

**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 FEBRUARY 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: March 21, 2023

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This is the second 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 February 28, 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: March 21, 2023

**Southern California Gas Company**  
**Energy Savings Assistance Program (ESA Program)**  
**And**  
**California Alternate Rates for Energy (CARE)**  
**Program Monthly Report**

**LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT**

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. ESA PROGRAM EXECUTIVE SUMMARY

#### 1.1. ESA Program Overview

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

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

<b>Program Summary for 2023 ESA Program Main (SF, MH, MF In-Unit)</b>			
	2023 Authorized / Planning Assumption	Actual to Date	%
Budget	\$94,836,846	\$4,288,382	5%
Homes Treated	69,837	2,748	4%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	1,435,220*	26,723	2%
GHG Emissions Reduced (Tons)**	7,345	141	2%

\* 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 February 2023, SoCalGas processed and paid contractor invoices from prior months’ activities for 2,748 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 2,748 homes, 273 furnace repairs and replacements, and 156 water heater repairs and replacements.

<b>Program Summary for 2023 ESA Program MF CAM</b>			
	2023 Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$8,001,130	\$59,970	0.7%
Properties Treated	N/A	0	0%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	N/A**	0	N/A

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

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

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

SoCalGas has no completed Multifamily Common Area Measure (MF CAM) projects completed yet in 2023 and there are seventeen (17) 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 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	\$3,514	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 is a joint pilot program between SoCalGas and Southern California Edison (SCE), where pre-selected customers residing in single family homes may opt in to participate. Participants in Pilot Plus/Deep will receive measures that may help them save 5% to 50% of their energy usage. SoCalGas and SCE conducted a competitive solicitation to select a single third-party Program Implementer to deliver Pilot Plus/Deep gas and electric program services. A contract with the successful bidder was finalized in July. The successful bidder is currently ramping up and beginning to enroll customers.

**1.1.2. Program Measure Changes**

No measure changes occurred in February 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 is to increase visits to the Customer Assistance Program's page and increase awareness among eligible customers. The campaign includes a mix of broad channels and targeted strategies to generate awareness and drive actions to the program landing page. The channel mix is broken down into television, radio, and digital such as video, display, social and native platforms. The campaign tag line, "Offering support, in more ways than one," speaks to the support that SoCalGas offers its customers by way of its



customer assistance programs (e.g., ESAP, CARE, and the Medical Baseline Allowance program) which can be found at the Customer Assistance Program's landing page. The campaign will run for a little over a month, concluding in April.

#### E- Newsletter

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

#### Energy Savings Assistance Program - Emails

SoCalGas sent approximately 24,574 emails in February. The email included a high-level explanation of the program, shared a list of available measures that customers may qualify for, and encouraged customers to visit the program web page or call the program's direct line to learn more.

#### Energy Saving Assistance Program - Direct Mailings

SoCalGas sent approximately 28,574 direct mail letters in English and Spanish in February. The letter included a high-level explanation of the program, shared a list of available measures that customers may qualify for, and encouraged customers to visit the program web page or call the program's direct line to learn more.

#### Energy Savings Assistance Program – Text Messaging

SoCalGas sent approximately 26,554 text messages in February. 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 February.

#### Energy Savings Assistance Program - Web Activities

There were 2,128 internet-generated leads for the ESA Program during the month of February from all channel activities conducted in previous months. The leads are being pursued by SoCalGas ESA Program contractors.

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

SoCalGas did not post to Facebook and Twitter in February. This is due to the implementation of a new social media strategy moving forward. Instead of posting monthly, SoCalGas will now post quarterly beginning at the end of the first quarter. This shift will allow for a more targeted approach to social media outreach and will enable SoCalGas to utilize better analytics. To facilitate this new approach, SoCalGas will be partnering with an ad agency to handle its social media posts.

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

SoCalGas provides customer program information regarding its interactions with the community that facilitates participation in its Low-Income Programs. On an ongoing basis, SoCalGas Regional Public Affairs meets with various community groups – representing both the general population and low-income customers.

CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. A complete listing of outreach events that SoCalGas participated in during the month of February 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 February 211 LA made five (5) social media posts promoting customer assistance programs. The agency also informed 118 callers about the CARE Program and spoke with 12 callers who were interested in the ESA Program.

In October 2022, SoCalGas Customer Assistance Programs started a collaboration with Chinatown Service Center (CSC). Chinatown Service Center serves Los Angeles County, and have offices in Los Angeles, Alhambra, San Gabriel, and Monterey Park. Chinatown Service Center focuses on serving the Chinese Immigrant community but also serve other community members that need assistance. They provide various help such as: medical, dental, optometry, behavioral health, social services, youth services, and financial help. Chinatown Service Center is assisting Customer Assistance Programs (CAP) outreach team by distributing CAP collateral to their clients and community members.

