

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

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

And Related Matters.

Application 19-11-003  
(Filed November 4, 2019)

Application 19-11-004  
Application 19-11-005  
Application 19-11-006  
Application 19-11-007

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 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)

Date: May 22, 2023

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This is the fourth monthly report for program year (PY) 2023. The purpose of this report is to consolidate activity for the California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program and provide the California Public Utilities Commission's Energy Division with information to assist in analyzing the low-income programs.

This report presents year-to-date CARE and ESA Program results and expenditures through April 30, 2023, for Southern California Gas Company (SoCalGas).

Respectfully Submitted  
on behalf of Southern California Gas Company,

By:                                 /s/ Shawane L. Lee                                  
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)

Date: May 22, 2023

**Southern California Gas Company**

**Energy Savings Assistance (ESA) Program**

**And**

**California Alternate Rates for Energy (CARE)**

**Program Monthly Report**

**LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT**

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. ESA PROGRAM EXECUTIVE SUMMARY

#### 1.1. ESA Program Overview

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

On June 3, 2021, Decision D.21-06-015 was issued approving the applications of the four major IOUs and setting forth the parameters for the administration of the CARE, Family Electric Rate Assistance (FERA) and ESA Programs for the 2021-2026 Program Cycle.<sup>1</sup> This report reflects the approved budget and homes treated updates per D.21-06-015.

<b>Program Summary for 2023 ESA Program Main (SF, MH, MF In-Unit)</b>			
	2023 Authorized / Planning Assumption	Actual to Date	%
Budget	\$94,836,846	\$16,284,697	17%
Homes Treated	69,837	12,027	17%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	1,435,220*	158,011	11%
GHG Emissions Reduced (Tons)** ** *	7,345	836	11%

\* 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 April 2023, SoCalGas processed and paid contractor invoices from prior months’ activities for 5,746 treated homes. Additionally, SoCalGas paid for the

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

weatherization of 5,746 homes, 560 furnace repairs and replacements, 288 water heater repairs and replacements and 354 High Efficiency (HE) clothes washers.

<b>Program Summary for 2023 ESA Program MF CAM</b>			
	2023 Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$8,001,130	\$527,667	7%
Properties Treated	N/A	2	N/A
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	N/A**	5,974	N/A

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

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

SoCalGas had two (2) Multifamily Common Area Measure (MF CAM) projects completed in April 2023 and there are fifteen (15) projects in progress consisting of existing projects and new enrollments. 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.

<b>Program Summary for 2023 ESA MFWB (MF In-unit, MF CAM, MFWB)</b>			
	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 program will be effective July 1, 2023.

<b>Program Summary for 2023 Pilot Plus/Deep</b>			
	2023 Authorized / Planning Assumptions	Actual to Date	%
Budget	\$6,510,545	\$5,335	0%
Homes Treated	TBD	0	0%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	TBD	0	0%
GHG Emissions Reduced (Tons)	TBD	0	0%

ESA Program Pilot Plus/Deep (also known as ESA Whole Home) 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 as well as a Program Evaluator.

Contracts with the successful bidders were finalized last year (2022). The successful bidders are currently ramping up and beginning to enroll customers.

### **1.1.2. Program Measure Changes**

No measure changes occurred in April 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 launched a multi-channel targeted mass media umbrella campaign in February. The campaign's objective was to increase visits to the Customer Assistance Program's page and increase awareness among eligible customers. The campaign included a mix of broad channels and targeted strategies to generate awareness and drive actions to the program landing page. The channel mix was 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., ESA Program, CARE, and the Medical Baseline Allowance program) which can be found at the Customer Assistance Program's landing page. The campaign ran for a little over a month, concluding in April. Additional details and results will be shared in the coming months.

#### E- Newsletter

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

#### Energy Savings Assistance Program - Emails

SoCalGas did not send any emails in March due to the distribution strategy being revised for A/B testing. The March and April distribution lists were combined and emails for both lists were sent in April. SoCalGas sent approximately 49,087 emails in April. The email included a high-level explanation of the program, shared a list of available measures that customers may qualify for, and encouraged customers to visit the program web page or call the program's direct line to learn more.

#### Energy Saving Assistance Program - Direct Mailings

SoCalGas did not send any direct mail letters in March due to the distribution strategy being revised for A/B testing. The March and April distribution lists were combined and direct mail letters for both lists were sent in April. SoCalGas sent approximately 58,626 direct mail letters in English and Spanish in April. The

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

#### Energy Savings Assistance Program – Text Messaging

SoCalGas did not send any text messages in March due to the distribution strategy being revised for A/B testing. The March and April distribution lists were combined and text messages for both lists were sent in April. SoCalGas sent approximately 54,387 text messages in April. The message focused on how the customer may qualify for home improvements by professional contractors at no cost and encouraged them to learn more using the program vanity URL ([socialgas.com/Improvements](http://socialgas.com/Improvements)).

#### Energy Savings Assistance Program - Bill Inserts

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

#### Energy Savings Assistance Program - Web Activities

There were 853 internet-generated leads for the ESA Program during the month of April from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA Program contractors.

### Energy Savings Assistance Program – Social Media Activity

SoCalGas did not post to Facebook or Twitter in April. This is due to the implementation of a new social media strategy moving forward. Instead of posting monthly, SoCalGas will now post quarterly. The first post was in March of 2023. 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 is partnering with an ad agency to handle its social media posts.

### Community Outreach and Engagement – ESA Program and CARE

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – representing both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. A complete listing of outreach events that SoCalGas participated in during the month of April can be found in Appendix A.

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

organizations, their primary focus, and the counties and communities they serve follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the ESA Program and CARE when they are put on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and ZIP codes of the callers. In addition to operating a crisis-information helpline, 211 also attends community events, and through their relationship with SoCalGas, they discuss low-income programs as part of their outreach. During the month of April, 211 LA made two (2) social media posts promoting customer assistance programs making a total of 306 impressions. The agency also informed 81 callers about the CARE Program and spoke with one caller who was 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 has offices in Los Angeles, Alhambra, San Gabriel, and Monterey Park. Chinatown Service Center focuses on serving the Chinese Immigrant community but also serves 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 April, Walking Shield held 20 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 43 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 April, 358 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 157 views in April.

A partnership was established in 2020 with the Center Auxiliary for Recruitment, Education and Service which is the auxiliary for the Los Angeles County + USC Medical Center. This program is also known as CARES. Los Angeles County + USC Medical Center is one of the largest public hospitals in the country ensuring that treatment is available to every member of the community. CARES is a California nonprofit corporation, providing financial support and volunteer services. Its primary mission is to benefit patients by adding comfort to their hospital stay and providing services which help the patients and their families access quality healthcare. Through this partnership, CARES provides SoCalGas CAP information in their senior food distributions, CARES Child and Family Program, Obstetrics department and information stands placed throughout the medical center. In addition, SoCalGas will be invited to speak to staff at the medical centers who provide information to patients about the program. In April, the Los Angeles County + USC Medical Center Chaplin Department sent out 25 emails to their contacts sharing CAP information.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In April, Worksite Wellness staff offered virtual Health Education presentations, in addition to

distributing sanitation care packages, vouchers for food boxes, and supplies to low-income families. These presentations have also been made available in-person at local parks. The presentations reached 1,867 clients while 898 clients attended Community Health classes in-person or online last month. Staff also provided enrollment assistance to 115 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. In the month of April, Worksite Wellness also distributed Customer Assistance Program materials to 300 people through their food box delivery services and reached 472 people through their social media outreach.

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 343 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 April 20 people were provided information about SoCalGas Customer Assistance Programs.

As of February 2023, SoCal Gas began a new partnership with NewStart Housing Corporation, an LA County-established Community Housing Development Organization (CHDO). NewStart Housing is driven by a long-term vision to provide quality affordable housing to low-income families and seniors who may otherwise not have many options for adequate shelter. NewStart Housing Corporation's work is unique in that the tenants who reside in their properties have access to numerous social service programs provided by partnered organizations. These programs include nutrition services, health resources, childcare, advocacy, and transportation services. They currently serve an average of 2,500 customers in Los Angeles and San Bernadino Counties, including the cities of South Gate, Huntington Park, Cudahy, Bell, Bell Gardens, Maywood, Walnut Park, Chino, and Fontana. For the month of April Newstart Housing shared information on Customer Assistance Programs at ten (10) hosted events.

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 a 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 April, St. Barnabas reached 373 people by sharing information about Customer Assistance Programs on Instagram, Twitter, and Facebook. The "SoCalGas Low-Income Assistance Programs" page of their monthly newsletter, which is posted on their website, received over 1,187 views. In addition, SBSS distributed customer assistance materials to 22 clients through one-on-one phone and in person interactions.

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 April, Unity Shoppe provided information on SoCalGas' Customer Assistance Programs to over 2,354 households.

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 April, Food Share Ventura County distributed 6,597 "Emergency Box Distributions" and "Senior Kit Distributions" with SoCalGas' Customer Assistance Programs materials at various locations throughout Ventura County, as listed individually in Appendix A.

In Oxnard, SoCalGas has partnered with El Concilio, a CBO that is a service center for the rural low-income, limited, or non-English speaking community. El Concilio, transitions low-income families by providing services that integrate them into the community to assist them in becoming self-sufficient, engaged and greater contributors to the community. In April, El Concilio distributed CAP information to 605 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 collaboration began with The Link Family Resource Center (The Link) in San Luis Obispo County. The Link provides support to accessing food, housing, clothing, health care, and parent education. The Link also assists with navigating the social services system for mental health services, disability benefits, drug and alcohol recovery, adoption and guardianship support and family reunification. The Link is disseminating CAP information to the community members in San Luis Obispo.

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert’s regional food bank and is the only regional food bank

serving eastern Riverside and southern San Bernardino counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. FIND operates 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, Faith-Based Organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of April, FIND Foodbank's partnership with SoCalGas led to 4,950 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: Desert Hot Springs, Indio, La Quinta, North Palm Springs, Oasis, Palm Desert, Rancho Mirage, Thermal, and Thousand Palms.

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

distributed information regarding SoCalGas' Customer Assistance Programs to 830 individuals that visited/received assistance at their site for the citywide Emergency Rental Assistance Subsidy Program, Temporary Rent Subsidy for tenants in the City of Los Angeles who are unable to pay rent due to circumstances related to the COVID-19 pandemic.

In the Southeast region of Los Angeles County, SoCalGas partners with Southeast Community Development Corporation (SCDC), a non-profit organization addressing the serious social and economic issues existing in the Southeast's eight member cities of Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood, South Gate, and Vernon. SCDC was created based on the belief that community problems must be solved by the community itself and is committed to utilizing resources within the community. With local funding sources, SCDC has continued to be a strong investment in the communities it serves. SCDC has a history of managing community projects and producing positive results. It has organized bus shuttles for the cities of Montebello and Huntington Park, administered a federally funded home renovation project for the city of Huntington Park, administered a 2020 Census Questionnaire Assistance Center, distributed loans through the Small Business Micro Loan Program, administered a business assistance center, formed a Southeast Health Coalition, and co-sponsored a college scholarship program and college conference fair for students in the Southeast area. The organization has since expanded to the rest of the county and works as a resource in many different areas including education and enrollment of

customers into SoCalGas' Customer Assistance Programs. For the month of April, SCDC shared information on Customer Assistance Programs with 301 people through their social media platforms and 180 individuals through one-on-one outreach.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm, has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In April, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 70 tenants to new Rent Escrow Account Program (REAP) units and habitability-potential buildings.

