attendees
December 8 (Veteran's Legal Institute)	OCLPA: Homeless Veterans: How Legal Professionals Can Serve	Online - Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees
December 9 (Viet SoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees
December 9 (Veteran's Legal Institute)	San Diego Paralegal Association: Lessons in Leadership	Online - Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees

December 9 (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 41 attendees.
December 9 (Chavez Radio Group)	Social Media Outreach	KMYX La Campesina 92.5 Kern County	CBO shared customer assistance programs information in Spanish. Facebook Reach – 256 Instagram Reach – 57 Twitter Reach – 17
December 9 (Chavez Radio Group)	Social Media Outreach	KBDS Forge 103.9 Kern County	CBO shared customer assistance programs information in English. Facebook Reach – 50 Instagram Reach – 60 Twitter Reach – 27
December 9 (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 93 attendees.
December 9 (MEND)	Community Outreach	ICON Open House- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 25 individuals.
December 9 (MEND)	Hope & Care- orientation	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 2 individuals.
December 9 (MEND)	Hope & Care- Case management	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 1 individual.
December 9 (ONEgeneration)	Vaccine Clinic	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 35 individuals.
December 10 (LAC +USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 116 attendees.

December 10 (Food Share of Ventura County)	Senior Kit Distribution	Lucha- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 68 attendees.
December 10 (Chinatown Service Center)	Holiday Snow Village	Monterey Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
December 10 (Viet SoCal)	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
December 10	Washington Elementary PTA Fall Into Winter Festival	San Gabriel	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,000 attendees.
December 12 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 7 attendees.
December 12 (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 31 attendees.
December 12 (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 38 attendees.
December 12 (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 63 attendees.
December 12 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Healthy Babies- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 58 attendees.

December 12 (Viet SoCal)	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 17 attendees
December 12 (Viet SoCal)	Radio Bolsa	Radio Bolsa Partnership-Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.
December 12 (SCDC)	ACP Enrollment Event - One on One	Huntington Park Library	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 100 individuals.
December 12 (SCDC)	Neighborhood Legal Services of Los Angeles County (NLSLA) Presentation	Echo Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 24 individuals.
December 12	Winter Bill Messaging	San Bernardino	Regional Public Affairs staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to cities, chambers and business organizations.
December 13 (MEND)	Community Outreach	LA Family Housing- North Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 30 individuals.
December 13 (MEND)	Hope & Care	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 1 individual.
December 13 (MEND)	Hope & Care- Orientation	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 3 individuals.
December 13 (ONEgeneration)	Mid-month Newsletter	ONEgeneration (Virtual)	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8,000 households in newsletter.

December 13 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Nipomo Elementary	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
December 13 (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 37 attendees.
December 13 (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.
December 13 (Food Share of Ventura County)	Farmworker Boxes	Reiter- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 480 attendees.
December 13 (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 80 attendees.
December 13 (The Link)	SLO Co. Food Bank Distribution	Baywood Elementary School- Morro Bay	CBO Event Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 11 participants.
December 13 (Viet SoCal)	Food Bank	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees
December 13 (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 – 3,319 followers LinkedIn Reach- 3,502 followers

December 14 (Viet SoCal)	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
December 14 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
December 14 (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 41 attendees.
December 14 (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 91 attendees.
December 14 (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 960 attendees.
December 14 (Chinatown Service Center)	Public Charge Workshop	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
December 14 (Chinatown Service Center)	Free Food Pantry Event	El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
December 14 (MEND)	Hope & Care	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 2 individuals.
December 14 (MEND)	Hope & Care- Diaper Assistance	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 40 individuals.

December 14 (MEND)	Hope & Care-Case Management	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 1 individual.
December 15 (MEND)	Hope & Care	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 2 individuals.
December 15 (MEND)	Hope & Care-Case Management	MEND Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 1 individual.
December 15 (El Concilio)	COVID Vaccine Clinic	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 164 attendees.
December 15 (Food Share of Ventura County)	Senior Kit Distribution	Our Lady Guadalupe- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 215 attendees.
December 15 (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 101 attendees.
December 15 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	La Barata- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 82 attendees.
December 15 (Chavez Radio Group)	Social Media Outreach	KMYX La Campesina 92.5 Kern County	CBO shared customer assistance programs information in Spanish. Facebook Reach – 207 Instagram Reach – 56 Twitter Reach – 9
December 15 (Chavez Radio Group)	Social Media Outreach	KBDS Forge 103.9 Kern County	CBO shared customer assistance programs information in English. Facebook Reach – 28 Instagram Reach – 102 Twitter Reach – 20

December 15 (Viet SoCal)	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
December 16 (PARS Equality Center)	Staying Safe Online	Pars Equality Center-Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees
December 16 (Viet SoCal)	Mock citizenship interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees
December 16 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
December 16 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 152 attendees.
December 16 (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 24 attendees.
December 16 (Food Share of Ventura County)	Farmworker Boxes	Limoneira- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
December 16 (Food Share of Ventura County)	Senior Kit Distribution	Limoneira- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees.
December 16 (Food Share of Ventura County)	Senior Kit Distribution	DoorDash -Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 64 attendees.

December 16 (HSA)	Holiday Luncheon	Various Locations in Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 276 individuals.
December 16 (LAC +USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 429 attendees.
December 16 (MEND)	Community Outreach	Council District 2- North Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 202 individuals.
December 16 (MEND)	Community Outreach	Volunteers of America- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 80 individuals.
December 16 (MEND)	Hope & Care-Case Management	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 1 individual.
December 16 (MEND)	Hope & Care- Orientation	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 2 individuals.
December 17 (ONEgeneration)	LADWP Devonshire PALS Holiday Toy Drive	Northridge	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 130 individuals.
December 17 (MEND)	Hope & Care- Orientation	Northeast Valley Health Corp Toy Drive Event- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 40 individuals.
December 17 (MEND)	Hope & Care- Orientation	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 199 individuals.