SoCalGas Customer Assistance Programs continues its collaboration with Walking Shield. Walking Shield's mission is to improve the quality of life for families in Orange and Los Angeles Counties by coordinating programs that provide shelter, healthcare, community development support, educational assistance, employment development, and humanitarian aid. Also, through this partnership, Walking Shield provides SoCalGas Customer Assistance Program information to the community by utilizing social media platforms and newsletters,

and via phone and virtual meetings with clients. In the month of February, Walking Shield held 24 one-on-one virtual/phone meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Six (6) program applications were submitted during these meetings. Walking Shield also emailed a total of 40 participants from their education program with information on SoCalGas' Customer Assistance Programs, as well as a link to apply.

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

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 February, 369 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 163 views in February.

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 February, the Los Angeles County + USC Medical Center Chaplin Department sent out 25 emails to their contacts sharing CAP information. Information was also shared with 564 individuals at two (2) food distribution events.

To assist with grassroots outreach, SoCalGas also works with counselors from Worksite Wellness, a CBO in Los Angeles County that provides outreach to low-income working families. Counselors visit workplaces in south Los Angeles and neighboring communities to deliver wellness seminars and discuss no-cost/low-cost health care services. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program. In February, 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 1,475 clients while 934 clients attended Community Health classes in-person or online last month. Staff also provided enrollment assistance to 171 families that qualified for Customer Assistance Programs based on Medi-Cal, MyHealthLA, or Covered California participation. Enrollments are still being conducted over the phone, while others are being done in-person as the Worksite Wellness office remains open at 100% capacity.

SoCalGas also collaborates with LIFT-Los Angeles. LIFT partners with community and early childcare organizations who refer parents and caregivers to SoCalGas' services (parents can also contact LIFT directly). While these community institutions are focused on helping children develop and thrive, LIFT concentrates on engaging and supporting their parents. LIFT works to build a strong, trusted relationship with each parent and/or caregiver centering around family goals that include increasing savings and reducing debt, finding high-quality educational opportunities, and securing jobs that can provide more economic stability. Members and coaches meet at least once a month to make progress towards their goals. LIFT also provides families with funds to meet emergency needs and support long-term goals and connects parents to a broader community of local resources and partnerships such as SoCalGas' Customer Assistance Programs. This month, LIFT worked to provide over 312 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 February, 50 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 February, Newstart Housing shared information on Customer Assistance Programs at four hosted events and reached 6 individuals through their one-on-one interactions and phone outreach.

A partnership with St. Barnabas Foundation (SBSS) in Los Angeles County was formed in 2018 to assist with the growing number of older adults in SoCalGas' service territory who lack basic developmental tools. The impacts of COVID-19 have affected most events with the organization. SBSS works with vulnerable population and provides one-on-one case management phone calls where they can introduce SoCalGas' Customer Assistance Programs to clients directly as well as provide translations and answer common questions about their gas bill. In February, St. Barnabas reached 219 people by sharing information about Customer Assistance Programs on Instagram. The "SoCalGas Low-Income Assistance Programs" page of their monthly newsletter, which is posted on their website, received over 1,300 views.

In Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves low-income families, children, seniors, and persons with disabilities. The store-front facility in downtown Santa Barbara serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity

for one-on-one discussion on SoCalGas' low-income programs. Unity Shoppe provides Customer Assistance Programs to their partner agencies that work in referrals of low-income clients or agencies representing schools, infant & children's programs, medical assistance programs, and veteran outreach services. For the month of February, Unity Shoppe provided information on SoCalGas' Customer Assistance Programs to over 1,944 participants.

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 February, Food Share Ventura County distributed 6,317 "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 February, El Concilio distributed CAP information to 396 attendees that visited their office.

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

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

In our Southern Desert region, SoCalGas partners with FIND Food Bank. FIND Food Bank is the Desert's regional food bank and is the only regional food bank serving eastern Riverside and southern San Bernardino counties. FIND distributes over 12 million pounds of food assistance annually to an average 90,000 individuals each month across the service area. FIND operates 22 FIND Mobile Market Distributions and a network of over 66 community-based partners whose programs include food pantries, soup kitchens, after-school and summer care, senior centers, Faith-Based Organizations, and homeless shelters. Through its affiliations with Feeding America and the California Association of Food Banks, FIND represents the Desert Community at regional, state, and national levels to advocate for the most vulnerable populations suffering from food insecurity. For the month of February, FIND Foodbank's partnership with SoCalGas led to 2,925 one-on-one outreach opportunities to present SoCalGas' CAP information in 11 of the coverage areas they serve. This month the following coverage areas were visited: Bermuda Dunes, Cathedral City, Coachella, Desert Hot Springs, Indian

Wells, Indio, La Quinta, Oasis, Palm Desert, Rancho Mirage, and Thousand Palms.

In the Eastern San Fernando Valley, SoCalGas has developed a collaborative effort with El Nido Family Source Centers. El Nido is regarded as a nonprofit leader in Los Angeles – an integral part of the fabric of the communities it serves – providing critical social services in the most disadvantaged and under-resourced neighborhoods of LA County. With more than 90 years of experience and with programs that serve ethnically diverse clients of all ages – from newborns to toddlers to teens and into adulthood – El Nido transforms the lives of tens of thousands of vulnerable individuals across Los Angeles each year. In February, staff distributed information regarding SoCalGas’ Customer Assistance Programs to 749 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 February, SCDC shared information on Customer Assistance Programs to 100 people through their one-on-one interactions and phone outreach. In addition, their social media reached 373 people.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm, has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled,

and veterans. In February, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 99 tenants to new Rent Escrow Account Program (REAP) units and habitability-potential buildings. Approximately 50% of these tenants were already enrolled in programs. ICLC did not receive any inquiries with additional questions.