This year, SoCalGas has entered into a new partnership with ONEgeneration, a non-profit focused on providing intergenerational care and services. Operating throughout the western San Fernando Valley, ONEgeneration serves a variety of constituents and communities. These range from low-income, homebound, and medically frail senior citizens to developmentally disabled or at-risk youth to infants and children up to six years old. They also service diverse, multiethnic



communities, with program participants speaking a number of languages. In April, ONEgeneration hosted or attended eight (8) community events where staff provided collateral materials and information about Customer Assistance Programs to attendees and assisted eight (8) 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 April, a detailed message and link to SoCalGas' Customer Assistance Program's online applications were emailed to 95 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

April, 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. They also regularly provide CAP outreach through their Rental Assistance Appointments. In April, MEND staff provided door-to-door outreach and distributed CAP materials to 262 community members in Reseda. MEND staff continue to use their social media platforms to share CAP information which has reached 462 viewers this month.

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

Orange County is assisting SoCalGas Customer Assistance Programs by displaying CAP information in their stores and resource centers as well as educating their employees on these programs. In the month of April, Goodwill of OC distributed customer assistance information to 78,894 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 April, South County outreach held 17 one-on-one case management meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. 13 households were assisted in fully completing their Gas Assistance Fund application online and two (2) households were assisted in submitting a CARE application. Additionally, 877 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. SoCalGas' outreach efforts focus on working with tribal organizations and members to help build awareness on SoCalGas' Customer Assistance Programs (ESA Program, CARE, Medical Baseline, etc.) and build trust amongst the community despite the majority not having access to natural gas service.

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

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but speak various indigenous languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in Ventura County. To reach out to these residents and customers – primarily farmworkers and persons with limited English proficiency – SoCalGas collaborates with MICOP to extend awareness of the CARE Program. MICOP provides ongoing awareness, and SoCalGas schedules periodic sponsored events to provide direct outreach. Due to the COVID-19 pandemic, MICOP has leveraged its radio resource and has provided information on customer assistance programs through their radio stations. In April, MICOP informed 57 community members on

Customer Assistance Programs via phone calls and provided 12 PSAs on their radio station.

In January 2023, SoCalGas began a partnership with Indigenous Women Rising Orange County. The organization was founded in 2017 and serves the Native American population in Orange County. The organization aims to provide a safe space and resources from trusted grassroots community organizations. Indigenous Women Rising Orange County not only provides resources to address different service needs that indigenous women may need but incorporates Native American cultural perspectives and puts together events that promote Native American identity and wellness. The organization shares information on SoCalGas customer assistance programs at community events which include Pow-Wows, Native family oriented events, Native American Heritage month celebrations and community education workshops.

In February 2023, SoCalGas Customer Assistance Programs began a collaboration with Apanish Foundation in Santa Barbara. Apanish Foundations are the living descendants of the original Chumash people of Santa Barbara and the Gaviota Coast. Apanish Foundation goals is to provide Native American cultural art, sciences and outbound earth stewardship educational programs for the public schools and local communities. Apanish Foundation is assisting SoCalGas by providing CAP information in their community events in Santa Barbara County.

Also in February 2023, SoCalGas Customer Assistance Programs began a collaboration with Fernandeano Tataviam Band of Mission Indians (FTBMI) in San Fernando. The distinct community of the present-day FTBMI originated in the lineages, villages and culture of the pre-Mission period. The FTBMI is an independent nation, exercising its inherent sovereign authority over its tribal citizens and territory. FTBMI is assisting SoCalGas Customer Assistance Programs by providing information in their community events.

#### 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. The areas covered are Los Angeles, Arcadia, Whittier, Monterey Park, and San Gabriel.

SoCalGas also has an ongoing partnership with Blindness Support Services Inc., an organization that has a specialized history of providing direct program services to individuals who are blind or visually impaired on a one-on-one basis. The organization provides assistance in Riverside and San Bernardino counties and works with individuals who have visual impairments to become more independent and adapt to the challenges they face. The counselors have been trained on the CARE and ESA Programs and have a plan in place to provide outreach and

enrollment in SoCalGas' programs. Due to the COVID-19 emergency, Blind Support Services has changed its programming to provide one-on-one assistance through mail and phone calls. In April, Blind Support Services provided one-on-one touchpoints to 21 households with seniors and individuals with disabilities, providing them with information on SoCalGas' Customer Assistance Programs.

In addition, SoCalGas works with Southern California Resource Services for Independent Living (SCRS-IL). A cross-disability, non-residential, disability rights organization, SCRS-IL empowers people with any disability to live full and independent lives by committing to building an inclusive community that recognizes the dignity, humanity and worth of all people. Through comprehensive Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities in transforming their lives through their own choices of how they live, work and participate in their community. SCRS-IL is committed to the founding principles of independent living, self-advocacy and personal empowerment. During the month of April, SCRS-IL was able to disseminate CAP information to 675 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.

Based in the City of Los Angeles, Disability Community Resource Center (DCRC) partners with SoCalGas to further their mission of supporting peer-led programs and services for people with disabilities. The organization is a Center for Independent Living, imparting to its constituents self-determination, accessible styles of living, and the fullest possible participation in community life. Among its initiatives, DCRC recruits persons with disabilities as staff members, assists with coordinating events and activities for local disability communities, and advocates public policy eliminating discrimination or other barriers for persons with disabilities. In the month of April, DCRC staff distributed Customer Assistance Program information at 8 (eight) weekly food distribution events to 169 individuals with their fresh produce and provided 45 members with information through their case management.

In February 2023, SoCalGas Customer Assistance Programs began a collaboration with Deaf Latinos y Familias in Los Angeles. Deaf Latinos y Familias mission is to promote awareness of the Latinx cultures to children who are deaf or hard of hearing, deaf adults, non-verbal, and community members by providing families resources and American Sign Language classes in Spanish to bridge the communication gap. Deaf Latinos y Familias is assisting SoCalGas Customer Assistance Programs by distributing information in their American Sign Languages and community events.

In February 2023, SoCalGas Customer Assistance Programs also began a collaboration with Greater Los Angeles on Deafness (GLAD). GLAD's goal is to protect the civil rights, and ensure equal access for the deaf, hard of hearing, deafblind, and deaf disabled communities in particular areas of California, including the counties of Los Angeles, Orange, Kern, Ventura, Santa Barbara, San Bernardino, Riverside, and San Luis Obispo, to all of life's opportunities. GLAD is assisting SoCalGas Customer Assistance Programs by providing our information in American Sign Language in their appointments, website, and YouTube channel. They will also post information in their social media outlets.

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 April, OCAF was able to distribute CAP information to over 250 contacts through their crisis call line.

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

#### Outreach by Field Employees

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

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

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

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

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

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

### 1.3. Leveraging Success Evaluation, Including CSD

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

Water leveraging agreements provide the ability for water agencies to capture water savings through the co-funding opportunities. Year-to-date, \$8,867 has been co-funded to support the installation of High-Efficiency (HE) clothes washer and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

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

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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 Metropolitan Water District (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.

<b>Municipal Electric Provider</b>	<b>Participating Customers</b>
Anaheim Public Utilities	651
Colton Public Utilities	0
Pasadena Water and Power	1
Riverside Public Utilities	100
<b>Total</b>	<b>752</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>			
	<b>Q1</b>	<b>April</b>	<b>Total</b>
Attended Class	37	12	49
Tested	35	12	47
Passed	25	5	30
Enrollment Rate*	71%	42%	64%
*Enrollment rated is Passed/Tested			

<b>SoCalGas Field Operations Training</b>						
<b>Class Type</b>	<b>Q1</b>		<b>April</b>		<b>YTD Total</b>	
	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>	<b>No. of Classes</b>	<b>No. of Students</b>
Wx / NGAT Initial	0	0	0	0	0	0
HVAC Initial	1	2	0	0	1	2
Wx / NGAT Refresher	0	0	0	0	0	0
HVAC Refresher	0	0	0	0	0	0
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>

## **1.5. Studies and Pilots**

### **1.5.1. ESA Program Studies**

#### 2022 Low Income Needs Assessment (LINA) Study

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



identify needs among specific sub-groups of renters, (c) outline program, policy and market barriers and potential solutions to serving the rental market, and (d) as appropriate, recommend how ESA Program may better assist renters with the bill savings and/or mediate Health/Comfort/Safety (HCS) hardships. The study is expected to employ multiple methods of data collection and analysis including review of existing research, analysis of existing secondary data, collection, and analysis of survey data with rental customers and interview data with renters and landlords of different types of properties.

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

Evergreen Economics completed the final report and provided it to the IOUs. The report has been uploaded to the CALMAC website.

#### 2025 Low Income Needs Assessment (LINA) Study

SoCalGas is the Statewide lead for the 2025 study. The 2025 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. The statewide team and Energy Division (ED) representative reached out to Low Income Oversight Board (LIOB) and presented

the initial research questions for the study and had discussions with the LIOB and ED. SoCalGas is preparing for the solicitation to select the vendor for the study.

### 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.

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

The purpose of 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 2022. 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

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

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 delivered 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, four (4) ongoing, two (2) in late outreach stage using alternate paths (1 via federal top-down approach; 1 via a local advocacy organization for veterans).

In January 2023, 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. The draft report is being reviewed by the statewide study team.

#### ESA Program CAM Process Evaluation

The Process Evaluation has two (2) primary interrelated objectives: 1) To assess the relative effectiveness of the IOUs' current Multifamily Common Area Measures (MF-CAM) delivery and implementation strategies, and provide recommendations where improvements could be made and; 2) to identify what data currently exist and may be needed to assess performance and success as

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

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

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

### **1.5.2. ESA Program Pilot**

ESA Program Pilot Plus/Deep (also known as ESA Whole Home) 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, Maroma, is currently ramping up and beginning to enroll customers. The evaluation vendor, Illume is also in the process of being onboarded.

**2. CARE PROGRAM EXECUTIVE SUMMARY**

**2.1. CARE Program Overview**

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

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$4,396,184	\$1,139,459	26%
Processing, Certification and Verification	\$2,486,726	\$491,387	20%
Information Tech./Programming	\$1,090,222	\$292,171	27%
Pilots	--	\$36,368	N/A
CHANGES	\$437,502	\$144,783	33%
Studies	--	\$10,406	N/A
Regulatory Compliance	\$549,966	\$115,006	21%
General Administration	\$1,141,195	\$348,281	34%
CPUC Energy Division Staff	\$79,568	\$17,250	22%
Total Expenses	\$10,181,364	\$2,631,111	26%
Subsidies and Benefits	\$140,801,916	\$165,588,996	118%
Total Program Costs and Discounts	\$150,983,280	\$168,220,107	111%

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

<b>CARE Enrollment</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Enrollment Rate</b>
1,863,98	1,673,671	111%

CARE My Account Activity & Enrollments

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications are now processed in real-time.<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 356,241 successful enrollments, 133,943 recertifications, 9,399 post-enrollment verifications and 30,002 opt-outs. Activity for April is as follows:

CARE My Account Activity			
	Transactions	Approved	% Approved
Self-certification	6,096	4,595	75%
Re-certification	909	874	96%
PEV	1,285	1,081	84%
Customer opt-out	789	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 April 2023, CSRs successfully enrolled 8,768 customers in CARE. An additional 1,911 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 651,887 with an additional 225,826 mailed applications.