December 17 (The Link)	Meet the Grinch and Toy Collection Event	La Reyna Market- Paso Robles	CBO event staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 237 participants.
December 17 (Viet SoCal)	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
December 17 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	La Reyna Market Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 140 attendees.
December 18 (ONEgeneration)	Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 300 individuals.
December 19 (Food Share of Ventura County)	Farmworker Boxes	Our Lady Guadalupe- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
December 19 (Food Share of Ventura County)	Senior Kit Distribution	South Oxnard Center - Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 144 attendees.
December 19 (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 153 attendees.
December 19 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Paeteria y Neveria La Michoacana- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 39 attendees.
December 19 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	La Michoacana Azteca- Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.

December 19 (Viet SoCal)	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 15 attendees
December 19 (Viet SoCal)	Radio Bolsa	Radio Bolsa Partnership-Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.
December 19 (PARS Equality Center)	Citizenship Clinic	Pars Equality Center- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees
December 20 (Viet SoCal)	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 21 attendees
December 20 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
December 20 (Food Share of Ventura County)	Senior Kit Distribution	Evangelistic Baptist- Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 48 attendees.
December 20 (Food Share of Ventura County)	Senior Kit Distribution	Casa Pacifica Senior Housing- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 63 attendees.
December 20 (Food Share of Ventura County)	Senior Kit Distribution	CEDC Santa Paulan- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 33 attendees.
December 20 (Food Share of Ventura County)	Senior Kit Distribution	DoorDash: Journey- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.

December 20	Senior Kit Distribution	DoorDash: Willett-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees.
December 20 (Food Share of Ventura County)	Farmworker Boxes	Reiter- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 480 attendees.
December 20 (SCDC)	Newstart Community Event-One on One	Bell	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 100 individuals.
December 20 (MEND)	Hope & Care	MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 2 individuals.
December 21 (ONEgeneration)	West Valley Food Pantry	Woodland Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 280 individuals.
December 21 (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 47 attendees.
December 21 (Food Share of Ventura County)	Farmworker Boxes	Rancho Sespe-Fillmore/Piru	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
December 21 (Food Share of Ventura County)	Senior Kit Distribution	Fillmore Active Adult Center-Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
December 21 (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 74 attendees.

December 21 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Salvation Army- San Luis Obispo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees.
December 21 (Chavez Radio Group)	Social Media Outreach	KMYX La Campesina 92.5 Kern County	CBO shared customer assistance programs information in Spanish. Facebook Reach – 345 Instagram Reach – 67 Twitter Reach – 25
December 21 (Chavez Radio Group)	Social Media Outreach	KBDS Forge 103.9 Kern County	CBO shared customer assistance programs information in English. Facebook Reach – 35 Instagram Reach – 98 Twitter Reach – 39
December 21 (Chinatown Service Center)	Vaccination and Health Screen Clinic	Baldwin Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
December 21 (Viet SoCal)	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 16 attendees
December 21 (PARS Equality Center)	Annual Christmas Event for clients	Pars Equality Center- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees
December 22 (Viet SoCal)	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 15 attendees
December 22 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.
December 22 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Campo Ceramic- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.

December 22 (Food Share of Ventura County)	Senior Kit Distribution	New Life Church- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 95 attendees.
December 22 (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 76 attendees.
December 23 (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 – 3,319 followers LinkedIn Reach- 3,502 followers Twitter Reach- 508 followers
December 23 (Viet SoCal)	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 12 attendees
December 23 (Viet SoCal)	Special Event: Gift to the Family Shelter	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to attendees (Attendee count not available).
December 24 (Viet SoCal)	Special Xmas Celebration	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
December 26 (Viet SoCal)	Radio Bolsa	Radio Bolsa Partnership-Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.
December 27 (Viet SoCal)	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 14 attendees

December 27 (Chavez Radio Group)	Social Media Outreach	KMYX La Campesina 92.5 Kern County	CBO shared customer assistance programs information in Spanish. Facebook Reach – 275 Instagram Reach – 78 Twitter Reach – 15
December 27 (Chavez Radio Group)	Social Media Outreach	KBDS Forge 103.9 Kern County	CBO shared customer assistance programs information in English. Facebook Reach – 48 Instagram Reach – 123 Twitter Reach – 26
December 27 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
December 28 (Viet SoCal)	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 17 attendees
December 28 (LAC +USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 110 attendees.
December 29 (Viet SoCal)	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 15 attendees
December 29 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
December 31 (Chavez Radio Group)	Social Media Outreach	KBDS Forge 103.9 Kern County	CBO shared customer assistance programs information in English. Facebook Reach – 40 Instagram Reach – 91 Twitter Reach – 33
December 31 (ONEgeneration)	Monthly Assistance with our seniors	ONEgeneration Senior Center-Van Nuys	CBO staff provided information and helped 10 senior clients sign up for SoCalGas' Customer Assistance Programs.

December 31 (Viet SoCal)	Special Countdown Night	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees
December 31 (Walking Shield)	Social Media	Online	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 698 followers LinkedIn Reach- 33 followers Twitter Reach- 1425 followers Instagram Reach- 275 followers Walking Shield Scholars-102 followers

Tribal Outreach Events

<u>Event Date & Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
December 1 (Southern California Indian Center)	SCIC Family Wellness Training Workshop 1: Preparing for the Holidays: Understanding Depression and the Holidays	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees
December 2	Indigenous Women Rising- Wrislet Workshop	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
December 3	United American Indian Involvement Pow Wow	Grand Park- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 800 attendees.
December 8 (Southern California Indian Center)	SCIC Family Wellness Training Workshop 2: Preparing for the Holidays: The True Meaning	Pasadena and Zoom	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>
December 10 (Southern California Indian Center)	SCIC Outreach	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees
December 10 (MICOP)	MICOP Community Meeting	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
December 10	Pukuu- Winter Social Gathering	San Fernando	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
December 14	Santa Ana Unified School District Indian Education Holiday Event	Santa Ana	CBO Staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 persons.
December 17	Christmas PowWow	Anaheim	CBO Staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 persons.
December 21 (Southern California Indian Center)	SCIC Outreach	Fontana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees

Disability Outreach Events

<u>Event Date and Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
December 1 (Fiesta Educativa)	Presentation in Person	Mendez High School- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.

