

**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 JANUARY 2023**

SHAWANE L. LEE

*Attorney for:*

SOUTHERN CALIFORNIA GAS COMPANY  
555 West 5<sup>th</sup> Street, GT14E7  
Los Angeles CA 90013  
Telephone: (213) 244-8499  
Facsimile: (213) 629-9620  
E-Mail: [slee5@socalgas.com](mailto:slee5@socalgas.com)

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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 IOUs and setting forth the parameters for the administration of the CARE, Family Electric Rate Assistance (FERA) and ESA Programs for the 2021-2026 Program Cycle.<sup>1</sup> This report reflects the approved budget and homes treated updates per D.21-06-015.

Program Summary for 2023 ESA Program Main (SF, MH, MF In-Unit)			
	2023 Authorized / Planning Assumption	Actual to Date	%
Budget	\$94,836,846	\$581,528	1%
Homes Treated	69,837	0	0%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	1,435,220*	0	0%
GHG Emissions Reduced (Tons)**	7,345	0	0%

\* 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 January 2023, SoCalGas processed and paid contractor invoices related to work performed in 2022. This activity will be reflected in SoCalGas’ Annual Report for

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

PY2022.

Program Summary for 2023 ESA Program MF CAM			
	2023 Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$8,001,130	\$38,824	0.4%
Properties Treated	N/A	0	0%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	N/A**	0	N/A

\* Authorized budget from unspent, uncommitted funds per AL 5865 filed September 17, 2021, less 2022 spend.

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

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

SoCalGas has no completed Multifamily Common Area Measure (MF CAM) projects completed yet in 2023 and there are thirteen (13) projects in progress consisting of existing projects and new enrollments. Of these thirteen, 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 be completing all current projects in 2023 with the transition to the Multifamily Whole Building Program (MFWB) beginning on July 1, 2023.

Program Summary for 2023 ESA MFWB (MF In-unit, MF CAM, MFWB)			
	2023 Authorized / Planning Assumptions	Actual to Date	%
Budget	\$21,477,314	\$0	0%
Properties Treated*	26,119	0	0%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved*	184,617	0	N/A

\* Per D.21-006-015, to be tracked and reported as targets, but not set as goals.

Multifamily Whole Building will be effective July 1, 2023.

Program Summary for 2023 Pilot Plus/Deep			
	2023 Authorized / Planning Assumptions	Actual to Date	%
Budget	\$6,510,545	\$1,565	0%
Homes Treated	TBD	0	0%
kWh Saved	0	0	0%
kW Demand Reduced	0	0	0%
Therms Saved	TBD	0	0%
GHG Emissions Reduced (Tons)	TBD	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 January 2023.

## **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 2018 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 January.

SoCalGas will launch a multi-channel targeted mass media umbrella campaign in February. The campaign's objective is to increase visits to the Customer Assistance Program's page and increase awareness among eligible customers. The campaign includes a mix of broad channels and targeted strategies to generate awareness and drive actions to the program landing page. The channel mix is broken down into television, radio, and digital such as video, display, social and native platforms. The campaign tag line, "Offering support, in more ways than



one,” speaks to the support that SoCalGas offers its customers by way of its customer assistance programs (e.g., ESAP, CARE, and the Medical Baseline Allowance program) which can be found at the Customer Assistance Program’s landing page. The campaign will run for approximately a month from February to March.

#### E- Newsletter

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

#### Energy Savings Assistance Program - Emails

SoCalGas did not send emails in January as the distribution strategy was being revised. Email distribution will resume in February.

#### Energy Saving Assistance Program - Direct Mailings

SoCalGas did not send direct mail letters in January as the distribution strategy was being revised. Direct mail distribution will resume in February.

#### Energy Savings Assistance Program – Text Messaging

SoCalGas did not send text messages in January as the distribution strategy was being revised. Text message distribution will resume in February.

#### Energy Savings Assistance Program - Bill Inserts

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

#### Energy Savings Assistance Program - Web Activities

There were 1,291 internet-generated leads for the ESA Program during the month of January 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 January. This is due to the implementation of a new social media strategy moving forward. Instead of posting monthly, SoCalGas will now post quarterly. This shift will allow for a more targeted approach to social media outreach and will enable SoCalGas to utilize better analytics. To facilitate this new approach, SoCalGas will be partnering with an ad agency to handle its social media posts.

#### 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 January 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 January 211 LA made two (2) social media posts promoting customer assistance programs. The agency also informed 90 callers about the CARE Program and spoke with 24 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 January, Walking Shield held 24 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Eight (8) program applications were submitted during these meetings. Walking Shield also emailed a total of 50 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.

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 January, 352 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 186 views in January.

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 January, 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 524 individuals at two (2) 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 January, 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 1,150 clients while 539 clients attended Community Health classes in-person or online last month. Staff also provided enrollment assistance to 122 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 292 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 January, 79 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 January, St. Barnabas reached 2,079 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 1,100 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 January, Unity Shoppe provided information on SoCalGas’ Customer Assistance Programs to over 1,761 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 January, Food Share Ventura County distributed 2,816 "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 January, El Concilio distributed CAP information to 353 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 January, FIND Foodbank's partnership with SoCalGas led to 2,320 one-on-one outreach opportunities to present SoCalGas' CAP information in nine (9) of the coverage areas they serve. This month the following coverage areas were visited: Cathedral City, Coachella, Desert Hot Springs, Indio, La Quinta, Mecca, Oasis, Palm Desert, and Palm Springs.

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. In January, staff distributed information regarding SoCalGas' Customer Assistance Programs to 458 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 January, SCDC shared information on Customer Assistance Programs to 175

people through their one-on-one interactions and phone outreach. In addition, their social media reached 548 people.

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 January, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 65 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

January, ONEgeneration hosted or attended seven (7) community events where staff provided collateral materials and information about Customer Assistance Programs to attendees and assisted 15 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 January, a detailed message and link to SoCalGas' Customer Assistance Program's online applications were emailed to 193 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 January, 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 January, MEND staff provided outreach by distributing materials with CAP information to community members in Pacoima, Panorama City, and Sun Valley. They also regularly provide CAP outreach through their Rental Assistance Appointments.

In the month of January, 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 January, Goodwill of OC distributed customer assistance information to 19,665 customers.

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 January, South County outreach held 10 one-on-one case

management meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. One (1) household was assisted in fully completing their Gas Assistance Fund application online. Additionally, 810 food pantry visitors received CAP information.

#### Tribal Outreach Activity

In late 2022, SoCalGas began working with Perez Pacheco Consulting, a Tribal consultant to assist with meeting Decision directives for Tribal Outreach by coordinating meetings with tribal leadership. Since establishing the partnership, SoCalGas has begun coordinating and meeting with both Federally- and Non-Federally Recognized Tribes, as well as tribal community leaders. 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 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 January 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 January, MICOP informed 64 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 January, 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 January, Blind Support Services provided one-on-one touchpoints to 45 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 January, SCRS-IL was able to disseminate Customer Assistance Program information to 660 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 January, Lanterman Regional Center provided information to 80 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 January, DCRC staff distributed Customer Assistance Program information at seven (7) weekly food distribution events to 160 individuals with their fresh produce and provided 30 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 January, OCAF was able to distribute CAP information to over 220 contacts through their crisis call line.

Details regarding specific Disability events that took place during the month of January 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 January. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.



### **1.2.3. Managing Energy Use**

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

### **1.2.4. Services to Reduce Energy Bill**

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

### 1.3. Leveraging Success Evaluation, Including CSD

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

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

- Eastern Municipal Water District
- Fontana Water Company<sup>2</sup>
- Liberty Utilities, formerly Park Water Company<sup>3</sup>
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company<sup>4</sup>
- California American Water
- Moulton Niguel Water District
- Elsinore Valley Municipal Water District
- Western Municipal Water District
- Rancho California Water District

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

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

<sup>4</sup> San Gabriel Valley Water Company serves the following communities: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

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

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 2023 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	205
Colton Public Utilities	0
Pasadena Water and Power	3
Riverside Public Utilities	33
<b>Total</b>	<b>238</b>

Affordable Broadband

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

emails to residential customers. In addition to promoting CETF via marketing channels, SoCalGas includes CETF information in ongoing CBO training presentations 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.

<b>SoCalGas Enrollment and Assessment Training</b>		
	January	Total
Attended Class	6	6
Tested	4	4
Passed	2	2
Enrollment Rate*	50%	50%
*Enrollment rate is Passed/Tested		

<b>SoCalGas Field Operations Training*</b>				
Class Type	January		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	0	0	0	0
HVAC Initial	0	0	0	0
Wx / NGAT Refresher	0	0	0	0
HVAC Refresher	0	0	0	0
Grand Total	0	0	0	0

\* No field operations training was conducted in January due to program invoicing and changeover.

## **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 it to the IOUs. The report has been uploaded to the CALMAC website.

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

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

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

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

The statewide Study Working Group 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)

In January, Evergreen prepared 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. The memorandum's assessment group the third-party programs into four categories in degree of alignment as Category 1 for best aligned programs, the report recommends this categorical eligibility programs. Category 2 is next best aligned programs, report recommends this program for use as a categorical program, whereby only an identifiable subset of participants that aligns best with IOU programs' eligibility criteria would qualify for categorical enrollment and all others would need to qualify based on income eligibility. Category 3 partially aligned programs. The third-party programs in this group generally have multiple paths to entry, some of which align with IOU program requirements and some which do not. Report does not recommend category 3. Category 4 last aligned, which the report also doesn't recommend.

#### 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 will be 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 January, as part of Pilot Plus/Deep (also known as Whole Home), Illume as evaluation consultant updated customer list and data dictionary and it is working on sampling approach. IOUs provided Illume their measure list for their core ESA

programs. Illume reviewed initial / scheduling script and provided feedback to the IOUs. Illume completed interviewing the IOUs program people. SCG and Illume worked on arriving at an NDA for data sharing.