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

### CARE Recertifications

To encourage recertification onto the CARE Program, SoCalGas mails letters to customers as their recertification date approaches. If the customer does not renew their certification, SoCalGas mails a second letter. Customers are given 90 days to respond and complete the request. During the month of April, SoCalGas processed a total of 1,007 on-line renewals.

### CARE Probability Model Updates

SoCalGas has been continuously monitoring, evaluating and improving its probability model performance. A new probability model was developed and productionized in February 2023. As the product of Machine Learning Model Operations, the model enables continuous learning of historical CARE customer verification outcomes. A variety of automation methods were applied to implement the model for operations.

Compared to the last model implemented in August 2021, the new model features include: 1) 18 factors added covering source channels, payment behaviors, enrolled programs and household information; and 2 factors removed due to statistical insignificance (WIC Program and number of overdue notices); 2) model retrained using the latest complete historical data with 2.1 million historical CARE accounts; 3) a boost in model accuracy from 0.68 to 0.79 (model performance is considered solid when



accuracy is above 0.7); 4) model auto refresh enabled to provide best-fitting parameters automatically.

#### CARE Post Enrollment Verifications

A larger than normal number of PEV requests were sent to CARE customers beginning in February 2023 due to the unprecedented historically high gas prices combined with extreme cold temperatures in January and February 2023. The resulting high winter gas bills had a negative impact on CARE probability causing a larger percentile of CARE customers to score low likelihood for CARE eligibility. SoCalGas is currently investigating the issue and looking into negating or removing “average gas usage in the last twelve months” as one of the thirty-seven variables in the model. The January and February high bills caused an unusual peak of newly certified and recertified CARE customers to receive extremely low probability scores until March 2024. SoCalGas has since capped the daily limit of system PEV requests to 100, being mindful of the decision language from D.12-09-044, OP122, “verification rate shall not exceed 200% of the IOU’s 2011 post enrollment verification rate,” which would approximate SoCalGas annual PEV rate to not exceed 7.2%. Additionally, CARE customers in counties directly impacted by the winter storms are exempt from the recertification and PEV processes for one year. Those that express hardship due to the 2023 winter storms have

received customer protections under the emergency customer protections plan outlined in SoCalGas' Advice Letter 6109.

## **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. SoCalGas targeted areas with the lowest CARE enrollment rates that were also in ZIP codes with income less than one hundred percent of the Federal Poverty Guidelines and ZIP codes in Disadvantaged Communities. During the month of April, SoCalGas sent approximately 10,246 emails to new customers with a probability of being eligible for the CARE Program in these ZIP codes. A total of 812 customers enrolled using the link within this email. A total of approximately 20,289 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 3,185 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 1,957 emails encouraging these customers to re-apply in April. 777 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. Further, SoCalGas targeted areas with the lowest CARE enrollment rates that were also in ZIP codes with income less than one hundred percent of the Federal Poverty Guidelines and ZIP codes in Disadvantaged Communities. In April, SoCalGas sent approximately 39,592 text messages to new customers, existing customers not on CARE, and customers needing to recertify to remain on the program. A total of 1,045 enrollments were generated from text messages sent.

### CARE Direct Mail Activity & Enrollments

In response to the recent increases in natural gas prices, SoCalGas made the decision to increase the number of direct mail letters that are sent, in order to reach more customers and give them the opportunity to take advantage of the CARE program. As above, SoCalGas expanded outreach to provide relevant and timely information to its customers, to help them manage their energy usage and expenses. SoCalGas targeted areas with the lowest CARE enrollment rates that were also in ZIP codes with income less than one hundred percent of the Federal

Poverty Guidelines and ZIP codes in Disadvantaged Communities. During the month of April, SoCalGas sent approximately 15,248 direct mail letters to new customers deemed likely to be eligible for the CARE Program. The letters encouraged customers to enroll online. SoCalGas mailed approximately 25,000 letters directing customers who are not on CARE but who have a high probability of being qualified for CARE, to also enroll online. Additionally, to reach customers who previously participated in the CARE Program but failed to recertify, SoCalGas sends direct mail letters encouraging customers to re-apply online and renew their monthly bill discount. In the month of April, SoCalGas mailed approximately 2,745 letters to customers who failed to renew their CARE eligibility.

As of April 2019, SoCalGas no longer mails paper applications with direct mail letters. Rather, the letters direct customers to apply online and resulted in 1,461 online enrollments processed in April. These online enrollments are generated when a customer organically searched for and visits the CARE homepage.

#### CARE Bill Inserts

SoCalGas did not send bill inserts in the month of April. SoCalGas approved 32 bill insert applications from prior months in April.

## CARE Social & Mass Media Campaign

SoCalGas launched a mass media campaign in December 2022 that ran throughout the month of December. 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.

Overall, the campaign resulted in:

- 26,459,586 total impressions across all channels
  - 16,961,584 impressions across the general market
  - 9,498,002 impressions across the Hispanic market
- 42,093 CARE webpage visits with a strong session duration of 50+ seconds, demonstrating the campaign is reaching the right customers and the overall message resonated
- 10,384 CARE Program applications from 12/8/22 – 12/31/22, resulting in:
  - 5,799 new program enrollments
  - 2,226 re-enrollments
- 13,322,169 social media impressions and 29,891 post engagements
  - 4,999,853 Spanish ad impressions
  - 8,322,316 English ad impressions

In addition, SoCalGas launched 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 ran for a little over a month, concluding in April. 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 1,288 approved enrollments in April.

In addition to canvassers, CBOs and FBOs constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. During the pandemic, these partners have become even more important to help reach customers to obtain information on SoCalGas’ assistance programs, and many CBOs have modified their outreach procedures to comply with COVID-19 related recommendations and mandates to

continue to serve those in need. For a partial list of the organizations, their primary focus, and the counties and communities they serve, please refer to Section 1.2.2 above.

### CARE Data Sharing

To maximize new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). During the month of April, 3,946 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities.

Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund (GAF). Intra-utility efforts in April generated 1,476 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 238 customers enrolled through leveraging during the month of April.

### California Lifeline

On April 14, 2020, SoCalGas received a request from the Energy Division (ED) to incorporate co-marketing of the California Lifeline program as part of increased CARE outreach marketing initiatives responding to COVID-19. Per directive from the ED, where feasible and appropriate, new CARE marketing and outreach materials promoted discounted phone services and referred SoCalGas customers to California Lifeline <https://www.californialifeline.com/en> and the pilot program <https://www.boostmobile.com/plans/cpuc-boost-mobile> that connected CARE participants with an active Lifeline promotion. Per direction from the Commission, the CPUC/California Lifeline limited-duration pilot program ended as of June 30, 2021. Therefore, SoCalGas continued to promote California Lifeline but removed promotions of the Boost Mobile pilot program.

In April, SoCalGas continued to display the California Lifeline web link provided by the ED 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 April, SoCalGas also sent emails to new customers, existing customers not on CARE, and customers needing to re-apply for CARE with information about California LifeLine.



## **2.3. CARE Recertification Complaints**

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

There were no recertification complaints in the month of April.

## **2.4. Studies and Pilots**

### **2.4.1. CARE Program Studies**

#### 2022 Low Income Needs Assessment (LINA) Study

See Section 1.5.1 above.

#### Categorical 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>.

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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).

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

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

The IOUs and ED selected Opinion Dynamics in January 2022 as the evaluator of this study through a competitive process. PG&E is the lead of this study. The study was kicked off in March 2022 and scheduled to complete in October 2022. Opinion Dynamics presented the final Research Plan at the stakeholder workshop in July 2022. Opinion Dynamics provided the draft evaluation report in March to the IOU study team and the report is scheduled to be presented in a public webinar format in May 2023.

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

#### **2.4.2. CARE PEV Outbound Call 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. SoCalGas began tracking the live calls on June 1, 2022, and concluded on April 30, 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 continued throughout the end of the pilot.

SoCalGas is currently analyzing the results of the calls. Within three months post pilot, SoCalGas will 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>Date &amp; Organization</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
April 1 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	Community Based Organization (CBO) staff provided information regarding SoCalGas' Customer Assistance Programs (CAP). CAP materials were distributed to approximately 34 attendees.
April 1 (Chinatown Service Center)	Vaccine Clinic & Produce Distribution	The ARK of Montebello	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 47 attendees.
April 1 (Catholic Charities of Orange County)	Food Distribution	Christ Cathedral, Garden Grove	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees
April 1 (SCG CAP Team)	Walk MS- Cornejo Valley	Conejo Creek Park North- Thousand Oaks	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
April 1 (SCG CAP Team)	Sen. Bradford Tax Prep. Event	Gardena	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 300 individuals.
April 1 (SCG CAP Team)	Hawthorne Earth Day	Hawthorne Memorial Park	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 300 individuals.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 1 (SBSS)	Spring Easter Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 112 individuals.
April 1 (MEND)	Tabling at El Super	Arleta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
April 1 (Newstart Housing)	5K HP Event	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 individuals.
April 1 (SBSS)	5K HP Event	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 individuals.
April 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 17 attendees.
April (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.
April 3 (LAC & USC Medical Center)	CARES Shops	LAC & USC Medical Center- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 individuals.
April 3 (211 LA)	Artesia High School - Class Registration	Lakewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 30 individuals.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 3 (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 52 attendees.
April 3 (Food Share of Ventura County)	Senior Kit Distribution	Centro Chirstiano-Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 52 attendees.
April 3 (Food Share of Ventura County)	Emergency Box Distribution	River Community-Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees.
April 3 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
April 4 (Food Share of Ventura County)	Senior Kit Distribution	Fillmore Active Adult Center-Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 128 attendees.
April 4 (CFS- Promotores Collaborative)	Community Outreach	La Barata Market-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
April 4 (Deaf Latinos y Familias)	Social Media Post	Instagram	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP social media post reached 478 accounts.
April 4 (El Concilio)	Mexican Consulate	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 4 (211 LA)	Artesia High School - Class Registration	Lakewood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 30 individuals.
April 4 (Catholic Charities of Orange County)	Resource Fair	Anaheim	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees
April 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 15 attendees.
April 5 (Santa Barbara Food Bank)	Healthy Farmworkers-Bunny	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 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 21 attendees.
April 5 (Newstart Housing)	Vaccination Event	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 15 individuals.
April 5 (ONEgeneration)	FISH of West Valley Community Resource Center & Food Pantry	Chatsworth	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 170 individuals.
April 5 (El Concilio)	Outreach at Panderia	Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.