<u>Event Date and Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
December 1 (SCRS)	Community Resource Presentation	East LA Sunol Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
December 1 (OC Autism Foundation)	Newsletter	Electronic mailing and postal mailing of monthly newsletter with SoCalGas CAP information	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter in English: Newsletter Reach – over 5250 members
December 1 (OC Autism Foundation)	Subscription	Mailing of Monthly Kids Club activities with SoCalGas CARE program and links	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter in English: Subscription Reach – over 300 members
December 1 (OC Autism Foundation)	Friendship Club: Special Guest Dr. Sam Nguyen	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees
December 2 (SCRS)	Community Resource Presentation	Compton College	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
December 2 (SCRS)	Community Resource Presentation	San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
December 2 (SCRS)	Community Resource Presentation	Downey High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
December 3 (Fiesta Educativa)	Job Fair	City of Angeles School- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP

<u>Event Date and Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			materials were distributed to approximately 40 attendees.
December 5 (SCRS)	Community Resource Presentation	Basset High School-La Puente	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.
December 5 (Fiesta Educativa)	Presentation In-Person	Robert Louis Stevenson Middle School-Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
December 6 (Fiesta Educativa)	Presentation In-Person	Bannecker Career Transition Center-Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
December 6 (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 Listener Reach – Thousands of listeners
December 7 (Fiesta Educativa)	Presentation In-Person	Hollenbeck Middle School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
December 8 (Fiesta Educativa)	Presentation In-Person	Mendez High School-Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
December 8 (OC Autism Foundation)	Social Media	Facebook Post-SoCalGas Energy Savings Assistance Program and CARE Program	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: FB Reach – 2345 followers
December 9 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP

<u>Event Date and Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
		www.littlesaigontv.com	information was distributed via weekly Talkshow Listener Reach – Thousands of listeners
December 9 (SCRS)	Community Resource Presentation	Downey Senior Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
December 10 (Fiesta Educativa)	Christmas Event In- Person	Eastern Los Angeles Regional Center (ELARC) Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 72 attendees.
December 13 (SCRS)	Community Resource Presentation	El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
December 13 (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 Listener Reach – Thousands of listeners
December 14 (Fiesta Educativa)	Presentation In-Person	Hollenbeck Middle School- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
December 14 (Fiesta Educativa)	Presentation In Person	Theodore Roosevelt High School- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
December 17 (SCRS)	SCRS Annual Toy Giveaway	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 attendees.
December 17 (SCRS)	SCRS Annual Toy Giveaway	San Bernardino	CBO staff provided information regarding SoCalGas' Customer

<u>Event Date and Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
			Assistance Programs. CAP materials were distributed to approximately 100 attendees.
December 17 (OC Autism Foundation)	13 th Annual OC Autism Breakfast with Santa	Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees
December 20 (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 Listener Reach – Thousands of listeners
December 21 (SCRS)	SCRS Community Holiday Celebration	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
December 27 (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 Listener Reach – Thousands of listeners

4. APPENDIX B – ESA PROGRAM AND CARE TABLES

ESA Program Summary Expenses

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

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

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

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

(Multifamily Common Area Measures)

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

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

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

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

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

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

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

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

ESA Program – Table 9 – Tribal Outreach

CARE Program - Table 1 - CARE Overall Program Expenses

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

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

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

CARE Program - Table 4 - Enrollment by County

CARE Program - Table 5 - Recertification Results

CARE Program - Table 6 - Capitation Contractors

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

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

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

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

ESA Program:	Authorized Budget ^[1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Main Program (SF, MH, MF In-Unit)	N/A	\$ 116,291,772	\$ 116,291,772	N/A	\$ 12,512,061	\$ 12,512,061	N/A	\$ 100,919,518	\$ 100,919,518	N/A	87%	87%
ESA Multifamily Common Area Measures ^[2]	N/A	\$ 10,660,000	\$ 10,660,000	N/A	\$ 321,715	\$ 321,715	N/A	\$ 2,658,870	\$ 2,658,870	N/A	25%	25%
ESA Multifamily Whole Building	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
ESA Pilot Plus and Pilot Deep	N/A	\$ 6,510,545	\$ 6,510,545	N/A	\$ 1,892	\$ 1,892	N/A	\$ 27,207	\$ 27,207	N/A	0%	0%
CSD Leveraging	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Building Electrification Retrofit Pilot (SCE)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clean Energy Homes New Construction Pilot (SCE)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			\$ -		\$ -	\$ -		\$ -	\$ -			
			\$ -		\$ -	\$ -		\$ -	\$ -			
ESA Program TOTAL	N/A	\$ 133,462,317	\$ 133,462,317	N/A	\$ 12,835,668	\$ 12,835,668	N/A	\$ 103,605,594	\$ 103,605,594	N/A	78%	78%