## 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	\$4,396,184	\$417,996	10%
Processing, Certification and Verification	\$2,486,726	\$106,069	4%
Information Tech./Programming	\$1,090,222	\$34,583	3%
Pilots	--	\$8,422	N/A
CHANGES	\$437,502	\$0	0%
Studies	--	\$3,752	N/A
Regulatory Compliance	\$549,966	\$20,219	4%
General Administration	\$1,141,195	\$128,007	11%
CPUC Energy Division Staff	\$79,568	\$9,367	12%
Total Expenses	\$10,181,364	\$728,385	7%
Subsidies and Benefits	\$140,801,916	\$71,030,589	51%
Total Program Costs and Discounts	\$150,983,280	\$72,030,589	48%

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

CARE Enrollment		
Participants Enrolled	Eligible Participants	Enrollment Rate
1,795,788	1,609,992	112%

#### CARE My Account Activity & Enrollments

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications

are now processed in real-time.<sup>6</sup> Once logged into My Account, customers receive message center alerts notifying them that they can apply to the CARE Program if they are eligible, or that they are due for recertification or post-enrollment verification (PEV), depending on their CARE status. Customers may then visit a dedicated CARE Program page within My Account where application processes including enrollment, recertification and PEV are available in English and Spanish. CARE customers may also opt-out of the program if they no longer qualify.

This implementation has increased CARE enrollments, reduced manual processing of applications, and improved customer service by providing real-time status updates and application confirmation. Since its inception, there have been 331,636 successful enrollments, 131,262 recertifications, 7,240 post-enrollment verifications and 27,873 opt-outs. Activity for January is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	21,235	14,662	69%
Re-certification	1,018	959	94%
PEV	53	45	85%
Customer opt-out	645	N/A	N/A

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

### 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 January 2023, CSRs successfully enrolled 10,331 customers in CARE. An additional 1,962 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 626,729 with an additional 218,968 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 January, SoCalGas processed a total of 957 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 January, SoCalGas sent approximately 9,560 emails to new customers with a probability of being eligible for the CARE Program. A total of 380 customers enrolled using the link within this email. A total of approximately 21,401 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 2,037 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 2,379 emails

encouraging these customers to re-apply in January. 416 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 response to the recent increases in natural gas prices, SoCalGas made the decision to increase the number of text messages that are sent, to reach more customers and give them the opportunity to take advantage of the CARE program. This adjustment reflects SoCalGas' commitment to providing relevant and timely information to its customers, to help them manage their energy usage and expenses. In January, SoCalGas sent approximately 30,218 text messages to new customers, existing customers not on CARE, and customers needing to recertify to remain on the program. A total of 475 enrollments were generated from text messages sent.

#### CARE Direct Mail Activity & Enrollments

During the month of January, SoCalGas sent approximately 13,798 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 January, SoCalGas mailed approximately 3,354 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 6,807 online enrollments processed in January. 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 January. SoCalGas approved 149 bill insert applications from prior months in January.

#### CARE Social & Mass Media Campaign

SoCalGas launched a mass media campaign in the month of December that ran throughout the month. This campaign targeted General and Hispanic, markets throughout the SoCalGas service territory. The goal of this campaign was to drive traffic to both the English and Spanish CARE sites and increase online CARE applications and CARE recertifications. This campaign provided 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 121 approved enrollments in January.

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 January, 5,271 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 January generated 1,003 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 157 customers enrolled through leveraging during the month of January.

#### 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 January, 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 January, 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 January.

## **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) territories<sup>7</sup>.

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

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

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

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

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. Opinion Dynamics prepared the consolidated evaluation metrics and circulated them for IOUs review.

#### **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 1<sup>st</sup>, 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, 22 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.

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</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 1 (ONEgeneration)	ONEgeneration Monthly Newslette	Virtual	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 8,000 households via newsletter.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 2 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership- Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.
January 3 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.
January 3 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Community Health Centers- Templeton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 51 attendees.
January 4 (Food Share of Ventura County)	Emergency Box Distribution	College Park- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 780 attendees.
January 4 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
January 5 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
January 5 (Catholic Charities of Orange County)	Food Distribution	Whitten Center - Placentia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
January 5 (Catholic Charities of Orange County)	Food Distribution	Christ Cathedral- Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 5 (The Link)	SLO Co. Food Bank Distribution	Shandon High School- Los Osos	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 115 participants.
January 5 (HSA)	Grab and Go Site	East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 29 individuals.
January 6 (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.
January 6 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 17 attendees.
January 6 (Catholic Charities of Orange County)	Food Distribution	St. Norbert's- Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees
January 7 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 37 attendees.
January 7 (PARS Equality Center)	Workshop on Medical for Afghan Refugees	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees
January 7 (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 64 attendees.



<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 7 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Efren's Deli-Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.
January 8 (ONEgeneration)	Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 430 individuals.
January 9 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.
January 9 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership- Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.
January 9 (Catholic Charities of Orange County)	Food Distribution	La Purisima- Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees
January 9 (Catholic Charities of Orange County)	Food Distribution	St. Boniface- Anaheim	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 800 attendees
January 10 (South County Outreach)	Social Media	Facebook Instagram	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-1,840

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 10 (The Link)	SLO Co. Food Bank Distribution	Baywood Elementary School- Los Osos	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 22 participants.
January 11 (Food Share of Ventura County)	Emergency Box Distribution	College Park-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 840 attendees.
January 11 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.
January 11 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
January 11 (MEND)	Diaper Distribution	Onsite at MEND-Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 164 individuals.
January 12 (ONEgeneration)	ONEgeneration Meal Drivers	ONEgen clients	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 300 individuals.
January 12 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
January 12 (South County Outreach)	Email Outreach	Newsletter sent to clients	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via email newsletter to approximately 2,760 recipients

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 12 (Food Share of Ventura County)	Senior Kit Distribution	BGC- Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 143 attendees.
January 12 (Food Share of Ventura County)	Senior Kit Distribution	Willet	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
January 12 (The Link)	SLO Co. Food Bank Distribution	Bauer Speck Elementary School- Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 63 participants.
January 12 (The Link)	SLO Co. Food Bank Distribution	C.L. Smith Elementary School- San Luis Obispo	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 24 participants.
January 12 (Chinatown Service Center- CSC)	Free Flu Shot	Barnes Park	CBO staff provided information regarding SoCalGas Customer Assistance Program. CAP materials were distributed to 50 attendees
January 13 (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 57 attendees.
January 13 (The Link)	SLO Co. Food Bank Distribution	Lillian Larsen School- San Miguel	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 30 participants.
January 13 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	La Barata Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 52 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 13 (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 31 attendees.
January 13 (El Concilio)	COVID Vaccine Clinic	Oxnard School District Office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 164 attendees.
January 13 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.
January 14-15	Asian American Expo	Pomona	Event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1200 attendees.
January 14 (VietSoCal)	Special Lunar New Year Celebration 2023- Year of the Cat	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 220 attendees.
January 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 118 attendees.
January 16 (VietSoCal)	Food Bank	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees.
January 16 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership- Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 16 (PARS Equality Center)	Adult Computer Workshop	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees
January 16 (ONEgeneration)	Mid-month ONEgeneration Newsletter	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8,000 households in newsletter.
January 17 (ONEgeneration)	Tree People Resource Event	Beverly Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 25 individuals.
January 17 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
January 17 (Catholic Charities of Orange County)	Food Distribution	Immaculate Heart of Mary- Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees
January 17 (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 58 attendees.
January 18 (Food Bank of Santa Barbara)	Healthy School Pantry- Vets Park	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 attendees.
January 18 (HSA)	Grab and Go Site	Compton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 50 individuals.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 18 (Chinatown Service Center- CSC)	Lunar New Year Celebration	City of Baldwin Park	CBO staff provided information regarding SoCalGas Customer Assistance Program. CAP materials were distributed to 50 attendees
January 18 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
January 19 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
January 19 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	Delicias De Mi Tierra Bakery- Nipomo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 72 attendees.
January 19 (The Link)	SLO Co. Food Bank Distribution	Cambria Grammar School- Cambria	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 84 participants.
January 20 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 27 attendees.
January 20 (ONEgeneration)	Las Palmas Park	San Fernando	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 30 individuals.
January 20 (LAC +USC Medical Center)	Food Distribution at LAC+USC Medical Center	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 374 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 21 (MEND)	Hope & Care & Wellness	Onsite at MEND-Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 92 individuals.
January 21 (VietSoCal)	Lunar New Year Countdown Celebration	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
January 21 (Chinatown Service Center- CSC)	Lunar New Year Festival	World Journal-Monterey Park	CBO staff provided information regarding SoCalGas Customer Assistance Program CAP materials were distributed to over 600 attendees.
January 21 (MICOP)	Health Fair	Ventura College	CBO staff provided information regarding SoCalGas Customer Assistance Program CAP materials were distributed to over 200 attendees.
January 23 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	El Korita Western-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.
January 23 (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 51 attendees.
January 23 (Food Share of Ventura County)	Senior Kit Distribution	Mary Star of the Sea- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 91 attendees.
January 23 (VietSoCal)	First Day of Lunar New Year Celebration	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 23 (Veteran’s Legal Institute)	Social Media	Facebook LinkedIn Twitter	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 3,334 followers LinkedIn Reach – 3,591 followers Twitter Reach – 634 followers
January 23 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership- Weekly on Mondays	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.
January 23 (PARS Equality Center)	Legal Clinic	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees
January 24 (PARS Equality Center)	Mental Health Workshop	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 37 attendees
January 24 (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 56 attendees.
January 24 (MEND)	Tabling Outreach	El Super- Panorama City	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP information was distributed to 350 individuals.
January 25 (LAC +USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.