<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 5 (Food Share of Ventura County)	Emergency Box Distribution	College Park-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,036 attendees.
April 5 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley-Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 166 attendees.
April 5 (Food Share of Ventura County)	Senior Kit Distribution	Faith Lutheran Church- Moorpark	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 54 attendees.
April 6 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.
April 6 (Food Share of Ventura County)	Senior Kit Distribution	St Thomas Aquinas- Ojai	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 61 attendees.
April 6 (Food Share of Ventura County)	Senior Kit Distribution	Grace Bible-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 104 attendees.
April 6 (SBSS)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 110 individuals.
April 6 (SBSS)	San Lucas Senior Housing presentation	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 7 individuals.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 6 (HSA)	Nueva Maravilla Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 20 individuals.
April 6 (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.
April 6 (Catholic Charities of Orange County)	Food Distribution	Doris Cantlay-Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 700 attendees
April 6 (Veteran's Legal Institute)	La Mirada VFW	VFW Post- La Mirada	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 16 attendees
April 6 (The Link)	SLO Co. Food Bank Distribution	Shandon High School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 138 participants.
April 6 (Chavez Radio Group)	Social Media	KBHH Forge 95.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 1 Instagram Reach – 20 Twitter Reach – 18
April 6 (Food Share of Ventura County)	Emergency Box Distribution	LUCHA- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees.
April 7 (Food Share of Ventura County)	Senior Kit Distribution	Rodney Fernandez- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 7 (Food Share of Ventura County)	Senior Kit Distribution	St Francis Assisi-Fillmore	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 68 attendees.
April 7 (CFS- Promotores Collaborative)	Community Outreach	La Mexicana Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
April 7 (El Concilio)	Outreach at the agriculture fields	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
April 7 (Pars Equality Center)	Job Fair	Pars Equality Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 110 attendees.
April 7 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 16 attendees.
April 7 (SBSS)	Spring Extravaganza	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 34 individuals.
April 7 (Newstart Housing)	Community Health Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
April 7 (ONEgeneration)	Grocery Outlet	Chatsworth	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 10 individuals.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 7 (MEND)	Tabling at Super King Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 103 individuals.
April 8 (The Link)	Children's Day in the Plaza	Plaza Park-San Luis Obispo	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 35 participants.
April 8 (CFS- Promotores Collaborative)	Community Outreach	Resources Fair Arroyo Grande Library	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
April 8 (Chinatown Service Center)	Spring Fest, Egg Hunt & Arbor Day	Morgan Park-City of Baldwin Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
April 8 (CFS- Promotores Collaborative)	Community Outreach	Resources Fair San Luis Obispo Mission	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
April 8 (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 67 attendees.
April 8 (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.
April 9 (ONEgeneration)	ONEgeneration Vaccine Clinic	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 35 individuals.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 10 (Food Share of Ventura County)	Senior Kit Distribution	Seven High Apartments-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
April 10 (Chavez Radio Group)	Social Media 4/10	KBHH Forge 95.3 Fresno/Kings/Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 1 Instagram Reach – 20 Twitter Reach – 19
April 10 (Food Share of Ventura County)	Senior Kit Distribution	Palm Vista-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
April 10 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
April 10 (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 17 attendees.
April 10 (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.
April 11 (Newstart Housing)	ONEgeneration Walk-Up Food Pantry	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 180 individuals.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 11 (Deaf Latinos y Familias)	Family Support Center - Workshop	Marlton School for the Deaf- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
April 11 (Food Share of Ventura County)	Senior Kit Distribution	Sycamore Senior Village- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 39 attendees.
April 11 (Food Share of Ventura County)	Senior Kit Distribution	Camino Del Sol- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
April 11 (CFS- Promotores Collaborative)	Community Outreach	La Tapatia Market- Grover Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
April 11 (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 24 participants.
April 11 (MEND)	LA Family Housing Food Distribution	North Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 30 individuals.
April 11 (MEND)	Supportive Housing Food Distribution	North Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 40 individuals.
April 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 18 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 12 (The Link)	SLO Co. Food Bank Distribution	Santa Rosa Elementary School- Atascadero	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 6 participants.
April 12 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
April 12 (The Link)	SLO Co. Food Bank Distribution and Health and Resource Fair	Lillian Larsen School San Miguel	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 38 participants.
April 12 (CFS- Promotores Collaborative)	Community Outreach	El Korita Del Real- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
April 12 (Food Share of Ventura County)	Senior Kit Distribution	Journey Church- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
April 12 (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 80 attendees.
April 12 (Veteran's Legal Institute)	Veteran Service Office Annual Health/ Resource Fair	Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees
April 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 19 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 12 (Catholic Charities of Orange County)	Food Distribution	Warwick Square Apartments- Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 attendees
April 13 (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.
April 13 (Food Share of Ventura County)	Senior Kit Distribution	Willett Ranch- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
April 13 (El Concilio)	Farmers' Market	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 attendees.
April 13 (The Link)	SLO Co. Food Bank Distribution	CL Smith Elementary School- San Luis Obispo	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 18 participants.
April 13 (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 40 participants.
April 13 (VietSoCal)	Food Bank	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
April 13 (SBSS)	Griffith Park Center- Meal Site	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 30 individuals.



<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 13 (SBSS)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 68 individuals.
April 13 (Newstart Housing)	Non-Profit Roundtable	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 120 individuals.
April 13 (211 LA)	Professional Development for Community Health Workers Outreach Initiative	Los Angeles County Department of Public Health	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 49 individuals.
April 14 (Via Care)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
April 14 (Santa Barbara Food Bank)	Healthy Farmworkers-Russell	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 14 (211 LA)	Professional Development for Outreach Staff	Los Angeles Mission	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 6 individuals.
April 14 (Pars Equality Center)	Mental Health Workshop	Pars Equality Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
April 14 (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.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 15 (Veteran's Legal Institute)	Women's Veteran Event	American Legion Post 291	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees
April 15 (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.
April 15 (Veteran's Legal Institute)	United American Indian Involvement Children's Health Day	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees
April 15 (SCG CAP Team)	Walk MS- Orange County	Experian- Costa Mesa	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
April 16 (SCG CAP Team)	Walk MS- LA	Rose Bowl Stadium- Pasadena	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
April 16 (ONEgeneration)	Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 260 individuals.
April 17 (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 188 attendees.
April 17 (Food Share of Ventura County)	Senior Kit Distribution	Pleasant Valley- Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 17 (CFS- Promotores Collaborative)	Community Outreach	Health Babies- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 52 attendees.
April 17 (Chavez Radio Group)	Social Media	KBHH Forge 95.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 4 Instagram Reach – 14 Twitter Reach – 12
April 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 17 attendees.
April 17 (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.
April 18 (CFS- Promotores Collaborative)	Community Outreach	La Barata Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
April 18 (Via Care)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
April 18 (Food Share of Ventura County)	Senior Kit Distribution	Evangelistic Baptist Church- Port Hueneme	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 42 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 18 (Food Share of Ventura County)	Senior Kit Distribution	Casa Del Sol-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 77 attendees.
April 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 19 attendees.
April 18 (SBSS)	Meal Site	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 22 individuals.
April 18 (LAC & USC Medical Center)	Pasadena Nikkei Seniors	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 individuals.
April 19 (Chinatown Service Center)	Prevention of Heart Disease Workshop	El Monte Senior Center- El Monte	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
April 19 (Food Share of Ventura County)	Senior Kit Distribution	Westpark- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 53 attendees.
April 19 (Food Share of Ventura County)	Emergency Box Distribution	College Park-Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,020 attendees.
April 19 (Catholic Charities of Orange County)	Food Distribution	Caridades Catolicas Immigration-Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 39 attendees

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 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 22 attendees.
April 19 (SCG CAP Team)	Rolling Hills Earth Day	Rolling Hills Estates	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 75 individuals.
April 19 (LAC & USC Medical Center)	First Presbyterian Church	Altadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 100 individuals.
April 19 (211 LA)	Avocado Hts. La Puente Town Hall -Resource Fair	La Puente	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 75 individuals.
April 20 (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 203 attendees.
April 20 (Food Share of Ventura County)	Senior Kit Distribution	Mira Vista-Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 82 attendees.
April 20 (CFS- Promotores Collaborative)	Community Outreach	Efren's Restaurant-Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
April 20 (Chavez Radio Group)	Social Media	KUFW La Campesina 106.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 161 Instagram Reach – 31 Twitter Reach – 9

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 20 (El Concilio)	Hueneme High School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 270 attendees.
April 20 (The Link)	SLO Co. Food Bank Distribution	Virginia Peterson Elementary School- Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 50 participants.
April 20 (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 76 participants.
April 20 (Via Care)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 2 attendees.
April 20 (SCG CAP Team)	Soboba Tribal Earth Day	Soboba Sports Complex- San Jacinto	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 150 individuals.
April 20 (Newstart Housing)	Unidos for Healthy Communities- Drug Awareness	Bell	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 140 individuals.
April 20 (Veteran's Legal Institute)	Family Resources for Transitioning Veterans	Webinar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 58 attendees
April 20 (Catholic Charities of Orange County)	Food Distribution	Caridades Catolicas Immigration- Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 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 16 attendees.
April 20 (Catholic Charities of Orange County)	Food Distribution	Doris Cantlay-Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees
April 20 (Catholic Charities of Orange County)	Food Distribution	Doris Cantlay-Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 70 attendees
April 21 (Santa Barbara Food Bank)	Healthy Farmworkers-Newlove	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 21 (Pars Equality Center)	Citizenship Clinic	Pars Equality Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 16 attendees.
April 21 (Chavez Radio Group)	Social Media	KBHH Forge 95.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 3 Instagram Reach – 14 Twitter Reach – 14
April 21 (Chavez Radio Group)	Social Media	KUF La Campesina 106.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 228 Instagram Reach – 41 Twitter Reach – 8

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 21 (CFS- Promotores Collaborative)	Community Outreach	Campo Ceramic-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees.
April 21 (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 140 attendees.
April 21 (Food Share of Ventura County)	Senior Kit Distribution	Church of Nazarene- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 44 attendees.
April 21 (VietSoCal)	Special Partnership with Orange County Office on Aging	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.
April 21 (Catholic Charities of Orange County)	Food Distribution	Doris Cantlay-Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees
April 21 (SCG CAP Team)	Wilmington YMCA Earth Day	Wilmington YMCA	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 50 individuals.
April 21 (SBSS)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 67 individuals.
April 21 (LAC & USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 308 individuals.