^[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
December 2022**

Appliances	Authorized Budget ^[1]			Current Month Expenses ^[3]			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Program:												
Energy Efficiency												
Appliances	N/A	\$ -	\$ -	N/A	\$ 850,179	\$ 850,179	N/A	\$ 3,323,400	\$ 3,323,400	N/A	0%	0%
Domestic Hot Water	N/A	\$ -	\$ -	N/A	\$ 2,842,916	\$ 2,842,916	N/A	\$ 18,743,133	\$ 18,743,133	N/A	0%	0%
Enclosure	N/A	\$ -	\$ -	N/A	\$ 3,281,505	\$ 3,281,505	N/A	\$ 26,162,614	\$ 26,162,614	N/A	0%	0%
HVAC	N/A	\$ -	\$ -	N/A	\$ 2,618,969	\$ 2,618,969	N/A	\$ 18,833,085	\$ 18,833,085	N/A	0%	0%
Maintenance	N/A	\$ -	\$ -	N/A	\$ 548,645	\$ 548,645	N/A	\$ 1,855,104	\$ 1,855,104	N/A	0%	0%
Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 144,580	\$ 144,580	N/A	0%	0%
Customer Enrollment	N/A	\$ -	\$ -	N/A	\$ 1,305,221	\$ 1,305,221	N/A	\$ 19,826,121	\$ 19,826,121	N/A	0%	0%
In Home Education	N/A	\$ -	\$ -	N/A	\$ 112,642	\$ 112,642	N/A	\$ 1,574,150	\$ 1,574,150	N/A	0%	0%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Energy Efficiency TOTAL	N/A	\$ 104,432,051	\$ 104,432,051	N/A	\$ 11,560,078	\$ 11,560,078	N/A	\$ 90,462,186	\$ 90,462,186	N/A	87%	87%
Training Center												
Training Center	N/A	\$ 1,066,865	\$ 1,066,865	N/A	\$ 38,369	\$ 38,369	N/A	\$ 586,525	\$ 586,525	N/A	55%	55%
Workforce Education and Training	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Inspections	N/A	\$ 1,606,551	\$ 1,606,551	N/A	\$ 278,205	\$ 278,205	N/A	\$ 1,775,339	\$ 1,775,339	N/A	111%	111%
Marketing and Outreach	N/A	\$ 1,383,806	\$ 1,383,806	N/A	\$ 157,351	\$ 157,351	N/A	\$ 915,947	\$ 915,947	N/A	66%	66%
Statewide Marketing and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Studies ^[2]	N/A	\$ 218,750	\$ 218,750	N/A	\$ 1,851	\$ 1,851	N/A	\$ 50,233	\$ 50,233	N/A	23%	23%
Regulatory Compliance	N/A	\$ 495,468	\$ 495,468	N/A	\$ 8,126	\$ 8,126	N/A	\$ 394,552	\$ 394,552	N/A	80%	80%
General Administration	N/A	\$ 6,993,078	\$ 6,993,078	N/A	\$ 468,082	\$ 468,082	N/A	\$ 6,655,993	\$ 6,655,993	N/A	95%	95%
CPUC Energy Division	N/A	\$ 95,203	\$ 95,203	N/A	\$ -	\$ -	N/A	\$ 78,744	\$ 78,744	N/A	83%	83%
Administration TOTAL	N/A	\$ 11,859,721	\$ 11,859,721	N/A	\$ 951,984	\$ 951,984	N/A	\$ 10,457,332	\$ 10,457,332	N/A	88%	88%
TOTAL PROGRAM COSTS	N/A	\$ 116,291,772	\$ 116,291,772	N/A	\$ 12,512,061	\$ 12,512,061	N/A	\$ 100,919,518	\$ 100,919,518	N/A	87%	87%
Funded Outside of ESA Program Budget												
Indirect Costs				N/A	\$ 230,016	\$ 230,016	N/A	\$ 4,205,294	\$ 4,205,294			
NGAT Costs					\$ 231,346	\$ 231,346		\$ 1,702,980	\$ 1,702,980			

^[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.

^[4] Authorized budget for MF CAM PV and LINA study is not included here on Table 1, but funded out of MF CAM unspent funds from previous cycle per AL 5744 and AL 5558. 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.

^[3] Current month and YTD expenditures include a quarterly accrual of \$4,878,660 in the following reporting categories: Appliances \$ 482,500, Domestic Hot Water \$ 1,481,563, Enclosure \$ 1,233,244, HVAC \$ 1,134,811, Maintenance \$ (21,259), Customer Enrollment \$ 385,501, In Home Energy Education \$ 55,171, Inspections \$ 127,128.

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

December 2022

ESA Program (Summary) Total							
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [1] (Annual)	kW [1] (Annual)	Therms [1] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Home	3,411	-	-	67,893	\$ 3,115,845	3.7%
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	89,190	-	-	281,840	\$ 4,549,132	5.4%
Water Heater Tank and Pipe Insulation [4]	Home	978	-	-	6,210	\$ 39,544	0.0%
Water Heater Repair/Replacement	Home	4,118	-	-	9,842	\$ 9,554,146	11.3%
Thermostatic Shower Valve	Each	51,933	-	-	84,651	\$ 2,575,605	3.0%
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout	Each	3,063	-	-	17,214	\$ 374,357	0.4%
New - Solar Water Heating	Home	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing/Envelope [5]	Home	94,713	-	-	41,830	\$ 16,835,840	19.9%
New - Diagnostic Air Sealing	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	3,915	-	-	111,949	\$ 8,408,852	9.9%
New - Floor Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
Furnace Repair/Replacement	Home	7,056	-	-	(232,997)	\$ 9,639,161	11.4%
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	1,586	-	-	17,620	\$ 723,148	0.9%
Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
Removed - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	10,818	-	-	120,188	\$ 1,181,150	1.4%
High Efficiency Forced Air Unit (HE FAU)	Home	1,127	-	-	17,691	\$ 4,086,400	4.8%
Smart Thermostat	Home	7,880	-	-	16,973	\$ 2,107,660	2.5%
New - Portable A/C	Each	-	-	-	-	\$ -	0.0%
New - Central Heat Pump-FS (propane or gas space)	Home	-	-	-	-	\$ -	0.0%
New - Wholehouse Fan	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	14,851	-	-	(18,267)	\$ 872,549	1.0%
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-up	Home	-	-	-	-	\$ -	0.0%
New - CO and Smoke Alarm	Each	-	-	-	-	\$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	113,688				\$ 19,181,855	22.7%
In-Home Energy Education	Home	88,439				\$ 1,416,349	1.7%
Total Savings/Expenditures					542,639	\$ 84,661,595	
Total Households Weatherized [6]		93,579					
Households Treated							
- Single Family Households Treated	Home	61,011					
- Multi-family Households Treated (In-unit)	Home	28,071					
- Mobile Homes Treated	Home	4,497					
Total Number of Households Treated	Home	93,579					
# Eligible Households to be Treated for PY	Home	94,600					
% of Households Treated	%	99%					
- Master-Meter Households Treated	Home	6,382					

[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
December 2022

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

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

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

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

[3] Includes Faucet Aerators and Low Flow Showerheads

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

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

[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
December 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	7	-	-	-	11,948	\$ 41,611	1.6%
Central Boiler Replace**	Cap-kBTU/h	38	-	-	-	109,391	\$ 2,567,089	98.4%
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%
		-	-	-	-	-	\$ -	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%
		-	-	-	-	-	\$ -	0.0%
Total	-	45	-	-	-	121,339	\$ 2,608,700	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated [10]	30
Subtotal of Master-metered Multifamily Properties Treated	30
Total Number of Multifamily Tenant Units w/in Properties Treated [11]	2,767
Total Number of buildings w/in Properties Treated	44

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)		\$ -	\$ -
Direct Implementation		\$ 2,658,870	\$ 2,658,870
TOTAL MF CAM COSTS	\$ -	\$ 2,658,870	\$ 2,658,870

<<Includes measures costs

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

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

[3] Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted. Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

** Note: This represents the unit of measure such as Cap Tons and Cap kBTU/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
December 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
December 2022***

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

* Data will be reported once Pilots commence.