<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 25 (ONEgeneration)	Fish West Valley Food Pantry	Chatsworth	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
January 25 (MEND)	Diaper Distribution	Onsite at MEND- Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 72 individuals.
January 25 (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 50 attendees.
January 25 (The Link)	ELAC Meeting	Cambria Grammar School- Cambria	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 23 participants.
January 25 (Food Share of Ventura County)	Senior Kit Distribution	Living Christ	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 44 attendees.
January 25 (CFS- Promotores Collaborative of San Luis Obispo)	Community Outreach	El Korita- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
January 25 (Food Share of Ventura County)	Senior Kit Distribution	Pacific Point Apartments- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 71 attendees.
January 25 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 26 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
January 26 (Chinatown Service Center- CSC)	Wellness Fair	LA Fetra Center- Glendora	CBO staff provided information regarding SoCalGas Customer Assistance Program. CAP materials were distributed to 50 attendees
January 26 (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 106 attendees.
January 26 (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 91 attendees.
January 26 (MEND)	Serra Medical Group Senior Center	Sun Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed to 4 individuals.
January 27 (Food Share of Ventura County)	Senior Kit Distribution	Oxnard PAL- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 125 attendees.
January 27 (VietSoCal)	Mock Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 27 (Families Forward)	Social Media	Facebook Instagram LinkedIn Twitter	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 3,600 followers LinkedIn Reach – 1,848 followers Twitter Reach – 1,311 followers Instagram reach-2,411 followers
January 28	House of God Apostolic Church Holistic Health, Mind, Body, Soul Event	Los Angeles	Event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
January 28 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
January 28 (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 65 attendees.
January 28 (Chinatown Service Center- CSC)	Wellness Fair	LA Fetra Center- Glendora	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
January 28 (MICOP)	Food Distribution	Southwinds Park- Oxnard	CBO staff provided information regarding SoCalGas Customer Assistance Program CAP materials were distributed to over 60 attendees.
January 28	KRLA and KKLA 2023 Health Fair	Pasadena	SoCalGas event staff provided information regarding SoCalGas Customer Assistance Program CAP materials were distributed to over 100 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
January 29 (MICOP)	Food Distribution	Oxnard College	CBO staff provided information regarding SoCalGas Customer Assistance Program CAP materials were distributed to over 150 attendees.
January 29 (Chinatown Service Center- CSC)	Lunar New Year Festival	Alhambra	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
January 30 (Food Bank of Santa Barbara)	Healthy School Pantry- Red Oaks Church	Tanglewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.
January 30 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership- Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.
January 31 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
January 31 (Walking Shield)	Social Media	Facebook Instagram LinkedIn Twitter	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 702 followers LinkedIn Reach – 33 followers Twitter Reach – 1,393 followers Instagram reach-282 followers Walking Shield Scholars: 102 followers
January 31 (ONEgeneration)	Coffee with a Cop	Granada Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 40 individuals.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 31 (CAP Team)	California News Publishers Association Conference	Sacramento	CAP staff provided information regarding SoCalGas' Customer Assistance Programs to be distributed to 250 individuals.

### **Tribal Outreach Events**

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 6 – 8 (Indigenous Women Rising)	Pechanga Pow – Wow	Tenáculo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 1,200 attendees.
January 12 (Southern California Indian Center)	SCIC Family Wellness Training, Family Workshop 1: Preparing for the new year: Benefits of exercise and finance	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
January 14 (Indigenous Women Rising)	Social Media Post	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs via social media channels. 3,947 followers and 8 shares on two posts.
January 18 (Indigenous Women Rising)	Santa Ana Unified School District Indian Education Parent Meeting	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 25 attendees.
January 19 (Southern California Indian Center)	SCIC Family Wellness Training, Family Workshop 2: Preparing for the new year: Benefits of exercise and nutrition	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees
January 22 (Indigenous Women Rising)	Native American Run for Sacred Land Puvungna Sacred Land	Puvungna Sacred Land- Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 150 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 25 (Indigenous Women Rising)	Inter-Tribal Student Council: Decolonize and Kinship	Cal State Fullerton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 60 attendees.
January 25 (Fernandeno Tataviam Band of Mission Indians)	One-on-One Outreach	Lancaster	CBO staff went door-to-door and provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were received by 15 people.
January 26 (Southern California Indian Center)	SCIC Family Wellness Training, Family Workshop 3: Preparing for the new year: Benefits of exercise and mental health	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees.

### Disability Outreach Events

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 1 (OC Autism Foundation)	Newsletter	Electronic mailing and postal mailing of monthly newsletter with SoCalGas Customer Assistance Programs information	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via newsletter in English: Newsletter Reach – over 5,250 members
January 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 350 members
January 3 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 6 (SCRS-IL)	Hollywood Academy Event	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
January 4 (Frank D Lanterman Regional Center)	Parent Support Group	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 38 attendees.
January 10 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
January 11 (SCRS-IL)	SCRS Community Resources Presentation	El Monte Community Center- El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
January 12 (SCRS-IL)	SCRS Community Resources Presentation	Downey Lab	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
January 13 (SCRS-IL)	COVID 19 Pop Up Vaccine Event	Sunol Center- Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
January 17 (Fiesta Educativa)	ELARC /Fiesta Toy distribution, in person visit	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.
January 17 (SCRS-IL)	Senior Resource Fair	Downey Senior Center- Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 17 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
January 18 (SCRS-IL)	Hand of Service Food Delivery Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
January 18 (Fiesta Educativa)	ELARC /Fiesta Toy distribution, in person visit	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
January 19 (Fiesta Educativa)	ELARC /Fiesta Toy distribution, in person visit	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
January 20 (SCRS-IL)	Pasadena Senior Center Health Fair	Jackie Robinson Center- Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
January 20 (Fiesta Educativa)	ELARC /Fiesta Toy distribution, in person visit	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
January 22 (OC Autism Foundation)	Tet Parade	Westminster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees
January 23 (Fiesta Educativa)	ELARC /Fiesta Toy distribution, in person visit	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.



<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 24 (SCRS-IL)	ESGV Health Event	El Monte Community Center- El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
January 24 (Frank D Lanterman Regional Center)	Presentation for New Staff	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 17 attendees.
January 24 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and <a href="http://www.littlesaigontv.com">www.littlesaigontv.com</a>	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
January 25 (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: Facebook Reach – 2,400 followers
January 25 (SCRS-IL)	SCRS Food Distribution Event	SCRS San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees.
January 25 (Fiesta Educativa)	ELARC /Fiesta Toy distribution, in person visit	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
January 25 (Frank D Lanterman Regional Center)	Parent Leaders Appreciation Event	Lanterman Regional Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
January 26 (SCRS-IL)	Friends in Need Food Pantry	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
January 28 (OC Autism Foundation)	Friendship Club	Costa Mesa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees
January 31 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
Jan 31 (Fiesta Educativa)	Fiesta Familiar	Los Angeles, Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.

**4. APPENDIX B – ESA PROGRAM AND CARE TABLES**

ESA Program Summary Expenses

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

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

ESA Main (SF, MH, MF In-Unit)

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

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

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

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

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

(CSD Leveraging)

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

ESA Program - Table 4A-E – Homes/Buildings Treated by County

ESA Program - Table 5A-F - 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  
January 2023**

ESA Program:	Authorized Budget <sup>[1]</sup>			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Main Program (SF, MH, MF In-Unit)	N/A	\$ 94,836,846	\$ 94,836,846	N/A	\$ 581,528	\$ 581,528	N/A	\$ 581,528	\$ 581,528	N/A	1%	1%
ESA Multifamily Common Area Measures <sup>[2]</sup>	N/A	\$ 8,001,130	\$ 8,001,130	N/A	\$ 38,824	\$ 38,824	N/A	\$ 38,824	\$ 38,824	N/A	0%	0%
ESA Multifamily Whole Building	N/A	\$ 21,477,314	\$ 21,477,314	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
ESA Pilot Plus and Pilot Deep	N/A	\$ 6,510,545	\$ 6,510,545	N/A	\$ 1,565	\$ 1,565	N/A	\$ 1,565	\$ 1,565	N/A	0%	0%
CSD Leveraging	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Building Electrification Retrofit Pilot (SCE)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clean Energy Homes New Construction Pilot (SCE)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			\$ -		\$ -	\$ -		\$ -	\$ -			
			\$ -		\$ -	\$ -		\$ -	\$ -			
<b>ESA Program TOTAL</b>	<b>N/A</b>	<b>\$ 130,825,835</b>	<b>\$ 130,825,835</b>	<b>N/A</b>	<b>\$ 621,917</b>	<b>\$ 621,917</b>	<b>N/A</b>	<b>\$ 621,917</b>	<b>\$ 621,917</b>	<b>N/A</b>	<b>0%</b>	<b>0%</b>

Note: MFWB implementation to occur no earlier than January 2023

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

<sup>[2]</sup> Authorized budget from unspent, uncommitted funds per AL 5865 filed September 17, 2021, less 2022 spend.

**Energy Savings Assistance Program Table 1 - Main (SF, MH, MF In-Unit) Expenses**  
**Southern California Gas Company**  
**January 2023\***

Appliances ESA Program:	Authorized Budget <sup>[1]</sup>			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Appliances	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Domestic Hot Water	N/A	\$ -	\$ -	N/A	\$ (118)	\$ (118)	N/A	\$ (118)	\$ (118)	N/A	0%	0%
Enclosure	N/A	\$ -	\$ -	N/A	\$ (61)	\$ (61)	N/A	\$ (61)	\$ (61)	N/A	0%	0%
HVAC	N/A	\$ -	\$ -	N/A	\$ (648)	\$ (648)	N/A	\$ (648)	\$ (648)	N/A	0%	0%
Maintenance	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Customer Enrollment	N/A	\$ -	\$ -	N/A	\$ 2,238	\$ 2,238	N/A	\$ 2,238	\$ 2,238	N/A	0%	0%
In Home Education	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
<b>Energy Efficiency TOTAL</b>	<b>N/A</b>	<b>\$ 82,837,720</b>	<b>\$ 82,837,720</b>	<b>N/A</b>	<b>\$ 1,410</b>	<b>\$ 1,410</b>	<b>N/A</b>	<b>\$ 1,410</b>	<b>\$ 1,410</b>	<b>N/A</b>	<b>0%</b>	<b>0%</b>
Training Center	N/A	\$ 777,697	\$ 777,697	N/A	\$ 45,748	\$ 45,748	N/A	\$ 45,748	\$ 45,748	N/A	6%	6%
Workforce Education and Training	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Inspections	N/A	\$ 1,510,696	\$ 1,510,696	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Marketing and Outreach	N/A	\$ 1,398,505	\$ 1,398,505	N/A	\$ 132,666	\$ 132,666	N/A	\$ 132,666	\$ 132,666	N/A	9%	9%
Statewide Marketing and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Studies <sup>[2]</sup>	N/A	\$ 262,500	\$ 262,500	N/A	\$ 3,731	\$ 3,731	N/A	\$ 3,731	\$ 3,731	N/A	1%	1%
Regulatory Compliance	N/A	\$ 472,833	\$ 472,833	N/A	\$ 18,773	\$ 18,773	N/A	\$ 18,773	\$ 18,773	N/A	4%	4%
General Administration	N/A	\$ 7,478,836	\$ 7,478,836	N/A	\$ 365,148	\$ 365,148	N/A	\$ 365,148	\$ 365,148	N/A	5%	5%
CPUC Energy Division	N/A	\$ 98,059	\$ 98,059	N/A	\$ 14,051	\$ 14,051	N/A	\$ 14,051	\$ 14,051	N/A	14%	14%
<b>Administration TOTAL</b>	<b>N/A</b>	<b>\$ 11,999,126</b>	<b>\$ 11,999,126</b>	<b>N/A</b>	<b>\$ 580,118</b>	<b>\$ 580,118</b>	<b>N/A</b>	<b>\$ 580,118</b>	<b>\$ 580,118</b>	<b>N/A</b>	<b>5%</b>	<b>5%</b>
<b>TOTAL PROGRAM COSTS</b>	<b>N/A</b>	<b>\$ 94,836,846</b>	<b>\$ 94,836,846</b>	<b>N/A</b>	<b>\$ 581,528</b>	<b>\$ 581,528</b>	<b>N/A</b>	<b>\$ 581,528</b>	<b>\$ 581,528</b>	<b>N/A</b>	<b>1%</b>	<b>1%</b>
<b>Funded Outside of ESA Program Budget</b>												
Indirect Costs				N/A	\$ 254,116	\$ 254,116	N/A	\$ 254,116	\$ 254,116			
NGAT Costs					\$ 66,159	\$ 66,159		\$ 66,159	\$ 66,159			

\* Contractor invoices processed and paid in January are related to work performed in 2022 and reported in SoCalGas 2022 Annual Report.