<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 22 (El Concilio)	Rio Vista Middle School “Saber es Poder”	Oxnard	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 93 attendees.
April 22 (Chinatown Service Center)	2 <sup>nd</sup> Annual Community Festival & Eco - Fair	Community Resources Department- City of Azusa	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
April 22 (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.
April 22 (LAC & USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to 90 individuals.
April 22 & 23 (SCG CAP Team)	Southern California Air Show at March Field	March Air Reserve Base- Moreno Valley	CAP staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to 200 individuals.
April 23 (Chavez Radio Group)	Social Media	KUFW La Campesina 106.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 272 Instagram Reach – 37 Twitter Reach – 7
April 23 (SCG CAP Team)	Eco Fair	Alhambra	Event staff provided information regarding SoCalGas’ Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 24 (Chavez Radio Group)	Social Media	KBHH Forge 95.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 3 Instagram Reach – 13 Twitter Reach – 18
April 24 (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 80 attendees.
April 24 (Food Share of Ventura County)	Senior Kit Distribution	Morning Star by the Sea- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 111 attendees.
April 24 (Food Share of Ventura County)	Emergency Box Distribution	River Community-Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 attendees.
April 24 (Newstart Housing)	Savings Assistance Programs Presentation at Echo Park	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 25 individuals.
April 24 (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.
April 24 (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 TW Reach – 634 followers

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 24 (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.
April 25 (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 52 attendees.
April 25 (Food Share of Ventura County)	Senior Kit Distribution	SDA Thousand Oaks	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.
April 25 (CFS- Promotores Collaborative)	Community Outreach	San Miguel Bakery- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
April 25 (Chavez Radio Group)	Social Media	KUFW La Campesina 106.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 201 Instagram Reach – 34 Twitter Reach – 3
April 25 (Via Care)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.
April 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 19 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 25 (Newstart Housing)	Savings Assistance Programs Presentation at Florence /Firestone	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 30 individuals.
April 25 (SBSS)	Presentation	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 25 individuals.
April 25 (SBSS)	Resource Fair	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 25 individuals.
April 25 (MEND)	Montague Elementary School Outreach	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 42 individuals.
April 25 (MEND)	Olive View Patient Resource Fair	San Fernando	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 60 individuals.
April 26 (CFS- Promotores Collaborative)	Community Outreach	La Barata Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 attendees.
April 26 (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 41 attendees.
April 26 (Food Share of Ventura County)	Senior Kit Distribution	Doordash- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 5 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 26 (Food Share of Ventura County)	Senior Kit Distribution	Living Church of Christ- Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 55 attendees.
April 26 (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 64 attendees.
April 26 (Food Share of Ventura County)	Senior Kit Distribution	Doordash- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1,107 attendees.
April 26 (Food Share of Ventura County)	Emergency Box Distribution	College Park- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 960 attendees.
April 26 (Food Share of Ventura County)	Emergency Box Distribution	LUCHA- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 180 attendees.
April 26 (El Concilio)	Open House at Tierra Vista Elementary School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 220 attendees.
April 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 17 attendees.
April 26 (Newstart Housing)	Savings Assistance Programs Presentation at Florence /Firestone	Fontana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 15 individuals.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 26 (ONEgeneration)	West Valley Food Pantry	Woodland Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 240 individuals.
April 26 (LAC & USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 141 individuals.
April 26 (LAC & USC Medical Center)	Savings Assistance Programs Presentation at Dino Papavero Senior Apts.	Fontana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 15 individuals.
April 27 (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 20 attendees.
April 27 (Via Care)	4755 Vaccine Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
April 27 (El Concilio)	Farmers' Market	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
April 27 (Food Share of Ventura County)	Emergency Box Distribution	Pleasant Valley-Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
April 27 (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 5 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 27 (Chinatown Service Center)	Free Pfizer & Moderna Vaccine	Garvey Ranch Park- Monterey Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees.
April 27 (Chinatown Service Center)	LA River Farmer Market	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
April 27 (Chavez Radio Group)	Social Media	KUFW La Campesina 106.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 268 Instagram Reach – 31 Twitter Reach – 14
April 27 (Deaf Latinos y Familias)	Vendors Fair	Banneker Career Transition Center- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
April 27 (The Link)	Open House	Atascadero Middle School	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 75 participants.
April 27 (The Link)	Open House	Flamson Middle School- Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 33 participants.
April 27 (The Link)	Open House	Lewis Middle School- Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 20 participants.
April 27 (The Link)	Open House	Laguna Middle School- San Luis Obispo	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 10 participants.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 28 (Santa Barbara Food Bank)	Healthy Farmworkers-Morrison	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 28 (Chavez Radio Group)	Social Media	KBHH Forge 95.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 7 Instagram Reach – 32 Twitter Reach – 12
April 28 (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 132 attendees.
April 28 (SBSS)	Resource Fair	Lynwood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 250 individuals.
April 28 (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.
April 28 (VietSoCal)	Special Black April Memorial of the Vietnamese Boat People	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 57 attendees.
April 28 (Pars Equality Center)	Citizenship Clinic	Pars Equality Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 12 attendees.
April 29 (Newstart Housing)	Dia del Nino Event	Cudahy	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 90 individuals.



<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 29 (ONEgeneration)	Magnolia Science Academy (MSA2) Spring Community Fair	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 83 individuals.
April 29 (211 LA)	National Alliance on Mental Illness Walks - Greater Los Angeles	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
April 29 (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.
April 29 (Chavez Radio Group)	Social Media	KUFW La Campesina 106.3 Fresno/Kings/ Tulare Counties	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach – 178 Instagram Reach – 30 Twitter Reach – 8
April 30 (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 – 701 followers LinkedIn Reach – 34 followers Twitter Reach – 1,383 followers Instagram Reach - 311 followers Walking Shield Scholars - 102 followers
April 30 (LAC & USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 122 individuals.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 30 (ONEgeneration)	Monthly Assistance with our Seniors/ ONEgeneration Clients	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 8 individuals.
April 30 (El Concilio)	Swap Meet Justice	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 320 attendees.
April 30 (Chinatown Service Center)	Free Health Fair	Rosemead	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 attendees.
April 30 (The Link)	Kid's Day Resource Fair	Boys and Girls Club- Oceano	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 30 participants.

### **Tribal Outreach Events**

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 1 (Indigenous Women Rising)	Panhe: Native American Gathering & Celebration of Protection and Preservation	San Clemente	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
April 4 (Apanish Foundation)	Farmers Market Public Community Event	Santa Barbara	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 23 participants.
April 6 (Southern California Indian Center)	SCIC Financial Wellness: Financial Workshop 1: Credit Cards 101	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 12 (Apanish Foundation)	GONA - Workshop - Gathering of Native Americans. Sports Program	Nojoqui Falls State Park- Buelton	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 47 participants.
April 13 (Southern California Indian Center)	SCIC Financial Wellness: Financial Workshop 2: Investing for the future	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
April 15 (Apanish Foundation)	Santa Ynez Chumash Earth Day Festival	Chumash Reservation	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 46 participants.
April 15 (Indigenous Women Rising)	SAUSD Ethnic Studies Conference	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 60 attendees.
April 18 (Apanish Foundation)	Westside Residential Neighborhood Housing Complex.	Santa Barbara	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 15 participants.
April 20 (Southern California Indian Center)	SCIC Financial Wellness: Financial Workshop 3: What the Debt Ceiling and How Does It Impact My Family	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 attendees
April 20 (Indigenous Women Rising)	CSU Fullerton American Indian Mixer	Fullerton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 21 (Indigenous Women Rising)	One Safe Place-Missing and Murdered Indigenous Women Event	San Marcos	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 65 attendees.
April 23 (Indigenous Women Rising)	Day for the Children	Costa Mesa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 110 attendees.
April 26 (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 approximately 18 attendees.
April 28 (Indigenous Women Rising)	Our Realities Food Distribution	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees.
April 28 (Indigenous Women Rising)	Ribbon Skirt Workshop	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 34 attendees.
April 29 (Apanish Foundation)	PARDALL CARNIVAL Spring 2023	Isla Vista	CBO Staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 40 participants.
April 29-30 (Indigenous Women Rising)	Costanoan Rumsen Carmel Tribe: Ohlone Big Time Pow Wow	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 attendees.

**Disability Outreach Events**

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 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
April 1 (GLAD)	Consumer Services	GLAD- Los Angeles	GLAD staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.
April 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
April 4 (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.
April 4 (Fiesta Educativa)	Fiesta Familiar La Discapacidad Intelectual	Zoom	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Information was shared with approximately 57 participants.
April 4 (Fiesta Educativa)	Presentación Virtual en la Ventanilla de Salud del Consulado de México en San Bernardino	Zoom / Facebook	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 250 participants.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 4 (Lanterman Regional Center)	Parent Workshop	Virtual	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Information was shared with approximately 60 participants.
April 5 (SCRS-IL)	Food Assistance Event	Glassell Park- Los Angeles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Information was shared with approximately 80 participants.
April 5 (Lanterman Regional Center)	Parent Workshop	Virtual	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Information was shared with approximately 38 participants.
April 6 (SCRS-IL)	Spinal Cord Injury Support Group	Downey	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Information was shared with approximately 15 participants.
April 7 (BSS)	Fontana Senior Center	Fontana	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 21 participants.
April 11 (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.
April 13 (BSS)	Eddie Dee Smith Senior Center	Jurupa Valley	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 16 participants.
April 14 (SCRS-IL)	College Resource Fair	Pasadena City College	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP information was shared with approximately 50 participants.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 14 (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 Instagram Reach - 807 followers
April 14 (OC Autism Foundation)	Friendship Club	Anaheim	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees
April 15 (SCRS-IL)	Transition Fair	El Monte	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP information was shared with approximately 100 participants.
April 18 (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.
April 21 (SCRS-IL)	Health and Resource Fair	LAC + USC Medical Center- Los Angeles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP information was shared with approximately 120 participants.
April 23 (OC Autism Foundation)	Art Exhibition	Irvine	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees
April 25 (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.

<b><u>Date &amp; Organization</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
April 26 (SCRS-IL)	Food Assistance Event	Glassell Park- Los Angeles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP information was shared with approximately 75 participants.
April 27 (SCRS-IL)	Transition Fair	Banneker Transition School- Los Angeles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP information was shared with approximately 100 participants.
April 27 (SCRS-IL)	College Employment Fair	ELAC- Monterey Park	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP information was shared with approximately 50 participants.
April 27 (Fiesta Educativa and the Consulate of Mexico in San Bernardino)	Autism Conference “Vida independiente de la niñez a la edad adulta”	Consulate of Mexico in San Bernardino	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 75 participants.
April 28 (SCRS-IL)	Food Distribution Event	Foothill Unity Center- Pasadena	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP information was shared with approximately 50 participants.
April 28 (Fiesta Educativa)	Advances in Autism 202	Ronald Reagan UCLA Medical Center	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 56 participants.
April 30 (Fiesta Educativa)	Diverse Minds Bright Futures Resource Expo	Park Century School- Culver City	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 85 participants.
April 30 (Lanterman Regional Center)	Outreach	Philip the Apostle Church, Special Needs Mass - Pasadena	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 75 participants.