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

Note: IOUs - If there are new measures that are approved through the ESA Working Group, mark in column A as such to indicate that it is a new measure.

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

NOT APPLICABLE TO SOCALGAS

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

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

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

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

Table 3A, ESA Program (SF, MH, MF In-Unit)	
Annual kWh Savings	N/A
Annual Therm Savings	542,639
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	3,341,856
Current kWh Rate	N/A
Current Therm Rate	\$ 0.88
Average 1st Year Bill Savings / Treated households	\$ 5.10
Average Lifecycle Bill Savings / Treated Household	\$ 31.43

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	N/A
Annual Therm Savings	121,339
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	2,426,780
Current kWh Rate	N/A
Current Therm Rate	\$ 0.87
Average 1st Year Bill Savings / Treated Property	\$ 3,519
Average Lifecycle Bill Savings / Treated Property	\$ 70,377

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	663,978
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	5,768,636
Current kWh Rate	N/A
Current Therm Rate	\$ 0.88
Average 1st Year Bill Savings / Treated Households	\$ 3,524
Average Lifecycle Bill Savings / Treated Households	\$ 70,408

[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
December 2022**

Table 4A, ESA Program (SF, MH, MF In-Unit)						
County	Eligible Households [3]			Households Treated YTD		
	Rural [1]	Urban	Total	Rural	Urban	Total
Fresno	10	13,398	13,408	4	295	299
Imperial	23,906	0	23,906	626	2	628
Kern	38,075	18,835	56,910	3,120	278	3,398
Kings	16,336	13	16,349	647	0	647
Los Angeles	3,268	1,206,568	1,209,836	323	47,425	47,748
Orange	15	297,484	297,499	0	7,164	7,164
Riverside	157,644	126,193	283,837	1,576	11,510	13,086
San Bernardino	1,081	214,725	215,806	116	14,240	14,356
San Luis Obispo	18,047	11,350	29,397	377	0	377
Santa Barbara	1,301	45,163	46,464	993	431	1,424
Tulare	49,504	13,290	62,794	1,842	565	2,407
Ventura	3,358	77,124	80,482	212	1,833	2,045
Total	312,545	2,024,143	2,336,688	9,836	83,743	93,579

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

Table 4C, ESA Program - Multifamily Common Area						
County	Eligible Properties [2]			Properties Treated YTD		
				Rural	Urban	Total
-						
Fresno				0	0	0
Imperial				0	0	0
Kern				0	0	0
Kings				0	0	0
Los Angeles				0	22	22
Orange				0	4	4
Riverside				0	3	3
San Bernardino				0	1	1
San Luis Obispo				0	0	0
Santa Barbara				0	0	0
Tulare				0	0	0
Ventura				0	0	0
Total				0	30	30

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	0

* Beginning July 1, 2022, Senate Bill 756 updated P.U. Code Section 2790 by changing the income limits of ESA Program eligibility from referencing P.U. Code 739.1 (which defined low-income as households with income no greater than 200%

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

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

[3] Beginning July 1, 2022, ESA eligibility changed from 200% FPL to 250% FPL.

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

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

Table 5A, ESA Program (SF, MH, MF In-Unit)

Month	Gas & Electric				Gas Only [1]				Electric Only				Total			
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
February	-	-	-	-	7,278	42,421	-	-	-	-	-	-	7,278	42,421	-	-
March	-	-	-	-	8,011	61,209	-	-	-	-	-	-	8,011	61,209	-	-
April	-	-	-	-	8,167	43,580	-	-	-	-	-	-	8,167	43,580	-	-
May	-	-	-	-	9,881	57,787	-	-	-	-	-	-	9,881	57,787	-	-
June	-	-	-	-	7,419	36,750	-	-	-	-	-	-	7,419	36,750	-	-
July	-	-	-	-	8,909	47,241	-	-	-	-	-	-	8,909	47,241	-	-
August	-	-	-	-	9,015	47,554	-	-	-	-	-	-	9,015	47,554	-	-
September	-	-	-	-	12,527	66,712	-	-	-	-	-	-	12,527	66,712	-	-
October	-	-	-	-	10,471	53,051	-	-	-	-	-	-	10,471	53,051	-	-
November	-	-	-	-	6,410	44,482	-	-	-	-	-	-	6,410	44,482	-	-
December	-	-	-	-	5,491	41,852	-	-	-	-	-	-	5,491	41,852	-	-
YTD	-	-	-	-	93,579	542,639	-	-	-	-	-	-	93,579	542,639	-	-

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					1	2,987							1	2,987		
March					2	5,974							2	5,974		
April					5	42,159							5	42,159		
May					3	10,479							3	10,479		
June					1	8,961							1	8,961		
July					1	2,987							1	2,987		
August					1	11,948							1	11,948		
September					5	8,961							5	8,961		
October					3	2,987							3	2,987		
November					1	2,987							1	2,987		
December					7	20,909							7	20,909		
YTD	-	-	-	-	30	121,339	-	-	-	-	-	-	30	121,339	-	-