This year, SoCalGas has entered into a new partnership with ONEgeneration, a non-profit focused on providing intergenerational care and services. Operating throughout the western San Fernando Valley, ONEgeneration serves a variety of constituents and communities. These range from low-income, homebound, and medically frail senior citizens to developmentally disabled or at-risk youth to infants and children up to six years old. They also service diverse, multiethnic communities, with program participants speaking a number of languages. In February, ONEgeneration hosted or attended nine (9) community events where staff provided collateral materials and information about Customer Assistance Programs to attendees and assisted 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 February, a detailed message and link to SoCalGas' Customer Assistance Program's online applications were emailed to 176 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 February, Viet SoCal also published information about Customer Assistance Programs daily in their newspapers, *Nguoi Viet* and *VietMy*.

SoCalGas Customer Assistance Programs was able to commence a partnership with MEND poverty (MEND). MEND established operations in Pacoima, where it continues to provide food, clothing, one-on-one case management and support services to low-income individuals and families. For 50 years, MEND has continuously served the most vulnerable in the community, including those who are homeless, unemployed/under-employed, very low income, and older adults. In February, MEND staff provided outreach by distributing materials with CAP information to 157 community members in Pacoima and Arleta. They also regularly provide CAP outreach through their Rental Assistance Appointments.

In the month of February, 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 February, Goodwill of OC distributed customer assistance information to 2,329 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 February, South County outreach held 23 one-on-one case management meetings where they discussed SoCalGas' Customer Assistance Programs, provided brochures, and explained details of the programs. Five (5) households were assisted in fully completing their Gas Assistance Fund application online. Additionally, 835 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, 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 February 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 February, MICOP informed 41 community members on Customer Assistance Programs via phone calls and provided 28 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 the month of February CAP information was emailed to 300 contacts.

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.

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 February, Blind Support Services provided one-on-one touchpoints to 27 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 February, SCRS-IL was able to disseminate CAP information to 717 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 February, DCRC staff distributed Customer Assistance Program information at seven (7) weekly food distribution events to 160 individuals with their fresh produce and provided 50 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 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 February, OCAF was able to distribute CAP information to over 240 contacts through their crisis call line. Details regarding specific Disability events that took place during the month of February 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 February. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

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

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

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

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

#### **1.3. Leveraging Success Evaluation, Including CSD**

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

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

- Eastern Municipal Water District

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

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

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

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

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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.

Providers have reported 2023 activity noted below. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing & Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	205
Colton Public Utilities	0
Pasadena Water and Power	3
Riverside Public Utilities	33
<b>Total</b>	<b>238</b>

Affordable Broadband

California Emerging Technology Fund (CETF) is currently promoted on SoCalGas’ website (socialgas.com/Assistance and socialgas.com/Asistencia) and via monthly CARE emails to residential customers. In addition to promoting CETF via marketing channels, SoCalGas includes CETF information in ongoing CBO training presentations and has provided CETF promotional flyers in the ESA Program Energy Education kits. SoCalGas will continue to cross-promote affordable broadband messaging when relevant and appropriate.

**1.3.1. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What were the results in terms of new enrollments?**

SoCalGas continues to explore opportunities to collaborate with various organizations and key stakeholders, including the California Department of Community Services & Development (CSD), to leverage program enrollment. On April 2, 2019, SoCalGas and CSD executed a Low-Income Weatherization

Program (LIWP) cost reimbursement agreement for installation of qualifying  
 ESA Program measures to eligible customers.

**1.4. Workforce Education & Training**

**1.4.1. Please summarize efforts to improve and expand ESA Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.**

SoCalGas provides two (2) areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Program Field Operations. In response to COVID-19 restrictions, SoCalGas completed development of an online E&A curriculum in May 2020. Implementation of the curriculum as well as online testing began in June 2020. SoCalGas began presenting field operations training online in September 2020 and is continuing to address certain challenges due to the technical nature of the subject matter.

The year-to-date training results are as follows.

<b>SoCalGas Enrollment and Assessment Training</b>			
	January	February	Total
Attended Class	6	7	13
Tested	4	7	11
Passed	2	3	5
Enrollment Rate*	50%	43%	45%
*Enrollment rate is Passed/Tested			

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

\* No field operations training was conducted in February due to program invoicing and other priorities.

## **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. In the month of February SoCalGas team worked on a Data Request on this study and its Response to Recommendations (RTR).

#### 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 eligibly enrolled.

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

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

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

In January 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. In the month of February IOUs including the SoCalGas EM&V team worked on the interview guide that Evergreen put together. This interview will be with the IOUs. The interview will be around the subject of Auto Enrollment in the Categorical programs.