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

<sup>[2]</sup> 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.

**Note 1:** In January 2023, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,293,475 for contractor costs related to all ESA Program measure categories associated to December 2022 activities. This amount will be incorporated in 2021 costs as reported in the SoCalGas' Annual Report filed May 2023.

**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 Main Table 2 (SF, MH, MF In-Unit)**

**Southern California Gas Company**

**January 2023\***

ESA Program Main (Summary) Total								
Year-To-Date Completed & Expensed Installation								
Measures	Plus	Units	Quantity Installed	kWh [1] (Annual)	kW [1] (Annual)	Therms [1] (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>								
High Efficiency Clothes Washer	X	Home	-	-	-	-	-	#DIV/0!
Refrigerators	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Freezers	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Clothes Dryer	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Dishwasher	N/A	Each	-	-	-	-	\$ -	#DIV/0!
<b>Domestic Hot Water</b>								
Other Domestic Hot Water [3]		Home	-	-	-	-	-	#DIV/0!
Water Heater Tank and Pipe Insulation [4]	X	Home	-	-	-	-	-	#DIV/0!
Water Heater Repair/Replacement	X	Home	-	-	-	-	-	#DIV/0!
Thermostatic Shower Valve		Each	-	-	-	-	-	#DIV/0!
Combined Showerhead/TSV		Each	-	-	-	-	\$ -	#DIV/0!
Heat Pump Water Heater	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Tub Diverter/ Tub Spout		Each	-	-	-	-	-	#DIV/0!
Solar Water Heating	X	Home	-	-	-	-	\$ -	#DIV/0!
<b>Enclosure</b>								
Air Sealing/Envelope [5]	X	Home	-	-	-	-	-	#DIV/0!
Diagnostic Air Sealing	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Attic Insulation	X	Home	-	-	-	-	-	#DIV/0!
Floor Insulation	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Minor Home Repairs		Home	-	-	-	-	-	#DIV/0!
<b>HVAC</b>								
Furnace Repair/Replacement	X	Home	-	-	-	-	-	#DIV/0!
Room A/C Replacement	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Central A/C Replacement	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Heat Pump Replacement	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Evaporative Cooler	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Duct Testing and Sealing	N/A	Home	-	-	-	-	-	#DIV/0!
Energy Efficient Fan Control	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Prescriptive Duct Sealing	X	Home	-	-	-	-	-	#DIV/0!
High Efficiency Forced Air Unit (HE FAU) - Early Replacement	X	Home	-	-	-	-	-	#DIV/0!
High Efficiency Forced Air Unit (HE FAU) - On Burnout	X	Home	-	-	-	-	-	#DIV/0!
Smart Thermostat	X	Home	-	-	-	-	-	#DIV/0!
Portable A/C	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Central Heat Pump-FS (propane or gas space)	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Wholehouse Fan	N/A	Home	-	-	-	-	\$ -	#DIV/0!
<b>Maintenance</b>								
Furnace Clean and Tune	X	Home	-	-	-	-	-	#DIV/0!
Central A/C Tune up	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Evaporative Cooling Maintenance	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Range Hood	X	Home	-	-	-	-	-	#DIV/0!
<b>Lighting</b>								
Removed - Interior Hard wired LED fixtures	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Exterior Hard wired LED fixtures	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Removed - LED Torchiere	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Removed - Occupancy Sensor	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Removed - LED Night Light	N/A	Each	-	-	-	-	\$ -	#DIV/0!
LED Reflector Bulbs	N/A	Each	-	-	-	-	\$ -	#DIV/0!
LED A-Lamps	N/A	Each	-	-	-	-	\$ -	#DIV/0!
<b>Miscellaneous</b>								
Pool Pumps	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Smart Strip Tier I	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Smart Strip Tier II	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Air Purifier	N/A	Home	-	-	-	-	\$ -	#DIV/0!
Cold Storage	N/A	Each	-	-	-	-	\$ -	#DIV/0!
Comprehensive Home Health and Safety Check-up	X	Home	-	-	-	-	\$ -	#DIV/0!
CO and Smoke Alarm	X	Each	-	-	-	-	\$ -	#DIV/0!
<b>Pilots</b>								
<b>Customer Enrollment</b>								
Outreach & Assessment		Home	-	-	-	-	-	#DIV/0!
In-Home Energy Education		Home	-	-	-	-	-	#DIV/0!
<b>Total Savings/Expenditures</b>								
Total Households Weatherized [6]							\$ -	
<b>Households Treated</b>								
- Single Family Households Treated		Home						
- Multi-family Households Treated (In-unit)		Home						
- Mobile Homes Treated		Home						
<b>Total Number of Households Treated</b>		Home	-					
<b># Eligible Households to be Treated for PY</b>		Home						
<b>% of Households Treated</b>		%	#DIV/0!					
- Master-Meter Households Treated		Home						
<b>Year to Date Expenses</b>								
<b>ESA Program - Main</b>			<b>Electric</b>	<b>Gas</b>	<b>Total</b>			
<b>Administration</b>			\$ 580,118	\$ 580,118				
<b>Direct Implementation (Non-Incentive)</b>				\$ -				
<b>Direct Implementation</b>			\$ 1,410	\$ 1,410				<<Includes measures costs
<b>TOTAL ESA Main COSTS</b>			\$ -	\$ 581,528	\$ 581,528			

\* Contractor invoices processed and paid in January are related to work performed in 2022 and reported in SoCalGas 2022 Annual Report.

[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: In-unit included in ESA Main until MFWB is launched, then it will be included in MFWB

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 Common Area Measures Table 2A**  
**Southern California Gas Company**  
**January 2023**

Table 2A 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-kBTUh and Cap-Tons	kWh [4] (Annual)	kW [4] (Annual)	Therms [4][12] (Annual)	Expenses [13] (\$)	% of Expenditure
<b>ESA CAM Measures [2][3]</b>								
<b>Appliances</b>								
High Efficiency Clothers Washer	Home	-	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>								
Other Hot Water	Home	-	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	-	\$ -	0.0%
Water Heater Replace**	Cap-kBTUh	-	-	-	-	-	\$ -	0.0%
Central Boiler Replace**	Cap-kBTUh	-	-	-	-	-	\$ -	#DIV/0!
<b>Envelope</b>								
Air Sealing/Envelope [6]	Home	-	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								
A/C Tune-up**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Furnace Replacement**	Cap-kBTUh	-	-	-	-	-	\$ -	0.0%
Heat Pump Split System**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Programmable Thermostat	Each	-	-	-	-	-	\$ -	0.0%
		-	-	-	-	-	\$ -	0.0%
<b>Lighting</b>								
Exterior LED Lighting	Fixture	-	-	-	-	-	\$ -	0.0%
Exterior LED Lighting - Pool	Lamp	-	-	-	-	-	\$ -	0.0%
Interior LED Exit Sign	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Fixture	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Lighting	KiloLumen	-	-	-	-	-	\$ -	0.0%
Interior LED Screw-in	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type A Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type C Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>								
Tier-2 Smart Power Strip	Each	-	-	-	-	-	\$ -	0.0%
Variable Speed Pool Pump	Each	-	-	-	-	-	\$ -	0.0%
<b>Ancillary Services</b>								
Commissioning [7]	Home	-	-	-	-	-	\$ -	0.0%
Audit [8]	Home	-	-	-	-	-	\$ -	0.0%
Administration [9]	Home	-	-	-	-	-	\$ -	0.0%
		-	-	-	-	-	\$ -	0.0%
<b>Total</b>		-	-	-	-	-	\$ -	

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

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration		\$ 17,923	\$ 17,923
Direct Implementation (Non-Incentive)		\$ -	\$ -
Direct Implementation		\$ 20,902	\$ 20,902
<b>TOTAL MF CAM COSTS</b>	\$ -	\$ 38,824	\$ 38,824

<<Includes measures costs

[1] Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.  
[2] Measures are customized by each IOU, see "Table 2B-1, Eligible Measures List". Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.  
[3] Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.  
Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.  
[4] All savings are calculated based on the following sources:  
DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.  
[5] Microwave savings are from ECONorthWest Studies received in December of 2011.  
[6] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.  
[7] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.  
[8] Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.  
[9] Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.  
[10] Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.  
[11] Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table  
[12] NMEC calculations require 12 months prior and 12 months post implementation data.  
[13] Includes expenditures for projects from 2022; partial payment for projects completed in 2022 may have been included in 2021.

Note: Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC  
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.  
Note: Implementation of the MF CAM Initiative AL 3196-E-A\_2654-G-A was approved effective 5/30/2018.  
\*\* Note: This represents the unit of measure such as Cap Tons and Cap kBTUh. It is not a count of each measure installed or each home the measure was installed in.