Table 5D, ESA Program - Pilot Plus and Pilot Deep

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

[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
December 2022**

	Authorized 2021-26 Funding			Current Month Expenses			Year to Date Expenses			Cycle to Date Expenses			% of Budget Expended		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots															
ESA Pilot Plus/Deep Program	N/A	\$ 32,552,726	\$ 32,552,726	N/A	\$ 1,892	\$ 1,892	N/A	\$ 27,207	\$ 27,207	N/A	\$ 27,207	\$ 27,207	N/A	0%	0%
Total Pilots	N/A	\$ 32,552,726	\$ 32,552,726	N/A	\$ 1,892	\$ 1,892	N/A	\$ 27,207	\$ 27,207	N/A	\$ 27,207	\$ 27,207	N/A	0%	0%
Studies															
Needs Assessment (LINA) ^[1]	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ 42,804	\$ 42,804	N/A	\$ 78,216	\$ 78,216	N/A	125%	125%
Joint IOU - Multifamily CAM Process Evaluation ^[2]	N/A	\$ 75,000	\$ 75,000	N/A	\$ -	\$ -	N/A	\$ (639)	\$ (639)	N/A	\$ 23,761	\$ 23,761	N/A	0%	0%
2020 Non Energy Benefits Evaluation (NEB's) ^[3]	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	0%	0%
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Statewide CARE-ESA Categorical Study	N/A	\$ 18,750	\$ 18,750	N/A	\$ 1,851	\$ 1,851	N/A	\$ 8,069	\$ 8,069	N/A	\$ 8,069	\$ 8,069	N/A	43%	43%
Load Impact Evaluation Study	N/A	\$ 375,000	\$ 375,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Equity Criteria and Non Energy Benefits Evaluation (NEB's)	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Rapid Feedback Research and Analysis	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Process Evaluation Studies (1-4 Studies)	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Potential Ad Hoc Tasks	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Total Studies ^[4]	N/A	\$ 1,068,750	\$ 1,068,750	N/A	\$ 1,851	\$ 1,851	N/A	\$ 8,069	\$ 8,069	N/A	\$ 8,069	\$ 8,069	N/A	1%	1%

^[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. Current month credit due to accounting reversal of June 2022 accrual, where billing has been delayed.

^[3] Cycle-to-date amount related to 2020 activity posted in 2021.

^[4] 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
December 2022**

Partner	Brief Description of Effort	# of Referrals [1]	# of Leveraging	# of Coordination Efforts	# of Leads [2]	# of Enrollments
CARE	CARE customers who are PEV approved are shared with ESA				11,651	3,435
Water Agencies [3]	SoCalGas provides the ability for water agencies to capture water savings through co-funding opportunities		10 Agencies			17,532
Municipal Electric Providers [4]	SoCalGas provides co-funding opportunities to electric and water providers who might otherwise not offer energy savings measures		3 Providers			1,434
Project Homekey (Properties)	SoCalGas' ESA Program provides energy efficiency services at no cost to Project Homekey sites.				25	16

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.

[1] # of referrals includes leads provided to a Partner Program by ESA

[2] # of leads includes customer leads provided to ESA by Partner Program

[3] Water Agencies include: Eastern Municipal Water District, Fontana Water Company, Liberty Utilities, Metropolitan Water District, San Gabriel Valley Water Company, California American Water, Moulton Niguel Water District, Elsinore Valley Municipal Water District, Western Municipal Water District and Rancho California Water District.

[4] Municipal Electric Providers include: Anaheim Public Utilities, Pasadena Water and Power and Riverside Public Utilities.

Energy Savings Assistance Program Table - 9 Tribal Outreach

Southern California Gas Company

December 2022

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
Tribes completed ESA Meet & Confer	0	
Tribes requested outreach materials or applications or additional meetings	6	<p><u>Tribes</u> Chumash Fernandeno Tataviam Band of Mission Indians Gabrieleno (Tongva) Band of Mission Indians Juaneños Band of Mission Indians Torres Martinez Band of Desert Cahuilla Indians Tule River Tribe</p> <p><u>Indigenous Organizations:</u> ASOSAL serving the Indigenous Salvadorean communities – Lenca, Maya Chorti, Maya Pocomam, Cacaopera and Nahua Pipil Casa Cultura Maya</p>
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	3	In depth Program Information and details on Memo of Understanding with Non-Federally Recognized tribes in December: Chumash Fernandeno Tataviam Band of Mission Indians Gabrieleno (Tongva) Band of Mission Indians
Tribes and Housing Authority sites involved in Focused Project/ESA Partnership offer on Tribal Lands	0	
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	Agua Caliente Band of Cahuilla Indians Augustine Band of Cahuilla Indians Cabazon Band of Mission Indians Cahuilla Band of Indians Chemhuevi Indian Tribe Morongo Band of Mission Indians Pechanga Band of Luiseno Indians Santa Ynez Band of Chumash Indians Soboba Band of Luiseno Indians Tejon Indian Tribe Torres Martinez Band of Desert 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

**CARE Table 1 - CARE Program Expenses
Southern California Gas Company
December 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	\$462,942	\$ 462,942	N/A	\$4,082,566	\$ 4,082,566	N/A	97%	97%
Processing / Certification Re-certification	N/A	\$ 2,184,615	\$ 2,184,615	N/A	\$89,210	\$ 89,210	N/A	\$1,469,826	\$ 1,469,826	N/A	67%	67%
Post Enrollment Verification	N/A	\$ 241,043	\$ 241,043	N/A	\$6,078	\$ 6,078	N/A	\$139,564	\$ 139,564	N/A	58%	58%
IT Programming	N/A	\$ 1,063,935	\$ 1,063,935	N/A	\$107,888	\$ 107,888	N/A	\$809,244	\$ 809,244	N/A	76%	76%
Pilots	N/A	\$ 80,000	\$ 80,000	N/A	\$8,302	\$ 8,302	N/A	\$38,214	\$ 38,214	N/A	48%	48%
CHANGES Program	N/A	\$ 437,502	\$ 437,502	N/A	\$12,067	\$ 12,067	N/A	\$387,240	\$ 387,240	N/A	89%	89%
Studies	N/A	\$ 62,500	\$ 62,500	N/A	\$1,863	\$ 1,863	N/A	\$8,108	\$ 8,108	N/A	13%	13%
Regulatory Compliance	N/A	\$ 610,337	\$ 610,337	N/A	\$9,452	\$ 9,452	N/A	\$366,790	\$ 366,790	N/A	60%	60%
General Administration	N/A	\$ 1,111,980	\$ 1,111,980	N/A	\$119,196	\$ 119,196	N/A	\$1,203,509	\$ 1,203,509	N/A	108%	108%
CPUC Energy Division	N/A	\$ 77,250	\$ 77,250	N/A	\$-	\$ -	N/A	\$52,496	\$ 52,496	N/A	68%	68%
SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,085,592	\$ 10,085,592	N/A	\$ 816,998	\$ 816,998	N/A	\$ 8,557,557	\$ 8,557,557	N/A	85%	85%
CARE Rate Discount	N/A	\$ 139,583,569	\$ 139,583,569	N/A	\$34,225,512	\$ 34,225,512	N/A	\$210,498,561	\$ 210,498,561	N/A	151%	151%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 149,669,161	\$ 149,669,161	N/A	\$ 35,042,510	\$ 35,042,510	N/A	\$ 219,056,118	\$ 219,056,118	N/A	146%	146%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption												
- CARE Surcharge Exemption				N/A	\$4,009,763	\$ 4,009,763	N/A	\$30,336,061	\$ 30,336,061			
- California Solar Initiative Exemption												
- kWh Surcharge Exemption												
- Vehicle Grid Integration Exemption												
Total Other CARE Rate Benefits				N/A	\$ 4,009,763	\$ 4,009,763	N/A	\$ 30,336,061	\$ 30,336,061			
Indirect Costs				N/A	\$116,572	\$ 116,572	N/A	\$1,986,007	\$ 1,986,007			