### ESA Program CAM Process Evaluation

The process evaluation has two (2) primary interrelated objectives: (1) To assess the relative effectiveness of the IOUs' current Multifamily Common Area Measures (MF-CAM) delivery and implementation strategies and provide recommendations where improvements could be made and (2) to identify what data currently exist and may be needed to assess performance and success as defined by the core objectives of the initiative. Results and recommended data collection that are later incorporated into program implementation processes will facilitate more reliable evaluations of the impacts of common area measures installed in multifamily properties. In addition, results of the process evaluation are expected to inform future program designs targeting the low-income MF sector.

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

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

process evaluation project. The draft final report was presented and discussed at the workshop.

**1.5.2. ESA Program Pilot**

In February, as part of Pilot Plus/Deep (also known as Whole Home), SoCalGas worked on obtaining an NDA that allows direct data communication between the evaluation vendor, Illume and SoCalGas. A measure list was developed by Maroma, the implementation vendor.

**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	\$573,563	13%
Processing, Certification and Verification	\$2,486,726	\$229,984	9%
Information Tech./Programming	\$1,090,222	\$114,791	11%
Pilots	--	\$14,925	N/A
CHANGES	\$437,502	\$25,476	6%
Studies	--	\$3,752	N/A
Regulatory Compliance	\$549,966	\$45,402	8%
General Administration	\$1,141,195	\$216,122	19%
CPUC Energy Division Staff	\$79,568	\$17,250	22%
Total Expenses	\$10,181,364	\$1,241,265	12%
Subsidies and Benefits	\$140,801,916	\$127,777,193	91%
Total Program Costs and Discounts	\$150,983,280	\$129,018,458	85%

**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>
1,826,446	1,613,587	113%

CARE My Account Activity & Enrollments

In accordance with D.17-12-009, CARE Program enrollment was integrated within My Account in September of 2017, where applications are now processed in real-time.<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 344,528 successful enrollments, 132,156 recertifications,

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

7,311 post-enrollment verifications and 28,437 opt-outs. Activity for February is as follows:

<b>CARE My Account Activity</b>			
	Transactions	Approved	% Approved
Self-certification	18,489	12,892	69%
Re-certification	940	894	95%
PEV	85	71	83%
Customer opt-out	564	N/A	N/A

CARE CSR Enrollment Initiative

In its PY2015-2017 Application, SoCalGas requested CARE enrollment through Customer Service Representatives (CSRs) when customers call the Customer Contact Center (CCC) to turn-on or back-on service, or to make payment arrangements. D.16-11-022 was issued in November 2016 and in January 2017, SoCalGas’ CARE and IT departments began the planning, design, and creation of a CARE template adjacent to both the turn-on and payment extension templates and used specifically by the CCC. Thorough testing, and training of the CSRs took place during the fourth quarter of 2017. CSRs began taking CARE applications over the phone at midnight on February 23, 2018.

During the month of February 2023, CSRs successfully enrolled 11,288 customers in CARE. An additional 2,365 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 638,017 with an additional 221,333 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 February, SoCalGas processed a total of 1,999 on-line renewals.

#### CARE Probability Model Updates

SoCalGas has been continuously monitoring, evaluation and improving its probability model performance. A new probability model was developed and productionized in January 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.

## **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 February, SoCalGas sent approximately 267 emails to new customers with a probability of being eligible for the CARE Program in these ZIP codes. A total of 422 customers enrolled using the link within this email. A total of approximately 15,560 emails were sent to existing SoCalGas customers who may qualify for the CARE Program and 1,717 enrolled using the link within this email.



SoCalGas also sends monthly re-apply emails to recapture customers who have fallen off the CARE Program. SoCalGas sent approximately 2,078 emails encouraging these customers to re-apply in February. 411 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 February, SoCalGas sent approximately 38,284 text messages to new customers, existing customers not on CARE, and customers needing to recertify to remain on the program. A total of 417 enrollments were generated from text messages sent.

#### CARE Direct Mail Activity & Enrollments

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 February, SoCalGas sent approximately 359 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 19,501 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 February, SoCalGas mailed approximately 2,978 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 4,730 online enrollments processed in February. 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 February. SoCalGas approved 116 bill insert applications from prior months in February.

### CARE Social & Mass Media Campaign

SoCalGas launched a mass media campaign in December 2022 that ran throughout the month. This campaign targeted General and Hispanic, markets throughout the SoCalGas service territory. The goal of this campaign was to drive traffic to both the English and Spanish CARE sites and increase online CARE applications and CARE recertifications. This campaign provided program information across multiple channels, including streaming video and radio, out-of-home (OOH) advertising, print, digital, and social media. Additional details and results will be shared in the coming months.

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 will run for a little over a month, concluding in April.

**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 909 approved enrollments in February.

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 February, 4,098 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 February generated 1,107 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 231 customers enrolled through leveraging during the month of February.

#### 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 February, 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 February, 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 February.

## 2.4. Studies and Pilots

### 2.4.1. CARE Program Studies

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

See Section 1.5.1 above.

### Categorical Eligibility Study

See Section 1.5.1 above.

### CHANGES Evaluation

The Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program was established as a pilot in 2011 to provide in-language energy-related (electric and natural gas) outreach, education, and resolution of needs and disputes, to limited-English proficient (LEP) consumers residing in the four Investor-Owned Utility (IOU) territories<sup>7</sup>.