**Energy Savings Assistance Program Multifamily Whole Building (MFCAM, MF In-Unit, MFWB) Table 2B**  
**Southern California Gas Company**  
**January 2023**

Table 2B ESA Program - Multifamily Whole Building [1]								
Year-To-Date Completed & Expensed Installation								
ESA MFWB Measures [2][3]	Units (of Measure such as "each")	Quantity Installed	Number of Units for Cap-kBTUh and Cap-Tons	kWh [4] (Annual)	kW [4] (Annual)	Therms [4][12] (Annual)	Expenses [13] (\$)	% of Expenditure
<b>Appliances</b>								
High Efficiency Clothers Washer	Home	-	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>								
Other Hot Water	Home	-	-	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	-	\$ -	0.0%
Water Heater Replace**	Cap-kBTUh	-	-	-	-	-	\$ -	0.0%
Central Boiler Replace**	Cap-kBTUh	-	-	-	-	-		#DIV/0!
<b>Envelope</b>								
Air Sealing/Envelope [6]	Home	-	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								
A/C Tune-up**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Furnace Replacement**	Cap-kBTUh	-	-	-	-	-	\$ -	0.0%
Heat Pump Split System**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Programmable Thermostat	Each	-	-	-	-	-	\$ -	0.0%
		-	-	-	-	-	\$ -	0.0%
<b>Lighting</b>								
Exterior LED Lighting	Fixture	-	-	-	-	-	\$ -	0.0%
Exterior LED Lighting - Pool	Lamp	-	-	-	-	-	\$ -	0.0%
Interior LED Exit Sign	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Fixture	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Lighting	KiloLumen	-	-	-	-	-	\$ -	0.0%
Interior LED Screw-in	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type A Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type C Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>								
Tier-2 Smart Power Strip	Each	-	-	-	-	-	\$ -	0.0%
Variable Speed Pool Pump	Each	-	-	-	-	-	\$ -	0.0%
<b>Ancillary Services</b>								
Commissioning [7]	Home	-	-	-	-	-	\$ -	0.0%
Audit [8]	Home	-	-	-	-	-	\$ -	0.0%
Administration [9]	Home	-	-	-	-	-	\$ -	0.0%
<b>Total</b>	-	-	-	-	-	-	\$ -	

Multifamily Properties Treated (Common Area Measures and Whole Building)	Number
<b>Total Number of Multifamily Properties Treated [10]</b>	
<b>Subtotal of Master-metered Multifamily Properties Treated</b>	
<b>Total Number of Multifamily Tenant Units w/in Properties Treated [11]</b>	
<b>Total Number of buildings w/in Properties Treated</b>	

Multifamily Properties Treated (In-Unit)	Number
<b>Total number of households individually treated (in-unit)</b>	

ESA Program - MFWB	Year to Date Expenses		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)		\$ -	\$ -
Direct Implementation			\$ -
<b>TOTAL MFWB COSTS</b>	\$ -	\$ -	\$ -

<<Includes measures costs

[1] Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.  
[2] Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.  
[3] Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.  
Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.  
[4] All savings are calculated based on the following sources:  
DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.  
[5] Microwave savings are from ECONorthWest Studies received in December of 2011.  
[6] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.  
[7] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.  
[8] Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.  
[9] Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.  
[10] Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.  
[11] Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table  
[12] NMEC calculations require 12 months prior and 12 months post implementation data.  
[13] Includes expenditures for projects from 2022; partial payment for projects completed in 2022 may have been included in 2021.

Note: Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC  
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.  
Note: Implementation of the MF CAM Initiative AL 3196-E-A\_2654-G-A was approved effective 5/30/2018.  
\*\* Note: This represents the unit of measure such as Cap Tons and Cap kBTUh. It is not a count of each measure installed or each home the measure was installed in.



**Energy Savings Assistance Program Pilot Plus and Pilot Deep Table 2C**  
**Southern California Gas Company**  
**January 2023\***

Measures	Units	ESA Program - Pilot Plus						Measures	Units	ESA Program - Pilot Deep					
		Year-To-Date Completed & Expensed Installation								Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure			Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>								<b>Appliances</b>							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%	Hi Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>								<b>Domestic Hot Water</b>							
Faucet Aerater	Each	-	-	-	-	\$ -	0.0%	Faucet Aerater	Each	-	-	-	-	\$ -	0.0%
Low-Flow Showerhead	Each	-	-	-	-	\$ -	0.0%	Low-Flow Showerhead	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
Thermostatic Tub Spout/Diverter	Each	-	-	-	-	\$ -	0.0%	Thermostatic Tub Spout/Diverter	Each	-	-	-	-	\$ -	0.0%
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%	Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%	Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replace	Home	-	-	-	-	\$ -	0.0%	Water Heater Repair/Replace	Home	-	-	-	-	\$ -	0.0%
								Solar Water Heating	Home	-	-	-	-	\$ -	0.0%
								Water Heater Repair/Replace with Tankless WH	Home	-	-	-	-	\$ -	0.0%
								Water Heater Repair/Replace with Solar Water Heating with Storage Backup	Home	-	-	-	-	\$ -	0.0%
								Water Heater Repair/Replace with Solar Water Heating with Tankless Backup	Home	-	-	-	-	\$ -	0.0%
<b>Enclosure[1]</b>								<b>Enclosure[1]</b>							
Minor Home Repairs	Home	-	-	-	-	\$ -	0.0%	Minor Home Repairs	Home	-	-	-	-	\$ -	0.0%
Envelope/Air Sealing Measures	Home	-	-	-	-	\$ -	0.0%	Envelope/Air Sealing Measures	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%	Attic Insulation	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								<b>HVAC</b>							
Gas Furnace Repair/Replace	Home	-	-	-	-	\$ -	0.0%	Gas Furnace Repair/Replace	Home	-	-	-	-	\$ -	0.0%
Smart Thermostat	Home	-	-	-	-	\$ -	0.0%	Smart Thermostat	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
HEFAU Early Replacement	Home	-	-	-	-	\$ -	0.0%	HEFAU Early Replacement	Home	-	-	-	-	\$ -	0.0%
HEFAU on Burnout	Home	-	-	-	-	\$ -	0.0%	HEFAU on Burnout	Home	-	-	-	-	\$ -	0.0%
								HE Wall Furnace Early Replace	Home	-	-	-	-	\$ -	0.0%
								HE Wall Furnace on Burnout	Home	-	-	-	-	\$ -	0.0%
<b>Maintenance</b>								<b>Maintenance</b>							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%	Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
CO and Smoke Alarms	Home	-	-	-	-	\$ -	0.0%	CO and Smoke Alarms	Home	-	-	-	-	\$ -	0.0%
Range Hood	Home	-	-	-	-	\$ -	0.0%	Range Hood	Home	-	-	-	-	\$ -	0.0%
Comprehensive Home Health & Safety Check-up	Home	-	-	-	-	\$ -	0.0%	Comprehensive Home Health & Safety Check-up	Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>								<b>Lighting</b>							
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>								<b>Miscellaneous</b>							
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
<b>Customer Enrollment</b>								<b>Customer Enrollment</b>							
ESA Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%	ESA Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%
ESA In-Home Energy Education	Home	-	-	-	-	\$ -	0.0%	ESA In-Home Energy Education	Home	-	-	-	-	\$ -	0.0%
<b>Total Savings/Expenditures</b>							0.0%	<b>Total Savings/Expenditures</b>							0.0%
<b>Households Treated</b>								<b>Households Treated</b>							
- Single Family Households Treated	Home							- Single Family Households Treated	Home						
- Mobile Homes Treated	Home							- Mobile Homes Treated	Home						
<b>Total Number of Households Treated</b>	Home							<b>Total Number of Households Treated</b>	Home						

ESA Program - Pilot Plus and Pilot Deep	Year to Date Expenses		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)			\$ -
Direct Implementation			\$ -
<b>TOTAL Pilot Plus and Pilot Deep COSTS</b>	\$ -	\$ -	\$ -

<<Includes measures costs

\* 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 Pilots Table 2D-E**  
**Southern California Gas Company**  
**January 2023**

NOT APPLICABLE TO SOCALGAS

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

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

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

**Energy Savings Assistance Program CSD Leveraging Table 2F**  
**Southern California Gas Company**  
**January 2023**

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

ESA Program - CSD Leveraging	Year to Date Expenses <sup>6</sup>		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)			\$ -
Direct Implementation			\$ -
<b>TOTAL CSD Leveraging COSTS</b>	\$ -	\$ -	\$ -

[1] All savings are calculated based on the following sources:  
 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.  
 [2] Microwave savings are from ECONorthWest Studies received in December of 2011.  
 [3] Includes Faucet Aerators and Low Flow Showerheads  
 [4] Includes Water Heater Blankets and Water Heater Pipe Insulation  
 [5] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.  
 [6] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.  
 Note: Any measures noted as 'NEW' have been added during the course of this program year.  
 Note: Any measure noted as "REMOVED" are no longer offered by the program but have been kept for tracking purposes.

**Energy Savings Assistance Program Tables 3A-H - Energy Savings and Average Bill Savings  
per Treated Home/Common Area  
Southern California Gas Company  
January 2023\***

<b>Table 3A, ESA Program Main (SF, MH, MF In-Unit)</b>	
Annual kWh Savings	N/A
Annual Therm Savings	
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	
Current kWh Rate	N/A
Current Therm Rate	
Average 1st Year Bill Savings / Treated households	
Average Lifecycle Bill Savings / Treated Household	

<b>Table 3B, ESA Program - Multifamily Common Area [1]</b>	
Annual kWh Savings	N/A
Annual Therm Savings	
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	-
Current kWh Rate	N/A
Current Therm Rate	
Average 1st Year Bill Savings / Treated Property	
Average Lifecycle Bill Savings / Treated Property	

<b>Table 3C, ESA Program - Multifamily Whole Building [1]</b>	
Annual kWh Savings	N/A
Annual Therm Savings	
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	-
Current kWh Rate	N/A
Current Therm Rate	
Average 1st Year Bill Savings / Treated Property	
Average Lifecycle Bill Savings / Treated Property	

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

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

<b>Table 3F, ESA Program - Building Electrification - N/A for SoCalGas</b>	
Annual kWh Savings	-
Annual Therm Savings	-
Lifecycle kWh Savings	-
Lifecycle Therm Savings	-
Current kWh Rate	\$ -
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Property	\$ -
Average Lifecycle Bill Savings / Treated Property	\$ -

<b>Table 3G, ESA Program - CSD Leveraging</b>	
Annual kWh Savings	N/A
Annual Therm Savings	-
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	-
Current kWh Rate	N/A
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Property	\$ -
Average Lifecycle Bill Savings / Treated Property	\$ -

<b>Table 3H, Summary - ESA Program (SF, MH, MF In-Unit), MFCAM, MFWB, PP, PD, BE, CSD</b>	
Annual kWh Savings	N/A
Annual Therm Savings	-
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	-
Current kWh Rate	N/A
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Households	\$ -
Average Lifecycle Bill Savings / Treated Households	\$ -

\* January activity is related to work performed in 2022 and reported in SoCalGas 2022 Annual Report.  
[1] NMEC calculations require 12 months prior and post implementation data.