**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**  
**April 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	\$ 4,497,252	\$ 4,497,252	N/A	\$ 16,284,697	\$ 16,284,697	N/A	17%	17%
ESA Multifamily Common Area Measures <sup>[2]</sup>	N/A	\$ 8,001,130	\$ 8,001,130	N/A	\$ 443,840	\$ 443,840	N/A	\$ 527,667	\$ 527,667	N/A	7%	7%
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	\$ 2,676	\$ 2,676	N/A	\$ 5,335	\$ 5,335	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>\$ 4,943,768</b>	<b>\$ 4,943,768</b>	<b>N/A</b>	<b>\$ 16,817,700</b>	<b>\$ 16,817,700</b>	<b>N/A</b>	<b>13%</b>	<b>13%</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**  
**April 2023**

Appliances	Authorized Budget <sup>[1]</sup>			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>ESA Program:</b>												
<b>Energy Efficiency</b>												
Appliances	N/A	\$ -	\$ -	N/A	\$ 355,963	\$ 355,963	N/A	\$ 355,963	\$ 355,963	N/A	0%	0%
Domestic Hot Water	N/A	\$ -	\$ -	N/A	\$ (286,859)	\$ (286,859)	N/A	\$ 3,053,266	\$ 3,053,266	N/A	0%	0%
Enclosure	N/A	\$ -	\$ -	N/A	\$ 986,131	\$ 986,131	N/A	\$ 2,702,837	\$ 2,702,837	N/A	0%	0%
HVAC	N/A	\$ -	\$ -	N/A	\$ 1,004,620	\$ 1,004,620	N/A	\$ 3,291,124	\$ 3,291,124	N/A	0%	0%
Maintenance	N/A	\$ -	\$ -	N/A	\$ 1,136,434	\$ 1,136,434	N/A	\$ 2,294,026	\$ 2,294,026	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	\$ 457,367	\$ 457,367	N/A	\$ 1,415,610	\$ 1,415,610	N/A	0%	0%
In Home Education	N/A	\$ -	\$ -	N/A	\$ 60,371	\$ 60,371	N/A	\$ 240,720	\$ 240,720	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>\$ 3,714,027</b>	<b>\$ 3,714,027</b>	<b>N/A</b>	<b>\$ 13,353,545</b>	<b>\$ 13,353,545</b>	<b>N/A</b>	<b>16%</b>	<b>16%</b>
<b>Training Center</b>	<b>N/A</b>	<b>\$ 777,697</b>	<b>\$ 777,697</b>	<b>N/A</b>	<b>\$ 51,001</b>	<b>\$ 51,001</b>	<b>N/A</b>	<b>\$ 212,291</b>	<b>\$ 212,291</b>	<b>N/A</b>	<b>27%</b>	<b>27%</b>
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	\$ 385	\$ 385	N/A	\$ 349,048	\$ 349,048	N/A	23%	23%
Marketing and Outreach	N/A	\$ 1,398,505	\$ 1,398,505	N/A	\$ 76,294	\$ 76,294	N/A	\$ 339,793	\$ 339,793	N/A	24%	24%
Statewide Marketing and Outreach Studies <sup>[2]</sup>	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Regulatory Compliance	N/A	\$ 262,500	\$ 262,500	N/A	\$ -	\$ -	N/A	\$ 10,343	\$ 10,343	N/A	4%	4%
General Administration	N/A	\$ 472,833	\$ 472,833	N/A	\$ 32,005	\$ 32,005	N/A	\$ 105,970	\$ 105,970	N/A	22%	22%
CPUC Energy Division	N/A	\$ 7,478,836	\$ 7,478,836	N/A	\$ 623,541	\$ 623,541	N/A	\$ 1,863,975	\$ 1,863,975	N/A	25%	25%
	N/A	\$ 98,059	\$ 98,059	N/A	\$ -	\$ -	N/A	\$ 49,732	\$ 49,732	N/A	51%	51%
<b>Administration TOTAL</b>	<b>N/A</b>	<b>\$ 11,999,126</b>	<b>\$ 11,999,126</b>	<b>N/A</b>	<b>\$ 783,226</b>	<b>\$ 783,226</b>	<b>N/A</b>	<b>\$ 2,931,152</b>	<b>\$ 2,931,152</b>	<b>N/A</b>	<b>24%</b>	<b>24%</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>\$ 4,497,252</b>	<b>\$ 4,497,252</b>	<b>N/A</b>	<b>\$ 16,284,697</b>	<b>\$ 16,284,697</b>	<b>N/A</b>	<b>17%</b>	<b>17%</b>
<b>Funded Outside of ESA Program Budget</b>												
Indirect Costs				N/A	\$ 277,638	\$ 277,638	N/A	\$ 1,150,302	\$ 1,150,302			
NGAT Costs					\$ 48,410	\$ 48,410		\$ 306,299	\$ 306,299			

<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**

**April 2023**

**ESA Program Main (Summary) Total**

**Year-To-Date Completed & Expensed Installation**

Measures	Plus	Units	Year-To-Date Completed & Expensed Installation					% of Expenditure
			Quantity Installed	kWh [1] (Annual)	kW [1] (Annual)	Therms [1] (Annual)	Expenses (\$)	
<b>Appliances</b>								
High Efficiency Clothes Washer	X	Home	354	-	-	7,055	\$ 355,963	2.7%
Refrigerators	N/A	Each	-	-	-	-	\$ -	0.0%
Freezers	N/A	Each	-	-	-	-	\$ -	0.0%
Clothes Dryer	N/A	Each	-	-	-	-	\$ -	0.0%
Dishwasher	N/A	Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>								
Other Domestic Hot Water [3]		Home	11,741	-	-	37,102	\$ 691,352	5.2%
Water Heater Tank and Pipe Insulation [4]	X	Home	3,202	-	-	20,333	\$ 142,941	1.1%
Water Heater Repair/Replacement	X	Home	559	-	-	1,336	\$ 1,340,809	10.1%
Thermostatic Shower Valve		Each	10,616	-	-	17,304	\$ 545,309	4.1%
Combined Showerhead/TSV		Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	N/A	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout		Each	2,325	-	-	13,067	\$ 293,557	2.2%
Solar Water Heating	X	Home	-	-	-	-	\$ -	0.0%
<b>Enclosure</b>								
Air Sealing/Envelope [5]	X	Home	8,017	-	-	3,551	\$ 1,143,857	8.6%
Diagnostic Air Sealing	N/A	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	X	Home	758	-	-	21,438	\$ 1,600,733	12.0%
Floor Insulation	N/A	Home	-	-	-	-	\$ -	0.0%
Minor Home Repairs		Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								
Furnace Repair/Replacement	X	Home	1,075	-	-	(32,960)	\$ 887,293	6.7%
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	266	-	-	2,955	\$ 124,147	0.9%
Energy Efficient Fan Control	N/A	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	X	Home	4,531	-	-	50,339	\$ 550,741	4.1%
High Efficiency Forced Air Unit (HE FAU) - Early Replacement	X	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU) - On Burnout	X	Home	264	-	-	4,603	\$ 1,000,819	7.5%
Smart Thermostat	X	Home	2,640	-	-	15,207	\$ 697,512	5.2%
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	2,698	-	-	(3,319)	\$ 126,517	0.9%
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	8,519	-	-	-	\$ 544,489	4.1%
CO and Smoke Alarm	X	Home	7,283	-	-	-	\$ 1,643,176	12.3%
<b>Pilots</b>								
<b>Customer Enrollment</b>								
Outreach & Assessment		Home	16,269				\$ 1,410,435	10.6%
In-Home Energy Education		Home	15,080				\$ 240,319	1.8%
<b>Total Savings/Expenditures [6]</b>						158,011	\$ 13,339,966	
Total Households Weatherized [7]			12,027					
<b>Households Treated</b>		Total						
- Single Family Households Treated		Home	10,399					
- Multi-family Households Treated (In-unit)		Home	1,137					
- Mobile Homes Treated		Home	491					
<b>Total Number of Households Treated</b>		Home	12,027					
<b># Eligible Households to be Treated for PY</b>		Home	69,837					
<b>% of Households Treated</b>		%	17%					
- Master-Meter Households Treated		Home	294					
<b>Year to Date Expenses</b>								
<b>ESA Program - Main</b>			<b>Electric</b>	<b>Gas</b>	<b>Total</b>			
<b>Administration</b>				\$ 2,931,152	\$ 2,931,152			
<b>Direct Implementation (Non-Incentive)</b>					\$ -			
<b>Direct Implementation</b>				\$ 13,353,545	\$ 13,353,545			<<Includes measures costs
<b>TOTAL ESA Main COSTS</b>			\$ -	\$ 16,284,697	\$ 16,284,697			

[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] Total Savings/Expenditures amount does not include credits, expenses, or required adjustments that are reflected in ESA Program Table 1.

[7] 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**  
**April 2023**

<b>Table 2A ESA Program - Multifamily Common Area Measures [1]</b>								
<b>Year-To-Date Completed &amp; Expensed Installation</b>								
	<b>Units (of Measure such as "each")</b>	<b>Quantity Installed</b>	<b>Number of Units for Cap-kBTUh and Cap-Tons</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms [4][12] (Annual)</b>	<b>Expenses [13] (\$)</b>	<b>% of Expenditure</b>
<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	4	-	-	-	5,974	\$ 83,827	100.0%
<b>Envelope</b>								
Air Sealing/Envelope [6]	Home	-	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								
A/C Tune-up**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Furnace Replacement**	Cap-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>		4	-	-	-	5,974	\$ 83,827	

<b>Multifamily Properties Treated</b>	<b>Number</b>
<b>Total Number of Multifamily Properties Treated [10]</b>	2
<b>Subtotal of Master-metered Multifamily Properties Treated</b>	2
<b>Total Number of Multifamily Tenant Units w/in Properties Treated [11]</b>	0
<b>Total Number of buildings w/in Properties Treated</b>	2

<b>ESA Program - Multifamily Common Area</b>	<b>Year to Date Expenses</b>		
	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
<b>Administration</b>	\$ 79,612	\$ 79,612	\$ 79,612
<b>Direct Implementation (Non-Incentive)</b>	\$ -	\$ -	\$ -
<b>Direct Implementation</b>	\$ 448,056	\$ 448,056	\$ 448,056
<b>TOTAL MF CAM COSTS</b>	\$ -	\$ 527,667	\$ 527,667

<<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
- [3] Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted. Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.
- [4] All savings are calculated based on the following sources:  
 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.
- [5] Microwave savings are from ECONorthWest Studies received in December of 2011.
- [6] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
- [7] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.
- [8] Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.
- [9] Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.
- [10] Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.
- [11] Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.
- [12] NMEC calculations require 12 months prior and 12 months post implementation data.
- [13] Includes expenditures for projects from 2022; partial payment for projects completed in 2022 may have been included in 2021.

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

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

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

\*\* Note: This represents the unit of measure such as Cap Tons and Cap 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  
April 2023**

<b>Table 2B ESA Program - Multifamily Whole Building [1]</b>								
<b>Year-To-Date Completed &amp; Expensed Installation</b>								
<b>ESA MFWB Measures [2][3]</b>	<b>Units (of Measure such as "each")</b>	<b>Quantity Installed</b>	<b>Number of Units for Cap-kBTU and Cap-Tons</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms [4][12] (Annual)</b>	<b>Expenses [13] (\$)</b>	<b>% of Expenditure</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-kBTU	-	-	-	-	-	\$ -	0.0%
Central Boiler Replace**	Cap-kBTU	-	-	-	-	-	\$ -	0.0%
<b>Envelope</b>								
Air Sealing/Envelope [6]	Home	-	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								
A/C Tune-up**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Furnace Replacement**	Cap-kBTU	-	-	-	-	-	\$ -	0.0%
Heat Pump Split System**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Programmable Thermostat	Each	-	-	-	-	-	\$ -	0.0%
		-	-	-	-	-	\$ -	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>		-	-	-	-	-	\$ -	

<b>Multifamily Properties Treated (Common Area Measures and Whole Building)</b>	<b>Number</b>
<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>	

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

<b>ESA Program - MFWB</b>	<b>Year to Date Expenses</b>		
	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
<b>Administration</b>			\$ -
<b>Direct Implementation (Non-Incentive)</b>		\$ -	\$ -
<b>Direct Implementation</b>			\$ -
<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  
 [3] Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted. Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.  
 [4] All savings are calculated based on the following sources:  
 DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.  
 [5] Microwave savings are from ECONorthWest Studies received in December of 2011.  
 [6] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.  
 [7] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.  
 [8] Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.  
 [9] Per D.17-12-009 at p.213, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.  
 [10] Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.  
 [11] Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.  
 [12] NMEC calculations require 12 months prior and 12 months post implementation data.  
 [13] Includes expenditures for projects from 2022; partial payment for projects completed in 2022 may have been included in 2021.