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

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

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

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

The IOUs and ED selected Opinion Dynamics in January 2022 as the evaluator of this study through a competitive process. PG&E is the lead of this study. The study was kicked off in March 2022 and scheduled to complete in October 2022. Opinion Dynamics presented the final Research Plan at the stakeholder workshop in July 2022. Opinion Dynamics is continuing to work with all stakeholders. Opinion Dynamics provided the finalized GIS maps to the study team and CPUC. Opinion Dynamics circulated the draft report table of content among the IOU study team in February 2023.

#### **2.4.2. CARE Program Pilot**

LI Decision 21-06-015 ordered the joint IOUs to conduct a coordinated six-month to one-year PEV Outbound Call Pilot to assist customers in completing the verification process. The pilot began June 1, 2022 and will conclude on March 31, 2023.

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

Since customers have been remiss in responding to the letter, two months of pilot activity resulted in an insufficient number of customers to call. Therefore, as of August 1<sup>st</sup>, the call selection was changed. Instead of mailing a letter to



customers upon receipt of the first incomplete or insufficient documentation, the CARE reps began calling these customers.

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

For the month of September, the call list was expanded further. Customers who mailed their PEV application without any eligibility documentation at all, were phoned to encourage them to complete the verification process. Still, it was difficult to find customers to call, in keeping with the “attempted but failed PEV” customer segment. There were 105 customers called in September, 22 which were not reachable at all. Another 46 messages were left for customers who had voicemail. The end result was 20 new PEV approvals.

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

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

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

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

CBO Outreach Events

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 1 (Food Share of Ventura County)	Emergency Box Distribution	College Park- Oxnard	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 1,044 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 1 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	Healthy Babies- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 46 attendees.
February 1 (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 23 attendees.
February 1 (ONEgeneration)	ONEgeneration Monthly Newsletter	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8,000 households in newsletter.
February 2 (211 LA)	Stop the Hate Community Presentation	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 20 individuals.
February 2 (MEND)	Off-site material drop off at Fair View Elementary	North Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 50 individuals.
February 2 (Pars Equality Center)	Workshop on Access to Capital	Pars Equality Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 52 attendees.
February 2 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
February 2 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	La Reyna Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 2 (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 92 attendees.
February 2 (The Link)	SLO Co. Food Bank Distribution	Shandon High School- Los Osos	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 112 participants.
February 2 (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.
February 2 (Chinatown Service Center)	Free Pfizer and Moderna COVID- 19 Vaccine Shots	Julia McNeill Senior Ctr- Baldwin Park	CBO staff provided information regarding SoCalGas Customer Assistance Program. CAP materials were distributed to approximately 30 attendees.
February 3 (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.
February 3 (South County Outreach)	Email Outreach	Newsletter sent to clients	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via email newsletter to approximately 2,739 recipients
February 3 (Catholic Charities of Orange County)	Food Distribution	St. Norbert's- Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees
February 3 (Catholic Charities of Orange County)	Food Distribution	Hermosa Villa Apartment- Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 800 attendees

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 3 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	La Barata Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
February 3 (Chinatown Service Center)	Chinese New Year Celebration	Arcadia Community Center	CBO staff provided information regarding SoCalGas Customer Assistance Program. CAP materials were distributed to approximately 60 attendees.
February 3 (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 71 attendees.
February 3 (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 86 attendees.
February 3 (MICOP)	Mexican Consulate	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
February 3 (MEND)	MEND Food Distribution	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 10 individuals.
February 4 (SCG CAP Outreach Team)	Chino P.D "Run for Russ"	Chino	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
February 4 (MEND)	MEND Food Distribution	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 70 individuals.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 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 31 attendees.
February 4 (MICOP)	Health Fair	Ventura College	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 95 attendees.
February 4 (Chinatown Service Center)	Chinatown Health Fair	First Chinese Baptist Church	CBO staff provided information regarding SoCalGas Customer Assistance Program. CAP materials were distributed to approximately 40 attendees.
February 4 (Chinatown Service Center)	Lunar New Year Celebration	Temple City Park	CBO staff provided information regarding SoCalGas Customer Assistance Program. CAP materials were distributed to approximately 185 attendees.
February 5 (ONEgeneration)	Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 240 individuals.
February 6 (Chinatown Service Center)	China Garden Night Market	Chinatown	CBO staff provided information regarding SoCalGas Customer Assistance Program. CAP materials were distributed to 3 attendees.
February 6 (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.
February 6 (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 49 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 6 (Food Share of Ventura County)	Senior Kit Distribution	Centro Cristiano- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 43 attendees.
February 6 (Catholic Charities of Orange County)	Food Distribution	St Boniface- Anaheim	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 400 attendees.
February 6 (Catholic Charities of Orange County)	Food Distribution	La Purisima-Orange	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees
February 6 (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.
February 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 22 attendees.
February 7 (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
February 7 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
February 7 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 7 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	Guadalajara Market- Arroyo Grande	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
February 7 (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 123 attendees.
February 7 (The Link)	ELAC Meeting	Morro Bay High School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 12 participants.
February 7 (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 200 individuals.
February 8 (ONEgeneration)	Grocery Outlet	Chatsworth	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 12 individuals.
February 8 (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 5 participants.
February 8 (The Link)	SLO Co. Food Bank Distribution	Lillian Larsen School- San Miguel	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 38 participants.
February 8 (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 1,056 attendees.