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

Energy Savings Assistance Program Table 4 - Homes/Buildings Treated  
Southern California Gas Company  
January 2023\*

Table 4A, ESA Program (SF, MH, MF In-Unit)						
County	Eligible Households [3]			Households Treated YTD		
	Rural [1]	Urban	Total	Rural	Urban	Total
Fresno			0			0
Imperial			0			0
Kern			0			0
Kings			0			0
Los Angeles			0			0
Orange			0			0
Riverside			0			0
San Bernardino			0			0
San Luis Obispo			0			0
Santa Barbara			0			0
Tulare			0			0
Ventura			0			0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Table 4B, ESA Program - Multifamily Common Area						
County				Households Treated YTD		
				Rural	Urban	Total
Fresno						
Imperial						
Kern						
Kings						
Los Angeles						
Orange						
Riverside						
San Bernardino						
San Luis Obispo						
Santa Barbara						
Tulare						
Ventura						
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

Table 4C, ESA Program - Multifamily Whole Building (MFCAM, MF In-Unit, MFWB)						
County	Eligible Properties [2]			Properties Treated YTD		
				Rural	Urban	Total
Fresno						
Imperial						
Kern						
Kings						
Los Angeles						
Orange						
Riverside						
San Bernardino						
San Luis Obispo						
Santa Barbara						
Tulare						
Ventura				-		
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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

Table 4E, 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						
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

\* January activity is related to work performed in 2022 and reported in SoCalGas 2022 Annual Report.  
 [1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.  
 [2] Do not currently have Eligible Properties for ESA CAM.  
 [3] 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% FPL) to now establishing the ESA Program's income limits to at or below 250% of 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  
January 2023\***

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
March	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
April	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
July	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
August	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\* January activity is related to work performed in 2022 and reported in SoCalGas 2022 Annual Report.  
[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 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 - Multifamily Common Area																
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 Whole Building																
Month	Gas & Electric				Gas Only [1]				Electric Only			Total				
	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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.

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

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2C.

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

Table 5E, ESA Program - Building Electrification																
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 2D.

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

Table 5F, 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 2F.

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**  
**January 2023**

	Authorized 2021-26 Funding			Current Month Expenses			Year to Date Expenses			Cycle to Date Expenses			% of Budget Expended		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Pilots</b>															
ESA Pilot Plus/Deep Program	N/A	\$ 32,552,726	\$ 32,552,726	N/A	\$ 1,565	\$ 1,565	N/A	\$ 1,565	\$ 1,565	N/A	\$ 28,772	\$ 28,772	N/A	0%	0%
<b>Total Pilots</b>	<b>N/A</b>	<b>\$ 32,552,726</b>	<b>\$ 32,552,726</b>	<b>N/A</b>	<b>\$ 1,565</b>	<b>\$ 1,565</b>	<b>N/A</b>	<b>\$ 1,565</b>	<b>\$ 1,565</b>	<b>N/A</b>	<b>\$ 28,772</b>	<b>\$ 28,772</b>	<b>N/A</b>	<b>0%</b>	<b>0%</b>
<b>Studies</b>															
Needs Assessment (LINA) <sup>[1]</sup>	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 78,216	\$ 78,216	N/A	125%	125%
Joint IOU - Multifamily CAM Process Evaluation <sup>[2]</sup>	N/A	\$ 75,000	\$ 75,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 23,761	\$ 23,761	N/A	0%	0%
2020 Non Energy Benefits Evaluation (NEB's) <sup>[3]</sup>	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	0%	0%
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Statewide CARE-ESA Categorical Study	N/A	\$ 18,750	\$ 18,750	N/A	\$ 3,731	\$ 3,731	N/A	\$ 3,731	\$ 3,731	N/A	\$ 11,800	\$ 11,800	N/A	20%	20%
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%
<b>Total Studies <sup>[4]</sup></b>	<b>N/A</b>	<b>\$ 1,068,750</b>	<b>\$ 1,068,750</b>	<b>N/A</b>	<b>\$ 3,731</b>	<b>\$ 3,731</b>	<b>N/A</b>	<b>\$ 3,731</b>	<b>\$ 3,731</b>	<b>N/A</b>	<b>\$ 11,800</b>	<b>\$ 11,800</b>	<b>N/A</b>	<b>1%</b>	<b>1%</b>

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

<sup>[2]</sup> MF CAM study funded out of MF CAM prior cycle unspent funds per AL 5744. Current month credit due to accounting reversal of June 2022 accrual, where billing has been delayed.

<sup>[3]</sup> Cycle-to-date amount related to 2020 activity posted in 2021.

<sup>[4]</sup> Total studies amount includes 2021-2026 authorized budget in D.21-06-015 only as well as associated spending.

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

**Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions**  
**Southern California Gas Company**  
**January 2023\***

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

Customer Segments	# of Households Eligible* [1]	# of Households Treated [17]	Enrollment Rate = (C/B)	# of Households Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving Measures Only)	Avg. Cost Per Treated Household
<b>Demographic</b>											
Housing Type											
SF			#DIV/0!		0.0%						
MH			#DIV/0!		0.0%						
MF In-Unit			#DIV/0!		0.0%						
Rent vs. Own											
Own			#DIV/0!		0.0%						
Rent			#DIV/0!		0.0%						
Vacant					0.0%						
Previous vs. New Participant											
New participant					0.0%						
Previous Participant					0.0%						
Seniors [3]			#DIV/0!		0.0%						
Veterans [4]			#DIV/0!		0.0%						
Hard-to-Reach [5]			#DIV/0!		0.0%						
Vulnerable [6]			#DIV/0!		0.0%						
<b>Location</b>											
DAC [7]			#DIV/0!		0.0%						
Rural			#DIV/0!		0.0%						
Tribal [8]			#DIV/0!		0.0%						
PSPS Zone			N/A		N/A						
Wildfire Zone [9]			#DIV/0!		0.0%						
Climate Zone											
4			#DIV/0!		0.0%						
5			#DIV/0!		0.0%						
6			#DIV/0!		0.0%						
8			#DIV/0!		0.0%						
9			#DIV/0!		0.0%						
10			#DIV/0!		0.0%						
13			#DIV/0!		0.0%						
14			#DIV/0!		0.0%						
15			#DIV/0!		0.0%						
16			#DIV/0!		0.0%						
CARB Communities [10]			#DIV/0!		0.0%						
<b>Financial</b>											
CARE			#DIV/0!		0.0%						
Disconnected [2]					0.0%						
Arrearages [11]			#DIV/0!		0.0%						
High Usage [12]			#DIV/0!		0.0%						
High Energy Burden [13]					0.0%						
SEVI [14]											
<25%			#DIV/0!		0.0%						
25%-50%					0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Affordability Ratio [15]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
<b>Health Condition</b>											
Medical Baseline			#DIV/0!		0.0%						
Respiratory [16]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Disabled [4]			#DIV/0!		0.0%						

\* January activity is related to work performed in 2022 and reported in SoCalGas 2022 Annual Report.

Note: The MF In-unit will be tracked with ESA main program until MFWB program launches. Upon MFWB program launch, the data for MF In-Unit and MF CAM will be captured in the MFWB section in the following two tables below.

**Multifamily Whole Building (MFWB)**

Customer Segments	# of Properties Eligible* [1]	# of Properties Treated [17]	Enrollment Rate = (C/B)	# of Properties Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Property (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Property (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Property	Avg. Energy Savings (Therms) Per Treated Property (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Property (Energy Saving Measures Only)	Avg. Cost Per Treated Property
<b>Demographic</b>											
Housing Type											
SF			#DIV/0!		0.0%						
MH			#DIV/0!		0.0%						
MF In-Unit			#DIV/0!		0.0%						
Rent vs. Own											
Own			#DIV/0!		0.0%						
Rent			#DIV/0!		0.0%						
Vacant					0.0%						
Previous vs. New Participant											
New participant					0.0%						
Previous Participant					0.0%						
Seniors [3]			#DIV/0!		0.0%						
Veterans [4]			#DIV/0!		0.0%						
Hard-to-Reach [5]			#DIV/0!		0.0%						
Vulnerable [6]			#DIV/0!		0.0%						
<b>Location</b>											
DAC [7]			#DIV/0!		0.0%						
Rural			#DIV/0!		0.0%						
Tribal [8]			#DIV/0!		0.0%						
PSPS Zone			N/A		N/A						
Wildfire Zone [9]			#DIV/0!		0.0%						
Climate Zone											
4			#DIV/0!		0.0%						
5			#DIV/0!		0.0%						
6			#DIV/0!		0.0%						
8			#DIV/0!		0.0%						
9			#DIV/0!		0.0%						
10			#DIV/0!		0.0%						
13			#DIV/0!		0.0%						
14			#DIV/0!		0.0%						
15			#DIV/0!		0.0%						
16			#DIV/0!		0.0%						
CARB Communities [10]			#DIV/0!		0.0%						
<b>Financial</b>											
CARE			#DIV/0!		0.0%						
Disconnected [2]					0.0%						
Arrearages [11]			#DIV/0!		0.0%						
High Usage [12]			#DIV/0!		0.0%						
High Energy Burden [13]					0.0%						
SEVI [14]											
<25%			#DIV/0!		0.0%						
25%-50%					0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Affordability Ratio [15]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
<b>Health Condition</b>											
Medical Baseline			#DIV/0!		0.0%						
Respiratory [16]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Disabled [4]			#DIV/0!		0.0%						

**Multifamily Whole Building (Individual in-unit treatments)**

Customer Segments	# of Units Eligible* [1]	# of Units Treated [17]	Enrollment Rate = (C/B)	# of Units Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Unit (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Unit (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Unit	Avg. Energy Savings (Therms) Per Treated Unit (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Unit (Energy Saving Measures Only)	Avg. Cost Per Treated Unit
<b>Demographic</b>											
Housing Type											
SF			#DIV/0!		0.0%						
MH			#DIV/0!		0.0%						
MF In-Unit			#DIV/0!		0.0%						
Rent vs. Own											
Own			#DIV/0!		0.0%						