Notes:  
 MFWB Program to commence July 2023.  
 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.  
 Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.  
 \*\* Note: This represents the unit of measure such as Cap Tons and Cap kBTU. It is not a count of each measure installed or each home the measure was installed in.

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

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

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

ESA Program - Pilot Plus and Pilot Deep	Year to Date Expenses		
	Electric	Gas	Total
Administration		\$ 5,335	\$ 5,335
Direct Implementation (Non-Incentive)			\$ -
Direct Implementation			\$ -
<b>TOTAL Pilot Plus and Pilot Deep COSTS</b>	\$ -	\$ 5,335	\$ 5,335

<<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**  
**April 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%
	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%
	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**  
**April 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%
Clothes 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  
April 2023**

<b>Table 3A, ESA Program Main (SF, MH, MF In-Unit)</b>	
Annual kWh Savings	N/A
Annual Therm Savings	158,011
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	930,057
Current kWh Rate	N/A
Current Therm Rate	\$ 1.55
Average 1st Year Bill Savings / Treated households	\$ 20.36
Average Lifecycle Bill Savings / Treated Household	\$ 119.86

<b>Table 3B, ESA Program - Multifamily Common Area [1]</b>	
Annual kWh Savings	N/A
Annual Therm Savings	5,974
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	119,480
Current kWh Rate	N/A
Current Therm Rate	\$ 1.55
Average 1st Year Bill Savings / Treated Property	\$ 4,630
Average Lifecycle Bill Savings / Treated Property	\$ 92,597

<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	\$ -

Note: MFWB Program to commence July 2023.

<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	\$ -

Note: Pilot Plus/Deep installations to commence Q2 2023.

<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	\$ -

Note: Pilot Plus/Deep installations to commence Q2 2023.

<b>Table 3F, ESA Program - Building Electrification - N/A for SoCalGas</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 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	163,985
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	1,049,537
Current kWh Rate	N/A
Current Therm Rate	\$ 1.55
Average 1st Year Bill Savings / Treated Households	\$ 4,650
Average Lifecycle Bill Savings / Treated Households	\$ 92,717

[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  
April 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	10	13,398	13,408	55	1	56
Imperial	23,906	0	23,906	0	21	21
Kern	38,075	18,835	56,910	83	511	594
Kings	16,336	13	16,349	0	90	90
Los Angeles	3,268	1,206,568	1,209,836	4,081	281	4,362
Orange	15	297,484	297,499	474	0	474
Riverside	157,644	126,193	283,837	2,749	395	3,144
San Bernardino	1,081	214,725	215,806	2,289	12	2,301
San Luis Obispo	18,047	11,350	29,397	0	86	86
Santa Barbara	1,301	45,163	46,464	142	218	360
Tulare	49,504	13,290	62,794	87	399	486
Ventura	3,358	77,124	80,482	46	7	53
<b>Total</b>	<b>312,545</b>	<b>2,024,143</b>	<b>2,336,688</b>	<b>10,006</b>	<b>2,021</b>	<b>12,027</b>

Table 4B, ESA Program - Multifamily Common Area						
County				Households Treated YTD		
				Rural	Urban	Total
Fresno				0	0	0
Imperial				0	0	0
Kern				0	0	0
Kings				0	0	0
Los Angeles				0	2	2
Orange				0	0	0
Riverside				0	0	0
San Bernardino				0	0	0
San Luis Obispo				0	0	0
Santa Barbara				0	0	0
Tulare				0	0	0
Ventura				0	0	0
<b>Total</b>				<b>0</b>	<b>2</b>	<b>2</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>

MFWB Program to commence July 2023.

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>

Pilot Plus/Deep installations to commence Q2 2023.

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>

No CSD activity.

[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

**Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary  
Southern California Gas Company  
April 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		kWh	Therm		kWh	kWh		Therm	kWh
January	-	-	-	-	-	-	-	-	-	-	-	-
February	-	2,748	26,723	-	N/A	N/A	-	-	-	-	2,748	26,723
March	-	3,533	39,331	-	N/A	N/A	-	-	-	-	3,533	39,331
April	-	5,746	91,957	-	N/A	N/A	-	-	-	-	5,746	91,957
May	-	-	-	-	N/A	N/A	-	-	-	-	-	-
June	-	-	-	-	N/A	N/A	-	-	-	-	-	-
July	-	-	-	-	N/A	N/A	-	-	-	-	-	-
August	-	-	-	-	N/A	N/A	-	-	-	-	-	-
September	-	-	-	-	N/A	N/A	-	-	-	-	-	-
October	-	-	-	-	N/A	N/A	-	-	-	-	-	-
November	-	-	-	-	N/A	N/A	-	-	-	-	-	-
December	-	-	-	-	N/A	N/A	-	-	-	-	-	-
<b>YTD</b>				<b>12,027</b>	<b>158,011</b>	<b>N/A</b>	<b>N/A</b>				<b>12,027</b>	<b>158,011</b>

[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 Properties Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)	
		Therm	kWh		kWh	Therm		kWh	kWh		Therm	kWh
January	-	-	-	-	-	-	-	-	-	-	-	-
February	-	-	-	-	-	-	-	-	-	-	-	-
March	-	-	-	-	-	-	-	-	-	-	-	-
April	-	-	2	5,974	N/A	N/A	-	-	-	-	2	5,974
May	-	-	-	-	N/A	N/A	-	-	-	-	-	-
June	-	-	-	-	N/A	N/A	-	-	-	-	-	-
July	-	-	-	-	N/A	N/A	-	-	-	-	-	-
August	-	-	-	-	N/A	N/A	-	-	-	-	-	-
September	-	-	-	-	N/A	N/A	-	-	-	-	-	-
October	-	-	-	-	N/A	N/A	-	-	-	-	-	-
November	-	-	-	-	N/A	N/A	-	-	-	-	-	-
December	-	-	-	-	N/A	N/A	-	-	-	-	-	-
<b>YTD</b>				<b>2</b>	<b>5,974</b>	<b>N/A</b>	<b>N/A</b>				<b>2</b>	<b>5,974</b>

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		kWh	Therm		kWh	kWh		Therm	kWh
January	-	-	-	-	-	-	-	-	-	-	-	-
February	-	-	-	-	-	-	-	-	-	-	-	-
March	-	-	-	-	-	-	-	-	-	-	-	-
April	-	-	-	-	-	-	-	-	-	-	-	-
May	-	-	-	-	-	-	-	-	-	-	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-
July	-	-	-	-	-	-	-	-	-	-	-	-
August	-	-	-	-	-	-	-	-	-	-	-	-
September	-	-	-	-	-	-	-	-	-	-	-	-
October	-	-	-	-	-	-	-	-	-	-	-	-
November	-	-	-	-	-	-	-	-	-	-	-	-
December	-	-	-	-	-	-	-	-	-	-	-	-
<b>YTD</b>						<b>N/A</b>	<b>N/A</b>					<b>N/A</b>

MFWB Program to commence July 2023.  
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	(Annual)		# of Household Treated by	(Annual)		# of Household Treated by	(Annual)		# of Household Treated by	(Annual)	
		Therm	kWh		kWh	Therm		kWh	kWh		Therm	kWh
January	-	-	-	-	-	-	-	-	-	-	-	-
February	-	-	-	-	-	-	-	-	-	-	-	-
March	-	-	-	-	-	-	-	-	-	-	-	-
April	-	-	-	-	-	-	-	-	-	-	-	-
May	-	-	-	-	-	-	-	-	-	-	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-
July	-	-	-	-	-	-	-	-	-	-	-	-
August	-	-	-	-	-	-	-	-	-	-	-	-
September	-	-	-	-	-	-	-	-	-	-	-	-
October	-	-	-	-	-	-	-	-	-	-	-	-
November	-	-	-	-	-	-	-	-	-	-	-	-
December	-	-	-	-	-	-	-	-	-	-	-	-
<b>YTD</b>						<b>N/A</b>	<b>N/A</b>					<b>N/A</b>

Pilot Plus/Deep installations to commence Q2 2023.  
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		kWh	Therm		kWh	kWh		Therm	kWh
January												
February												
March												
April												
May												
June												
July												
August												
September												
October												
November												
December												
<b>YTD</b>												

Not applicable to SoCalGas.  
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		kWh	Therm		kWh	kWh		Therm	kWh
January	-	-	-	-	-	-	-	-	-	-	-	-
February	-	-	-	-	-	-	-	-	-	-	-	-
March	-	-	-	-	-	-	-	-	-	-	-	-
April	-	-	-	-	-	-	-	-	-	-	-	-
May	-	-	-	-	-	-	-	-	-	-	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-
July	-	-	-	-	-	-	-	-	-	-	-	-
August	-	-	-	-	-	-	-	-	-	-	-	-
September	-	-	-	-	-	-	-	-	-	-	-	-
October	-	-	-	-	-	-	-	-	-	-	-	-
November	-	-	-	-	-	-	-	-	-	-	-	-
December	-	-	-	-	-	-	-	-	-	-	-	-
<b>YTD</b>						<b>N/A</b>	<b>N/A</b>					<b>N/A</b>

No CSD activity.  
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**  
**April 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	\$ 2,676	\$ 2,676	N/A	\$ 5,335	\$ 5,335	N/A	\$ 32,542	\$ 32,542	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>\$ 2,676</b>	<b>\$ 2,676</b>	<b>N/A</b>	<b>\$ 5,335</b>	<b>\$ 5,335</b>	<b>N/A</b>	<b>\$ 32,542</b>	<b>\$ 32,542</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	\$ 42,804	\$ 42,804	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	\$ (639)	\$ (639)	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	\$ -	\$ -	N/A	\$ 10,343	\$ 3,731	N/A	\$ 18,411	\$ 11,800	N/A	55%	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>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ 10,343</b>	<b>\$ 3,731</b>	<b>N/A</b>	<b>\$ 18,411</b>	<b>\$ 11,800</b>	<b>N/A</b>	<b>2%</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.