<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 8 (Food Share of Ventura County)	Senior Kit Distribution	Journey- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
February 8 (Food Share of Ventura County)	Senior Kit Distribution	Salvation Army- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 86 attendees.
February 8 (Food Share of Ventura County)	Senior Kit Distribution	Door Dash- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees.
February 8 (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
February 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 20 attendees.
February 9 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
February 9 (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
February 9 (The Link)	SLO Co. Food Bank Distribution	Glenn Speck Elementary School- Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 57 participants.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 9 (MICOP)	Farmer's Market	Plaza Park- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 96 attendees.
February 9 (Chinatown Service Center)	Get Ready for Tax Filing Season 2023	Chinatown Service Center	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
February 9 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	Campo Ceramic- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 41 attendees.
February 9 (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 137 attendees.
February 9 (Food Share of Ventura County)	Senior Kit Distribution	Willet Ranch- Ventura	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees.
February 10 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 11 attendees.
February 10 (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 77 attendees.
February 10 (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 7 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 10 (Food Share of Ventura County)	Senior Kit Distribution	Door Dash- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.
February 10 (Pars Equality Center)	Workshop on Housing Rights	Pars Equality Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 21 attendees.
February 10 (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.
February 10 (ONEgeneration)	ONEgeneration Vaccine Clinic	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 56 individuals.
February 10 (MEND)	NoHo Apartments Community Outreach	North Hollywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 50 individuals.
February 11 (SCG CAP Outreach Team)	MLK Jr. Celebration	Market St. – Inglewood	CAP staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 200 individuals.
February 11 (MEND)	Tabling at BCCC signing event	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 123 individuals.
February 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 32 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 11 (Catholic Charities of Orange County)	Food Distribution	Regal Medical Group- Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 attendees
February 11 (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 86 attendees.
February 13 (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.
February 13 (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 29 attendees.
February 13 (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 37 attendees.
February 13 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	Ice Cream Shop La Michoacana- Atascadero	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees.
February 13 (VietSoCal)	Food Bank	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees.
February 13 (VietSoCal)	Radio Bolsa	Radio Bolsa Partnership- Weekly on Mondays	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via radio reaching thousands of listeners.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 13 (Veteran's Legal Institute)	Expungement & Record Sealing Training for VOA	Webinar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees
February 14 (VietSoCal)	Special Valentine Day Celebration	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 attendees.
February 14 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
February 14 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	Paso Robles Bakery & Deli- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 24 attendees.
February 14 (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 48 attendees.
February 14 (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 83 attendees.
February 14 (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 10 participants.
February 14 (211 LA)	Los Angeles Mission	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 60 individuals.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 14 (ONEgeneration)	Mid-month ONEgeneration Newsletter	Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8,000 households in newsletter.
February 15 (MICOP)	Agency 101 Resource Fair	VCOE- Camarillo	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 attendees.
February 15 (Food Bank of Santa Barbara)	Healthy School Pantry- SM Fairparks	Santa Maria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 500 attendees.
February 15 (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 1,031 attendees.
February 15 (Food Share of Ventura County)	Senior Kit Distribution	San Salvador- Piru	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
February 15 (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 26 attendees.
February 15 (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 59 attendees.
February 15 (Chinatown Service Center)	Food Drive	Anthem Neighborhood Store- Alhambra	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 15 (Catholic Charities of Orange County)	Food Distribution	Santa Ana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees
February 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 20 attendees.
February 16 (Pars Equality Center)	Citizenship Clinic	Pars Equality Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 attendees.
February 16 (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.
February 16 (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 LinkedIn Reach – 3,591 Twitter Reach – 634
February 16 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 attendees.
February 16 (Chinatown Service Center)	Alhambra CSC Optometry Grand Opening	Alhambra	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 16 (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 87 attendees.
February 16 (The Link)	SLO Co. Food Bank Distribution	Cambria Grammar School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 48 participants.
February 16 (ONEgeneration)	North Hills West Neighborhood Council Meeting	Virtual Meeting over Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 400 individuals.
February 16 (MEND)	Tabling at BCCC signing event	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 81 individuals.
February 17 (LAC+USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 148 attendees.
February 17 (The Link)	School Site Distributions by Family Advocate	Templeton Middle School and Lewis Middle School	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 37 participants.
February 17 (MICOP)	Mexican Consulate	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees.
February 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 146 attendees.