Rent		#DIV/0!	0.0%								
Vacant			0.0%								
Previous vs. New Participant											
New participant			0.0%								
Previous Participant			0.0%								
Seniors [3]		#DIV/0!	0.0%								
Veterans [4]		#DIV/0!	0.0%								
Hard-to-Reach [5]		#DIV/0!	0.0%								
Vulnerable [6]		#DIV/0!	0.0%								
<b>Location</b>											
DAC [7]		#DIV/0!	0.0%								
Rural		#DIV/0!	0.0%								
Tribal [8]		#DIV/0!	0.0%								
PSPS Zone		N/A	N/A								
Wildfire Zone [9]		#DIV/0!	0.0%								
Climate Zone											
4		#DIV/0!	0.0%								
5		#DIV/0!	0.0%								
6		#DIV/0!	0.0%								
8		#DIV/0!	0.0%								
9		#DIV/0!	0.0%								
10		#DIV/0!	0.0%								
13		#DIV/0!	0.0%								
14		#DIV/0!	0.0%								
15		#DIV/0!	0.0%								
16		#DIV/0!	0.0%								
CARB Communities [10]		#DIV/0!	0.0%								
<b>Financial</b>											
CARE		#DIV/0!	0.0%								
Disconnected [2]			0.0%								
Arrearages [11]		#DIV/0!	0.0%								
High Usage [12]		#DIV/0!	0.0%								
High Energy Burden [13]			0.0%								
SEVI [14]											
<25%		#DIV/0!	0.0%								
25%-50%			0.0%								
50%-75%		#DIV/0!	0.0%								
>75%		#DIV/0!	0.0%								
Affordability Ratio [15]											
<25%		#DIV/0!	0.0%								
25%-50%		#DIV/0!	0.0%								
50%-75%		#DIV/0!	0.0%								
>75%		#DIV/0!	0.0%								
<b>Health Condition</b>											
Medical Baseline		#DIV/0!	0.0%								
Respiratory [16]											
<25%		#DIV/0!	0.0%								
25%-50%		#DIV/0!	0.0%								
50%-75%		#DIV/0!	0.0%								
>75%		#DIV/0!	0.0%								
Disabled [4]		#DIV/0!	0.0%								

Pilot Plus and Pilot Deep

Customer Segments	# of Households Eligible* [1]	# of Households Treated [17]	Enrollment Rate = (C/B)	# of Households Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving Measures Only)	Avg. Cost Per Treated Household
<b>Demographic</b>											
Housing Type											
SF			#DIV/0!		0.0%						
MH			#DIV/0!		0.0%						
MF In-Unit			#DIV/0!		0.0%						
Rent vs. Own											
Own			#DIV/0!		0.0%						
Rent			#DIV/0!		0.0%						
Vacant					0.0%						
Previous vs. New Participant											
New participant					0.0%						
Previous Participant					0.0%						
Seniors [3]			#DIV/0!		0.0%						
Veterans [4]			#DIV/0!		0.0%						
Hard-to-Reach [5]			#DIV/0!		0.0%						
Vulnerable [6]			#DIV/0!		0.0%						
<b>Location</b>											
DAC [7]			#DIV/0!		0.0%						
Rural			#DIV/0!		0.0%						
Tribal [8]			#DIV/0!		0.0%						
PSPS Zone			N/A		N/A						
Wildfire Zone [9]			#DIV/0!		0.0%						
Climate Zone											
4			#DIV/0!		0.0%						
5			#DIV/0!		0.0%						
6			#DIV/0!		0.0%						
8			#DIV/0!		0.0%						
9			#DIV/0!		0.0%						
10			#DIV/0!		0.0%						
13			#DIV/0!		0.0%						
14			#DIV/0!		0.0%						
15			#DIV/0!		0.0%						
16			#DIV/0!		0.0%						
CARB Communities [10]			#DIV/0!		0.0%						
<b>Financial</b>											
CARE			#DIV/0!		0.0%						
Disconnected [2]					0.0%						
Arrearages [11]			#DIV/0!		0.0%						
High Usage [12]			#DIV/0!		0.0%						
High Energy Burden [13]					0.0%						
SEVI [14]											
<25%			#DIV/0!		0.0%						
25%-50%					0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Affordability Ratio [15]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
<b>Health Condition</b>											
Medical Baseline			#DIV/0!		0.0%						
Respiratory [16]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Disabled [4]			#DIV/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% of FPL) to now establishing the ESA Program's income limits to at or below 250% of FPL.

[1] Eligible household counts by segment provided by Athens. Segments with no data may be calculated internally at a later date.

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

[3] Senior defined as age 65 and older as self reported during enrollment.

[4] Self identified on application form.

[5] SoCalGas defines Hard to Reach as a customer who either has a language preference other than English or lives in a mobile home or multifamily dwelling unit.

[6] Vulnerable is defined as Disadvantaged Vulnerable Communities (DVC) which consists of communities in the 25% highest scoring census tracts according to the most current versions of the CalEnviroScreen, as well as all California tribal lands, census tracts that score in the highest 5% of Pollution Burden within CalEnviroScreen, but do not receive an overall CalEnviroScreen score due to unreliable public health and socioeconomic data, and census tracts with median household incomes less than 60% of state median income.

[7] As defined by CalEnviroScreen 4.0.

[8] SoCalGas uses geographic boundary information to identify federally recognized tribal areas in conjunction with an augment to the ESA application to allow for customer to self-identify as a member of a tribal community.

[9] Includes Zones 2 and 3 (Tiers 2 and 3) of the CPUC Fire-Threat Map.

[10] Neighborhoods identified by CARB Air Protection Program that overlap with DAC ZIP codes per CalEnviroScreen.

[11] SoCalGas defines arrearages as overdue balance greater than 30 days past due.

[12] SoCalGas defines high usage as at least 200% of baseline for any month within the previous calendar year.

[13] SoCalGas defines High Energy Burden as customers that have to spend 2% or more of household income on their gas bill.

[14] The Socioeconomic Vulnerability Index (SEVI) metric represents the relative socioeconomic standing of census tracts, referred to as communities, in terms of poverty, unemployment, educational attainment, linguistic isolation, and percentage of income spent on housing. SoCalGas utilizes the SEVI data provided by the CPUC to map its service territory by SEVI scores.

[15] Threshold based on CPUC 2019 Annual Affordability Report, utilizing AR20 data.

[16] SoCalGas utilizes the 'Asthmas' indicator in CalEnviroScreen 4.0 (published by the California Office of Environmental Health Hazard Assessment) as a proxy to identify locations with varying levels of respiratory conditions within its service territory.

[17] Households Treated data is not additive because customers may be represented in multiple categories.

**Energy Savings Assistance Program Table - 8 Clean Energy Referral, Leveraging, and Coordination  
Southern California Gas Company  
January 2023**

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				11,423	3,266
Water Agencies [3]	SoCalGas provides the ability for water agencies to capture water savings through co-funding opportunities		10 Agencies			0
Municipal Electric Providers [4]	SoCalGas provides co-funding opportunities to electric and water providers who might otherwise not offer energy savings measures		3 Providers			238
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**  
**January 2023**

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
Tribes completed ESA Meet & Confer	0	
Tribes requested outreach materials or applications	2	No tribes have responded to SoCalGas' outreach efforts
Tribes who have not accepted offer to Meet and Confer	0	No tribes have responded to SoCalGas' outreach efforts
Non-Federally Recognized Tribes who participated in Meet & Confer	4	Met with 4 Non-Federally Recognized tribes in November - Juaneno Band of Mission Indians, Acjachemen Nation - Gabrieleno (Tongva) Band of Mission Indians - Fernandeno Tataviam Band of Mission Indians - Chumash
Tribes and Housing Authority sites involved in Focused Project/ESA Partnership offer on Tribal Lands	0	No specific Focused Projects or ESA Partnerships in effect.
Housing Authority and Tribal Temporary Assistance for Needy Families (TANF) office who received outreach (this includes email, U.S. mail, and/or phone calls)	12	Pechanga Band of Luiseno Indians, Morongo Band of Mission Indians, Soboba Band of Luiseno Indians, Torres Martinez Band of Desert Cahuilla Indians, Cahuilla Band of Indians, Tejon Indian Tribe, Agua Caliente Band of Cahuilla Indians, Cabazon Band of Mission Indians, Chemhuevi Indian Tribe, Santa Ynez Band of Chumash Indians, Augustine Band of Cahuilla Indians, Tule River Tribe
Housing Authority and TANF offices who participated in Meet and Confer	0	No tribes have responded to SoCalGas' outreach efforts