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

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

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

2022	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Enrollment Rate % (W/X)	Total Residential Accounts	Gas Only	Electric Only	
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)							Net Adjusted (K-T)
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																			
January	7,552	1,363	185	9,100	6,845	5,150	6,986	2	18,983	28,083	10,309	46,228	37,599	94,136	19,044	94	805	10,142	30,085	122,219	-2,002	1,813,709	1,601,758	113%	5,694,444	1,813,709	N/A	
February	5,886	1,275	160	7,321	11,073	6,116	8,082	8	25,279	32,600	9,225	42,820	34,563	86,608	19,501	93	906	12,073	32,573	119,208	27	1,813,736	1,601,758	113%	5,699,822	1,813,736	N/A	
March	5,731	1,601	153	7,485	7,798	6,111	8,457	4	22,370	29,855	9,664	36,992	46,587	93,243	18,084	108	760	12,722	31,674	123,098	-1,819	1,811,917	1,601,758	113%	5,703,786	1,811,917	N/A	
April	4,992	1,582	224	6,798	7,038	5,101	7,625	6	19,770	26,568	10,975	39,791	44,619	95,385	17,168	75	748	12,704	30,695	121,953	-4,127	1,807,790	1,605,166	113%	5,706,000	1,807,790	N/A	
May	3,570	1,405	235	5,210	4,937	4,881	7,038	2	16,858	22,068	12,341	20,231	37,261	69,833	17,254	108	961	10,879	29,202	91,901	-7,134	1,800,656	1,605,166	112%	5,708,988	1,800,656	N/A	
June	5,111	1,486	268	6,865	4,616	4,014	6,891	1	15,522	22,387	14,687	33,861	30,294	78,842	20,177	60	773	11,625	32,635	101,229	-10,248	1,790,408	1,605,166	112%	5,710,421	1,790,408	N/A	
July	6,518	1,291	299	8,108	5,710	4,721	7,424	5	17,860	25,968	12,356	48,457	15,926	76,739	20,023	33	881	12,628	33,565	102,707	-7,597	1,782,811	1,606,753	111%	5,711,246	1,782,811	N/A	
August	6,067	1,285	235	7,587	6,036	4,845	8,115	6	19,002	26,589	14,265	46,483	16,499	77,247	17,417	32	904	13,171	31,524	103,836	-4,935	1,777,876	1,606,753	111%	5,716,030	1,777,876	N/A	
September	7,535	1,295	371	9,201	5,518	4,007	7,133	9	16,667	25,868	6,183	38,324	16,307	60,814	16,346	693	604	10,101	27,744	86,682	-1,876	1,776,000	1,606,753	111%	5,719,040	1,776,000	N/A	
October	9,842	1,127	286	11,255	5,211	3,522	6,999	4	15,736	26,991	3,996	60,429	13,719	78,144	15,490	19	374	10,796	26,679	105,135	312	1,776,312	1,609,992	110%	5,722,418	1,776,312	N/A	
November	7,572	1,075	312	8,959	5,236	4,925	6,782	1	16,944	25,903	2,549	28,374	10,766	41,689	16,811	19	239	10,285	27,354	67,592	-1,451	1,774,861	1,609,992	110%	5,726,094	1,774,861	N/A	
December	5,837	987	288	7,112	6,083	4,329	6,770	1	17,183	24,295	3,497	29,518	11,282	44,297	7,110	11	107	10,123	17,351	68,592	6,944	1,781,805	1,609,992	111%	5,730,165	1,781,805	N/A	
YTD Total	76,213	15,772	3,016	95,001	76,101	57,722	88,302	49	222,174	317,175	110,047	471,508	315,422	896,977	204,425	1,345	8,062	137,249	351,081	1,214,152	-33,906	1,781,805	1,609,992	111%	5,730,165	1,781,805	N/A	

¹ Enrollments via data sharing between the IOUs.

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

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

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

**CARE Table 3A - Post-Enrollment Verification Results (Model)
Southern California Gas Company
December 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	2,898	0.2%	1,728	169	1,897	65.5%	0.1%
February	1,813,736	4,203	0.2%	2,582	206	2,788	66.3%	0.2%
March	1,811,917	4,366	0.2%	2,586	232	2,818	64.5%	0.2%
April	1,807,790	1,357	0.1%	665	46	711	52.4%	0.0%
May	1,800,656	1,418	0.1%	656	33	689	48.6%	0.0%
June	1,790,408	1,613	0.1%	693	43	736	45.6%	0.0%
July	1,782,811	1,406	0.1%	600	53	653	46.4%	0.0%
August	1,777,876	1,560	0.1%	762	35	797	51.1%	0.0%
September	1,776,000	1,302	0.1%	508	39	547	42.0%	0.0%
October	1,776,312	1,148	0.1%	0	29	29	2.5%	0.0%
November	1,774,861	1,017	0.1%	0	11	11	1.1%	0.0%
December	1,781,805	1,044	0.1%	0	5	5	0.5%	0.0%
YTD Total	1,781,805	23,332	1.3%	10,780	901	11,681	50.1%	0.7%

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

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

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

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
*Monthly data has been updated to include customers who had been extended one year due to customer protections as stated in the COVID Transition Plan AL 5794