<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 17 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	Family Resource Center- Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 attendees.
February 17 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	La Mexicana Market- Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 17 (VietSoCal)	Mock Citizenship Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
February 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 33 attendees.
February 18 (HSA)	Home Again Los Angeles Community Resource Fair (A Lifting People Up Initiative)	George Izay Park- Burbank	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 400 individuals.
February 18 (MEND)	MEND HWC: Self Love Event	Pacoima	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 150 individuals.
February 19 (ONEgeneration)	Encino Farmers Market	Van Nuys	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 240 individuals.
February 20 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 4 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 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 18 attendees.
February 20 (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.
February 21 (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.
February 21 (South County Outreach)	Social Media	Facebook Instagram	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach – 2,188 Instagram reach-1,870
February 21 (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 49 attendees.
February 21 (Food Share of Ventura County)	Senior Kit Distribution	Casa Pacifica Senior Housing- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 61 attendees.
February 21 (Food Share of Ventura County)	Senior Kit Distribution	CEDC The Santa Paulan- Santa Paula	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 21 (ONEgeneration)	West Valley Food Pantry	Woodland Hills	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 170 individuals.
February 22 (LAC + USC Medical Center)	Food Distribution	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 416 attendees.
February 22 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 22 (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 977 attendees.
February 22 (Food Share of Ventura County)	Senior Kit Distribution	Door Dash- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 3 attendees.
February 22 (Food Share of Ventura County)	Senior Kit Distribution	Church of Living Christ- Simi Valley	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 44 attendees.
February 22 (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 58 attendees.
February 22 (Chinatown Service Center)	Friends & Family Resource Fair	PCC Foothill Campus- Pasadena	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 122 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 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 22 attendees.
February 23 (Pars Equality Center)	Mental Health Workshop	Pars Equality Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 29 attendees.
February 23 (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.
February 23 (Chinatown Service Center)	Free Pfizer and Moderna COVID-19 Vaccine Shots	Barnes Park-Monterey Park	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 23 (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 93 attendees.
February 23 (Food Share of Ventura County)	Senior Kit Distribution	Food Share Warehouse- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 81 attendees.
February 23 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	Efren's Deli-Oceano	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
February 23 (CFS- Promotores Collaborative of San Luis Obispo)	Outreach	Campo Ceramic-Paso Robles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 23 (MICOP)	Farmer's Market	Plaza Park- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 95 attendees.
February 24 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 attendees.
February 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 54 attendees.
February 24 (MICOP)	Mexican Consulate	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 attendees.
February 24 (VietSoCal)	Mock Interview	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 26 attendees.
February 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 32 attendees.
February 25 (MICOP)	MICOP's Monthly Meeting	Community Roots Garden- Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.
February 25 (SCDC)	One on One Outreach	Montebello High School	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 25 (Chinatown Service Center)	Free Pfizer and Moderna COVID-19 Vaccine Shots	City of Alhambra	CBO staff provided information regarding SoCalGas Customer Assistance Programs. CAP materials were distributed to approximately 6 attendees.
February 25-26 (The Link)	Pop Up Mobile Consulate	Paso Robles	CBO staff provided information regarding SoCalGas Customer Assistance Programs. Materials were distributed to approximately 53 participants.
February 26 (MICOP)	Swap Meet Justice	Oxnard College	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 attendees.
February 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 21 attendees.
February 27 (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.
February 28 (VietSoCal)	ESL Citizenship and Social Benefit Workshop	Garden Grove central office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 19 attendees.
February 28 (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 LinkedIn Reach – 33 Twitter Reach – 1,386 Instagram reach-282 Walking Shield Scholars - 102

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 28 (Chavez Radio Group)	Social Media	KUFW La Campesina 106.3 Tulare	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in Spanish: Facebook Reach: 342 Instagram Reach: 157 Twitter Reach: 38
February 28 (Chavez Radio Group)	Social Media	KBHH Forge 95.3 Tulare	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via social media in English: Facebook Reach: 29 Instagram Reach: 139 Twitter Reach: 23
February 28 (Via Care)	4755 Vaccine Clinic	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 9 attendees.
February 28 (MEND)	Tabling at El Super	Panorama City	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to 103 individuals.

**Tribal Outreach Events**

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 2 (Southern California Indian Center)	SCIC Family Training, Family Workshop 1: Preparing for the Future: Saving for College, 529 Plans	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 22 attendees
February 4-5 (Indigenous Women Rising)	Wildhorse PowWow	Lawndale	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 600 attendees

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 8 (Fernandeno Tataviam Band of Mission Indians)	Door to Door Canvassing	Palmdale	FTBMI staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 10 homeowners
February 9 (Southern California Indian Center)	SCIC Family Training, Family Workshop 2: Preparing for the Future: Child Saving and Checking Account	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 31 attendees
February 15 (Fernandeno Tataviam Band of Mission Indians)	Door-to-door Canvassing	Palmdale	FTBMI staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 8 homeowners
February 22 (Fernandeno Tataviam Band of Mission Indians)	Door-to-door Canvassing	Palmdale	FTBMI staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 14 homeowners
February 22 (Fernandeno Tataviam Band of Mission Indians)	Elder's Council Meeting	Burbank	FTBMI staff provided the tribal elders council SoCalGas programs/flyers. 4 attendees.
February 22 (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 35 attendees
February 23 (Indigenous Women Rising)	Breaking Barriers and Building Community Trust in the American Indian Population	Tustin	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 35 attendees
February 23 (Southern California Indian Center)	SCIC Family Training, Family Preparing for the Future: Tax Day	Pasadena and Zoom	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 28 attendees