**CARE Table 1 - CARE Program Expenses**  
**Southern California Gas Company**  
**January 2023**

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	\$ 4,396,184	\$ 4,396,184	N/A	\$417,966	\$ 417,966	N/A	\$417,966	\$ 417,966	N/A	10%	10%
Processing / Certification Re-certification	N/A	\$ 2,239,037	\$ 2,239,037	N/A	\$99,737	\$ 99,737	N/A	\$99,737	\$ 99,737	N/A	4%	4%
Post Enrollment Verification	N/A	\$ 247,690	\$ 247,690	N/A	\$6,332	\$ 6,332	N/A	\$6,332	\$ 6,332	N/A	3%	3%
IT Programming	N/A	\$ 1,090,222	\$ 1,090,222	N/A	\$34,583	\$ 34,583	N/A	\$34,583	\$ 34,583	N/A	3%	3%
Pilots	N/A	\$ -	\$ -	N/A	\$8,422	\$ 8,422	N/A	\$8,422	\$ 8,422	N/A	#DIV/0!	#DIV/0!
CHANGES Program	N/A	\$ 437,502	\$ 437,502	N/A	\$0	\$ -	N/A	\$0	\$ -	N/A	0%	0%
Studies	N/A	\$ -	\$ -	N/A	\$3,752	\$ 3,752	N/A	\$3,752	\$ 3,752	N/A	#DIV/0!	#DIV/0!
Regulatory Compliance	N/A	\$ 549,966	\$ 549,966	N/A	\$20,219	\$ 20,219	N/A	\$20,219	\$ 20,219	N/A	4%	4%
General Administration	N/A	\$ 1,141,195	\$ 1,141,195	N/A	\$128,007	\$ 128,007	N/A	\$128,007	\$ 128,007	N/A	11%	11%
CPUC Energy Division	N/A	\$ 79,568	\$ 79,568	N/A	\$9,367	\$ 9,367	N/A	\$9,367	\$ 9,367	N/A	12%	12%
<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>N/A</b>	<b>\$ 10,181,364</b>	<b>\$ 10,181,364</b>	<b>N/A</b>	<b>\$ 728,385</b>	<b>\$ 728,385</b>	<b>N/A</b>	<b>\$ 728,385</b>	<b>\$ 728,385</b>	<b>N/A</b>	<b>7%</b>	<b>7%</b>
CARE Rate Discount	N/A	\$ 140,801,916	\$ 140,801,916	N/A	\$71,302,204	\$ 71,302,204	N/A	\$71,302,204	\$ 71,302,204	N/A	51%	51%
<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>N/A</b>	<b>\$ 150,983,280</b>	<b>\$ 150,983,280</b>	<b>N/A</b>	<b>\$ 72,030,589</b>	<b>\$ 72,030,589</b>	<b>N/A</b>	<b>\$ 72,030,589</b>	<b>\$ 72,030,589</b>	<b>N/A</b>	<b>48%</b>	<b>48%</b>
Other CARE Rate Benefits												
- DWR Bond Charge Exemption												
- CARE Surcharge Exemption				N/A	\$10,669,852	\$ 10,669,852	N/A	\$10,669,852	\$ 10,669,852			
- California Solar Initiative Exemption												
- kWh Surcharge Exemption												
- Vehicle Grid Integration Exemption												
Total Other CARE Rate Benefits				<b>N/A</b>	<b>\$ 10,669,852</b>	<b>\$ 10,669,852</b>	<b>N/A</b>	<b>\$ 10,669,852</b>	<b>\$ 10,669,852</b>			
Indirect Costs				N/A	\$138,730	\$ 138,730	N/A	\$138,730	\$ 138,730			

[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  
January 2023**

2023	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Enrollment Rate % (W/X)	
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
January	5,271	1,003	157	6,431	11,602	4,051	6,478	5	22,136	28,567	3,109	23,167	10,870	37,146	4,681	18	211	9,674	14,584	65,713	13,983	1,795,788	1,609,992	112%	
February				0					0	0				0					0	0	0				
March				0					0	0				0					0	0	0				
April				0					0	0				0					0	0	0				
May				0					0	0				0					0	0	0				
June				0					0	0				0					0	0	0				
July				0					0	0				0					0	0	0				
August				0					0	0				0					0	0	0				
September				0					0	0				0					0	0	0				
October				0					0	0				0					0	0	0				
November				0					0	0				0					0	0	0				
December				0					0	0				0					0	0	0				
YTD Total	5,271	1,003	157	6,431	11,602	4,051	6,478	5	22,136	28,567	3,109	23,167	10,870	37,146	4,681	18	211	9,674	14,584	65,713	13,983	1,795,788	1,609,992	112%	

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

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

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

**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**  
**January 2023\***

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	1,795,788	1,473	0.1%	0	7	7	0.5%	0.0%
February			#DIV/0!					
March			#DIV/0!					
April			#DIV/0!					
May			#DIV/0!					
June			#DIV/0!					
July			#DIV/0!					
August			#DIV/0!					
September			#DIV/0!					
October			#DIV/0!					
November			#DIV/0!					
December			#DIV/0!					
YTD Total	0	1,473	#DIV/0!	0	7	7	0.5%	0.0%

[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-  
[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  
\*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							0.0%	
February							0.0%	
March							0.0%	
April							0.0%	
May							0.0%	
June							0.0%	
July							0.0%	
August							0.0%	
September							0.0%	
October							0.0%	
November							0.0%	
December							0.0%	
YTD Total	#N/A	0	#N/A	0	0	0	0.0%	#N/A

**CARE Table 4 - Enrollment by County  
Southern California Gas Company  
January 2023**

County	Estimated Eligible Households <sup>1</sup>			Total Households Enrolled <sup>2</sup>			Enrollment Rate <sup>3</sup>		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	11,267	8	11,274	13,293	20	13,313	118%	264%	118.08%
Imperial	0	17,900	17,900	2	15,070	15,072	n/a	84%	84.20%
Kern	13,521	30,396	43,917	18,155	34,489	52,644	134%	113%	119.87%
Kings	10	12,410	12,420	12	17,223	17,235	117%	139%	138.77%
Los Angeles	811,923	2,363	814,286	889,482	1,832	891,314	110%	78%	109.46%
Orange	191,695	12	191,707	188,170	28	188,198	98%	225%	98.17%
Riverside	91,738	115,403	207,141	109,411	138,703	248,114	119%	120%	119.78%
San Bernardino	154,844	844	155,688	192,447	728	193,175	124%	86%	124.08%
San Luis Obispo	7,744	12,837	20,581	4,106	12,765	16,871	53%	99%	81.97%
Santa Barbara	29,704	979	30,683	33,386	754	34,140	112%	77%	111.27%
Tulare	10,312	38,782	49,094	13,209	55,615	68,824	128%	143%	140.19%
Ventura	53,144	2,157	55,301	54,871	2,017	56,888	103%	94%	102.87%
<b>Total</b>	<b>1,375,901</b>	<b>234,091</b>	<b>1,609,992</b>	<b>1,516,544</b>	<b>279,244</b>	<b>1,795,788</b>	<b>110%</b>	<b>119%</b>	<b>112%</b>

<sup>1</sup> Revised eligible estimates for 2023 not available at the time of this filing. Estimates are 2022 values.

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

<sup>3</sup> Penetration Rate and Enrollment Rate are the same value.

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

**CARE Table 5 - Recertification Results  
Southern California Gas Company  
January 2023\***

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	1,795,788	10,341	0.6%	2,127	142	20.6%	0.01%
February			#DIV/0!			#DIV/0!	#DIV/0!
March			#DIV/0!			#DIV/0!	#DIV/0!
April			#DIV/0!			#DIV/0!	#DIV/0!
May			#DIV/0!			#DIV/0!	#DIV/0!
June			#DIV/0!			#DIV/0!	#DIV/0!
July			#DIV/0!			#DIV/0!	#DIV/0!
August			#DIV/0!			#DIV/0!	#DIV/0!
September			#DIV/0!			#DIV/0!	#DIV/0!
October			#DIV/0!			#DIV/0!	#DIV/0!
November			#DIV/0!			#DIV/0!	#DIV/0!
December			#DIV/0!			#DIV/0!	#DIV/0!
<b>YTD</b>	<b>1,795,788</b>	<b>10,341</b>	<b>0.6%</b>	<b>2,127</b>	<b>142</b>	<b>20.6%</b>	<b>0.01%</b>

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

[2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.

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

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

\*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 Contractors<sup>1</sup>**  
**Southern California Gas Company**  
**January 2023**

Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
Community Action Partnership of Orange County		X	X	X		
Sigma Beta Xi Youth and Community Services		X				
PACE – Pacific Asian Consortium in Employment		X	X	X		
Community Pantry of Hemet		X				
Community Action Partnership of San Bernardino		X		X		
LA Works		X				
Children’s Hospital of Orange County		X				
LACDA		X				
YMCA Montebello-Commerce		X				
Sr. Citizens Emergency Fund I.V., Inc.		X				
Coachella Valley Housing Coalition		X				
Southeast Community Development Corp.		X				
Latino Resource Organization		X				
Community Action Partnership - Kern County		X				
Ventura Cty Comm Human		X				
Blessed Sacrament Church		X				
Hernandad 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			5	5
Visalia Emergency Aid Council		X				
<b>Total Enrollments</b>					<b>5</b>	<b>5</b>

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

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

**CARE Program Table 7 - Expenditures for Pilots and Studies**  
**Southern California Gas Company**  
**January 2023**

2021	Authorized 2021-2026 Budget			Current Month Expenses			Year to Date Expenses			Cycle to Date Expenses		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Pilots</b>												
CARE Outbound Calling Pilot	N/A		\$ -	N/A	\$8,422	\$ 8,422	N/A	\$ 8,422	\$ 8,422	N/A	\$ 46,635	\$ 46,635
<b>Total Pilots</b>		\$ -	\$ -	<b>N/A</b>	<b>\$ 8,422</b>	<b>\$ 8,422</b>	<b>N/A</b>	<b>\$ 8,422</b>	<b>\$ 8,422</b>	<b>N/A</b>	<b>\$ 46,635</b>	<b>\$ 46,635</b>
<b>Studies</b>												
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A		\$ -	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		\$ -	N/A	\$3,752	\$ 3,752	N/A	\$ 3,752	\$ 3,752	N/A	\$ 11,859	\$ 11,859
<b>Total Studies</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ 3,752</b>	<b>\$ 3,752</b>	<b>N/A</b>	<b>\$ 3,752</b>	<b>\$ 3,752</b>	<b>N/A</b>	<b>\$ 11,859</b>	<b>\$ 11,859</b>

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

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

**CARE Table 8**  
**CARE and Disadvantage Communities Enrollment Rate for Zip Codes**  
**Southern California Gas Company**  
**January 2023**

<b>Total CARE Households Enrolled</b>				
<b>Month</b>	<b>CARE Enrollment Rate for Zip Codes that have 10% or more disconnections</b>	<b>CARE Enrollment Rate for Zip Codes in High Poverty (Income Less than 100% FPG)</b>	<b>CARE Enrollment Rate for Zip Codes in High Poverty (with 70% or Less CARE Penetration)</b>	<b>CARE Enrollment Rate for DAC (Zip/Census Tract) Codes in High Poverty (with 70% or Less CARE Enrollment Rate)</b>
January	N/A	94.1%	49.2%	55.3%
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
<b>YTD</b>	N/A	94.1%	49.2%	55.3%

**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  
January 2023**

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	2.8%
92341	14.7%
93265	44.8%
92321	50.6%
90007	55.3%
92257	63.1%
92274	63.2%
93225	64.9%
93243	65.8%
92273	66.7%

ZIP	Top 10 Lowest CARE Enrollment Rate for ZIP Codes in DAC
90021	44.7%
92518	52.3%
90007	55.3%
90012	68.7%
90731	70.5%
90015	73.3%
90026	74.0%
90019	76.2%
91502	78.3%
90038	81.3%

**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.