\* 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  
April 2023**

<b>Partner</b>	<b>Brief Description of Effort</b>	<b># of Referrals [1]</b>	<b># of Leveraging</b>	<b># of Coordination Efforts</b>	<b># of Leads [2]</b>	<b># of Enrollments</b>
CARE	CARE customers who are PEV approved are shared with ESA				51,839	667
Water Agencies [3]	SoCalGas provides the ability for water agencies to capture water savings through co-funding opportunities		10 Agencies			284
Municipal Electric Providers [4]	SoCalGas provides co-funding opportunities to electric and water providers who might otherwise not offer energy savings measures		3 Providers			752
Project Homekey (Properties)	SoCalGas' ESA Program provides energy efficiency services at no cost to Project Homekey sites.				17	17

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**  
**April 2023**

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
Tribes completed ESA Meet & Confer	6	Apanish Foundation (Chumash), Fernandeno Tataviam Band of Mission Indians, Gabrieleno (Tongva) Band of Mission Indians, Juaneno Band of Mission Indians Acjachemen Nation, Soboba Band of Luiseno Indians, Torres Martinez Band of Desert Cahuilla Indians
Tribes requested outreach materials or applications	6	Apanish Foundation (Chumash), Fernandeno Tataviam Band of Mission Indians, Gabrieleno (Tongva) Band of Mission Indians, Juaneno Band of Mission Indians Acjachemen Nation, Soboba Band of Luiseno Indians, Torres Martinez Band of Desert Cahuilla Indians
Tribes who have not accepted offer to Meet and Confer	0	
Non-Federally Recognized Tribes who participated in Meet & Confer	4	Met with 4 Non-Federally Recognized tribes in November 2022 - 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	2	Torres Martinez Band of Desert Cahuilla Indians, Soboba Band of Luiseno Indians

**CARE Table 1 - CARE Program Expenses  
Southern California Gas Company  
April 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	\$209,839	\$ 209,839	N/A	\$1,139,459	\$ 1,139,459	N/A	26%	26%
Processing / Certification Re-certification	N/A	\$ 2,239,037	\$ 2,239,037	N/A	\$149,095	\$ 149,095	N/A	\$455,587	\$ 455,587	N/A	20%	20%
Post Enrollment Verification	N/A	\$ 247,690	\$ 247,690	N/A	\$14,017	\$ 14,017	N/A	\$35,800	\$ 35,800	N/A	14%	14%
IT Programming	N/A	\$ 1,090,222	\$ 1,090,222	N/A	\$17,406	\$ 17,406	N/A	\$292,171	\$ 292,171	N/A	27%	27%
Pilots	N/A	\$ -	\$ -	N/A	\$19,648	\$ 19,648	N/A	\$36,368	\$ 36,368	N/A	#DIV/0!	#DIV/0!
CHANGES Program	N/A	\$ 437,502	\$ 437,502	N/A	\$29,463	\$ 29,463	N/A	\$144,783	\$ 144,783	N/A	33%	33%
Studies	N/A	\$ -	\$ -	N/A	\$0	\$ -	N/A	\$10,406	\$ 10,406	N/A	#DIV/0!	#DIV/0!
Regulatory Compliance	N/A	\$ 549,966	\$ 549,966	N/A	\$41,827	\$ 41,827	N/A	\$115,006	\$ 115,006	N/A	21%	21%
General Administration	N/A	\$ 1,141,195	\$ 1,141,195	N/A	\$68,782	\$ 68,782	N/A	\$384,281	\$ 384,281	N/A	34%	34%
CPUC Energy Division	N/A	\$ 79,568	\$ 79,568	N/A	\$0	\$ -	N/A	\$17,250	\$ 17,250	N/A	22%	22%
<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>N/A</b>	<b>\$ 10,181,364</b>	<b>\$ 10,181,364</b>	<b>N/A</b>	<b>\$ 550,077</b>	<b>\$ 550,077</b>	<b>N/A</b>	<b>\$ 2,631,111</b>	<b>\$ 2,631,111</b>	<b>N/A</b>	<b>26%</b>	<b>26%</b>
CARE Rate Discount	N/A	\$ 140,801,916	\$ 140,801,916	N/A	\$14,598,654	\$ 14,598,654	N/A	\$165,588,996	\$ 165,588,996	N/A	118%	118%
<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>\$ 15,148,731</b>	<b>\$ 15,148,731</b>	<b>N/A</b>	<b>\$ 168,220,107</b>	<b>\$ 168,220,107</b>	<b>N/A</b>	<b>111%</b>	<b>111%</b>
Other CARE Rate Benefits												
- DWR Bond Charge Exemption												
- CARE Surcharge Exemption				N/A	\$2,913,623	\$ 2,913,623	N/A	\$14,804,715	\$ 14,804,715			
- California Solar Initiative Exemption												
- kWh Surcharge Exemption												
- Vehicle Grid Integration Exemption												
Total Other CARE Rate Benefits				<b>N/A</b>	<b>\$ 2,913,623</b>	<b>\$ 2,913,623</b>	<b>N/A</b>	<b>\$ 14,804,715</b>	<b>\$ 14,804,715</b>			
Indirect Costs				N/A	\$149,104	\$ 149,104	N/A	\$579,455	\$ 579,455			

[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  
April 2023**

2023	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Enrollment Rate % (W/X)	Total Residential Accounts	Gas Only	Electric Only	
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)							Net Adjusted (K-T)
	Inter-Utility <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	1,613,587	111%	5,734,892	1,795,788	N/A	
February	4,098	1,107	231	5,436	22,186	9,572	7,331	12	39,101	44,537	2,901	23,827	9,155	35,883	3,602	32	280	9,965	13,879	80,420	30,658	1,826,446	1,613,587	113%	5,738,943	1,826,446	N/A	
March	7,547	1,454	234	9,235	13,544	10,765	7,889	3	32,201	41,436	2,841	40,093	9,628	52,562	3,284	99	243	12,678	16,304	93,998	25,132	1,851,578	1,670,113	111%	5,743,209	1,851,578	N/A	
April	3,946	1,476	238	5,660	7,265	7,550	7,306	3	22,124	27,784	2,406	26,142	22,205	50,753	3,023	462	261	11,685	15,431	78,537	12,353	1,863,928	1,673,671	111%	5,746,513	1,863,928	N/A	
May				0					0	0				0					0	0	0							N/A
June				0					0	0				0					0	0	0							N/A
July				0					0	0				0					0	0	0							N/A
August				0					0	0				0					0	0	0							N/A
September				0					0	0				0					0	0	0							N/A
October				0					0	0				0					0	0	0							N/A
November				0					0	0				0					0	0	0							N/A
December				0					0	0				0					0	0	0							N/A
YTD Total	20,862	5,040	860	26,762	54,597	31,938	29,004	23	115,562	142,324	11,257	113,229	51,858	176,344	14,590	611	995	44,002	60,198	318,668	82,126	1,863,928	1,673,671	111%	5,746,513	1,863,928	N/A	

<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**  
**April 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%	295	56	351	23.8%	0.0%
February	1,826,446	6,138	0.3%	4	349	353	5.8%	0.0%
March	1,851,578	36,657	2.0%	5	1,428	1,433	3.9%	0.1%
April	1,863,928	9,855	0.5%	2	145	147	1.5%	0.0%
May								
June								
July								
August								
September								
October								
November								
December								
<b>YTD Total</b>	<b>1,863,928</b>	<b>54,123</b>	<b>2.9%</b>	<b>306</b>	<b>1,978</b>	<b>2,284</b>	<b>4.2%</b>	<b>0.1%</b>

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

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

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

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

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

**CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)**  
**Southern California Gas Company**  
**Not Applicable to SoCalGas**

Month	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January							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%	
<b>YTD Total</b>	<b>#N/A</b>	<b>0</b>	<b>#N/A</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>#N/A</b>

**CARE Table 4 - Enrollment by County  
Southern California Gas Company  
April 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	10,862	13	10,875	13,838	19	13,857	127%	152%	127.42%
Imperial	0	17,041	17,041	2	15,701	15,703	n/a	92%	92.15%
Kern	14,493	29,914	44,407	19,331	35,780	55,111	133%	120%	124.10%
Kings	11	13,594	13,605	12	17,944	17,956	112%	132%	131.99%
Los Angeles	868,127	2,089	870,216	921,659	2,005	923,664	106%	96%	106.14%
Orange	190,484	0	190,484	195,894	28	195,922	103%	#DIV/0!	102.85%
Riverside	99,444	116,226	215,670	113,487	143,931	257,418	114%	124%	119.36%
San Bernardino	142,363	810	143,174	199,279	737	200,016	140%	91%	139.70%
San Luis Obispo	8,633	14,132	22,766	4,501	13,710	18,211	52%	97%	79.99%
Santa Barbara	33,888	716	34,604	35,270	828	36,098	104%	116%	104.32%
Tulare	9,889	44,591	54,480	13,646	57,315	70,961	138%	129%	130.25%
Ventura	54,150	2,200	56,349	56,922	2,089	59,011	105%	95%	104.72%
<b>Total</b>	<b>1,432,344</b>	<b>241,327</b>	<b>1,673,671</b>	<b>1,573,841</b>	<b>290,087</b>	<b>1,863,928</b>	<b>110%</b>	<b>120%</b>	<b>111%</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  
April 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%	6,891	2,150	66.6%	0.12%
February	1,826,446	9,301	0.5%	5,488	305	59.0%	0.0%
March	1,851,578	11,728	0.6%	5,117	299	43.6%	0.0%
April	1,863,928	14,493	0.8%	2,182	143	15.1%	0.0%
May							
June							
July							
August							
September							
October							
November							
December							
<b>YTD</b>	<b>1,863,928</b>	<b>45,863</b>	<b>2.5%</b>	<b>19,678</b>	<b>2,897</b>	<b>42.9%</b>	<b>0.16%</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

[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**  
**April 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				
Hermandad Mexicana		X				
CSET		X				
Crest Forest Family and Community Service		X				
CUI – Campesinos Unidos, Inc.		X	X	X		
Veterans in Community Service		X	X	X		
MEND		X				
Catholic Charities of LA – Brownson House		X				
OCCC, Inc. (Orange County Community Center)		X				
APAC Service Center		X			3	23
Visalia Emergency Aid Council		X				
<b>Total Enrollments</b>					<b>3</b>	<b>23</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  
April 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	\$19,648	\$ 19,648	N/A	\$ 36,368	\$ 36,368	N/A	\$ 74,582	\$ 74,582
<b>Total Pilots</b>		\$ -	\$ -	<b>N/A</b>	<b>\$ 19,648</b>	<b>\$ 19,648</b>	<b>N/A</b>	<b>\$ 36,368</b>	<b>\$ 36,368</b>	<b>N/A</b>	<b>\$ 74,582</b>	<b>\$ 74,582</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	\$ -	\$ -	N/A	\$ 10,406	\$ 10,406	N/A	\$ 18,514	\$ 18,514
<b>Total Studies</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ 10,406</b>	<b>\$ 10,406</b>	<b>N/A</b>	<b>\$ 18,514</b>	<b>\$ 18,514</b>

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

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

**CARE Table 8**  
**CARE and Disadvantage Communities Enrollment Rate for Zip Codes**  
**Southern California Gas Company**  
**April 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	N/A	97.1%	49.6%	64.1%
March	N/A	96.5%	49.1%	59.0%
April	N/A	94.3%	49.1%	59.0%
May				
June				
July				
August				
September				
October				
November				
December				
<b>YTD</b>	N/A	97.1%	49.6%	64.1%

**Notes:**

Penetration Rate and Enrollment Rate are the same value. ACs are defined at the census tract level. Corresponding zip codes are provided for the purpose of this table; however, the entire zip code listed may not be considered a DAC Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

**CARE Table 8A**

**CARE Top 10 Lowest Enrollment Rates in High Disconnection, High Poverty, and DAC Communities by ZIP Code  
Southern California Gas Company  
April 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)
92341	17.1%
91330	18.4%
90024	24.6%
93212	36.2%
90021	48.2%
93265	50.9%
92257	54.0%
93646	57.2%
91601	59.3%
90007	59.3%

ZIP	Top 10 Lowest CARE Enrollment Rate for ZIP Codes in DAC
90014	37.1%
90401	38.7%
92518	47.5%
90021	48.2%
92324	51.6%
92257	54.0%
93646	57.2%
90007	59.3%
90017	67.5%
92233	67.7%

**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.