**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
December 2022**

County	Estimated Eligible Households ¹			Total Households Enrolled ²			Enrollment Rate ³		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	11,267	8	11,274	13,214	20	13,234	117%	264%	117.38%
Imperial	0	17,900	17,900	2	15,009	15,011	n/a	84%	83.86%
Kern	13,521	30,396	43,917	17,950	34,359	52,309	133%	113%	119.11%
Kings	10	12,410	12,420	12	17,118	17,130	117%	138%	137.92%
Los Angeles	811,923	2,363	814,286	882,605	1,808	884,413	109%	77%	108.61%
Orange	191,695	12	191,707	186,555	28	186,583	97%	225%	97.33%
Riverside	91,738	115,403	207,141	108,420	137,510	245,930	118%	119%	118.73%
San Bernardino	154,844	844	155,688	190,834	735	191,569	123%	87%	123.05%
San Luis Obispo	7,744	12,837	20,581	4,058	12,698	16,756	52%	99%	81.41%
Santa Barbara	29,704	979	30,683	33,296	749	34,045	112%	77%	110.96%
Tulare	10,312	38,782	49,094	13,111	55,290	68,401	127%	143%	139.33%
Ventura	53,144	2,157	55,301	54,440	1,984	56,424	102%	92%	102.03%
Total	1,375,901	234,091	1,609,992	1,504,497	277,308	1,781,805	109%	118%	111%

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
December 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	41,352	2.3%	25,959	17,146	62.8%	0.9%
February	1,813,736	39,607	2.2%	24,686	16,631	62.3%	0.9%
March	1,811,917	48,203	2.7%	28,188	21,899	58.5%	1.2%
April	1,807,790	43,149	2.4%	26,266	18,556	60.9%	1.0%
May	1,800,656	43,002	2.4%	27,029	17,702	62.9%	1.0%
June	1,790,408	44,941	2.5%	29,593	17,605	65.8%	1.0%
July	1,782,811	40,325	2.3%	22,808	19,001	56.6%	1.07%
August	1,777,876	21,514	1.2%	13,588	9,122	63.2%	0.51%
September	1,776,000	10,039	0.6%	6,500	3,134	64.7%	0.18%
October	1,776,312	10,309	0.6%	6,197	276	60.1%	0.0%
November	1,774,861	7,161	0.4%	3,264	164	45.6%	0.0%
December	1,781,805	9,442	0.5%	2,251	109	23.8%	0.0%
YTD	1,781,805	359,044	20.2%	216,329	141,345	60.3%	7.93%

[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.

*Monthly data has been updated to include customers who had been extended one year due to customer protections as stated in the COVID Transition Plan AL 5794

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
December 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			-	2
PACE – Pacific Asian Consortium in Employment		X	X	X		
Community Pantry of Hemet		X				
Community Action Partnership of San Bernardino		X		X		
LA Works		X				
Children’s Hospital of Orange County		X				
LACDA		X				
YMCA Montebello-Commerce		X				
Sr. Citizens Emergency Fund I.V., Inc.		X				
Coachella Valley Housing Coalition		X				
Southeast Community Development Corp.		X				
Latino Resource Organization		X				
Community Action Partnership - Kern County		X				
Ventura Cty Comm Human		X				
Blessed Sacrament Church		X				
Hermandad Mexicana		X				
CSET		X				
Crest Forest Family and Community Service		X				
CUI – Campesinos Unidos, Inc.		X	X	X		
Veterans in Community Service		X	X	X		
MEND		X				
Catholic Charities of LA – Brownson House		X				
OCCC, Inc. (Orange County Community Center)		X				
APAC Service Center		X			1	47
Visalia Emergency Aid Council		X				
Total Enrollments					1	49

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
December 2022**

2021	Authorized 2021-2026 Budget			Current Month Expenses			Year to Date Expenses			Cycle to Date Expenses		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
CARE Outbound Calling Pilot	N/A	\$ 80,000	\$ 80,000	N/A	\$8,302	\$ 8,302	N/A	\$ 38,214	\$ 38,214	N/A	\$ 38,214	\$ 38,214
Total Pilots		\$ 80,000	\$ 80,000	N/A	\$ 8,302	\$ 8,302	N/A	\$ 38,214	\$ 38,214	N/A	\$ 38,214	\$ 38,214
Studies												
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
Joint IOU - Statewide CARE-ESA Categorical Study	N/A	\$ 18,750	\$ 18,750	N/A	\$ 1,863	\$ 1,863	N/A	\$ 8,108	\$ 8,108	N/A	\$ 8,108	\$ 8,108
Total Studies	N/A	\$ 143,750	\$ 143,750	N/A	\$ 1,863	\$ 1,863	N/A	\$ 8,108	\$ 8,108	N/A	\$ 8,108	\$ 8,108

^[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
December 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	N/A	N/A	N/A	N/A
February	N/A	N/A	N/A	N/A
March	N/A	N/A	N/A	N/A
April	N/A	N/A	N/A	N/A
May	N/A	N/A	N/A	N/A
June	N/A	N/A	N/A	N/A
July	N/A	94.5%	50.6%	65.2%
August		95.0%	46.7%	64.7%
September		93.1%	46.3%	63.9%
October		94.1%	50.2%	63.5%
November		94.9%	48.9%	62.4%
December		95.3%	48.6%	64.8%
YTD		94.5%	48.6%	64.1%

* Data available beginning in July

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
December 2022**

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

ZIP	Top 10 Lowest CARE Enrollment Rate for ZIP Codes in High Poverty (Income Less than 100% FPG)
92617	2.5%
92341	14.5%
93265	44.6%
92321	45.5%
90007	58.0%
92274	66.6%
92273	67.4%
92254	69.0%
92257	69.5%
91744	73.4%

ZIP	Top 10 Lowest CARE Enrollment Rate for ZIP Codes in DAC
90014	32.3%
90021	48.3%
90007	58.0%
92273	67.4%
92254	69.0%
90012	70.7%
91601	72.5%
91744	73.4%
92249	75.0%
90028	75.1%

Notes:

Zip codes with fewer than 100 customers are excluded for privacy reasons.

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.