**Disability Outreach Events**

<b><u>Event Date</u></b>	<b><u>Event Name</u></b>	<b><u>Event Location</u></b>	<b><u>Event Information</u></b>
February 1 (Blindness Support Services)	Fontana Senior Center	Fontana	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 17 attendees.
February 1 (SCRS-IL)	Health Resource Fair and Screening for Diabetes	Pasadena Community Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
February 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
February 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
February 2 (Fiesta Educativa)	Fiesta Educativa	Telephone consultation	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were sent via email to 1 attendee.
February 3 (SCRS-IL)	SCRS Community Resources Presentation	Southeast Occupation Center- Bell	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 75 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 7 (OC Autism Foundation)	OC Health & Education Talkshow	Channel 56.10, YouTube, FB Live and www.littlesaigontv.com	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP information was distributed via weekly Talkshow reaching thousands of listeners.
February 7 (Fiesta Educativa)	Fiesta Educativa & Anthem Blue Cross	Fiesta Familiar Medi-Cal 101	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were sent via email to 20 parent who attended via zoom and 372 views on Facebook.
February 7 (SCRS-IL)	SCRS Women's Support Group	Downey Senior Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 attendees.
February 8 (Blindness Support Services)	4 Seasons Health Fair	Murrieta	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 3 attendees.
February 8 (Lanterman Regional Center)	Parent Support Group	Remote	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were sent to approximately 25 clients.
February 8 (Fiesta Educativa)	Fiesta Educativa Outreach	Telephone consultation	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1 attendee.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 9 (Fiesta Educativa)	Fiesta Educativa Outreach	Telephone consultation	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 1 attendee.
February 9 (SCRS-IL)	SCRS Community Resources Presentation	Sunol Center- East LA	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 62 attendees.
February 13 (SCRS-IL)	COVID 19 Test Distribution Event	El Monte Senior Center	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 51 attendees.
February 14 (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.
February 14 (SCRS-IL)	Covid 19 Test Distribution Event	Jackie Robinson Center- Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 44 attendees.
February 14 (SCRS-IL)	COVID 19 Test Distribution Event	SCRS- San Bernardino	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 37 attendees.
February 15 (Lanterman Regional Center)	New Family Orientation	Remote-Virtual	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were sent to approximately 19 clients.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 16 (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 Instagram Reach - 737
February 18 (Lanterman Regional Center)	Public Outreach Event	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were sent to approximately 100 clients.
February 18 (OC Autism Foundation)	Family Resource Fair	Fountain Valley- CA	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 200 attendees
February 21 (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.
February 23 (SCRS-IL)	Rancho Los Amigos TBI Support Group	Rancho Los Amigos- Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 23 attendees.
February 23 (SCRS-IL)	Vendor Fair	South Central La Regional Center- Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 300 attendees.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
February 23 (SCRS-IL)	SCRS Open House	SCRS Pasadena Office	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 attendees.
February 24 (Fiesta Educativa)	Fiesta Educativa Outreach	Email blast to parents of Orange and Los Angeles County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were sent to approximately 60 clients.
February 25 (OC Autism Foundation)	Friendship Club	Costa Mesa	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 attendees
February 28 (Fiesta Educativa)	Fiesta Educativa Outreach	Email blast	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were sent to approximately 36 clients.
February 28 (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.
February 28 (Fiesta Educativa)	Fiesta Educativa Outreach	Text blast	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were sent to approximately 25 clients.

#### 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  
February 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	\$ 3,706,854	\$ 3,706,854	N/A	\$ 4,288,382	\$ 4,288,382	N/A	5%	5%
ESA Multifamily Common Area Measures <sup>[2]</sup>	N/A	\$ 8,001,130	\$ 8,001,130	N/A	\$ 21,146	\$ 21,146	N/A	\$ 59,970	\$ 59,970	N/A	1%	1%
ESA Multifamily Whole Building	N/A	\$ 21,477,314	\$ 21,477,314	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
ESA Pilot Plus and Pilot Deep	N/A	\$ 6,510,545	\$ 6,510,545	N/A	\$ 1,949	\$ 1,949	N/A	\$ 3,514	\$ 3,514	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>\$ 3,729,949</b>	<b>\$ 3,729,949</b>	<b>N/A</b>	<b>\$ 4,351,866</b>	<b>\$ 4,351,866</b>	<b>N/A</b>	<b>3%</b>	<b>3%</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  
February 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	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Domestic Hot Water	N/A	\$ -	\$ -	N/A	\$ 810,501	\$ 810,501	N/A	\$ 810,382	\$ 810,382	N/A	0%	0%
Enclosure	N/A	\$ -	\$ -	N/A	\$ 383,603	\$ 383,603	N/A	\$ 383,543	\$ 383,543	N/A	0%	0%
HVAC	N/A	\$ -	\$ -	N/A	\$ 772,442	\$ 772,442	N/A	\$ 771,794	\$ 771,794	N/A	0%	0%
Maintenance	N/A	\$ -	\$ -	N/A	\$ 576,578	\$ 576,578	N/A	\$ 576,578	\$ 576,578	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	\$ 293,164	\$ 293,164	N/A	\$ 295,402	\$ 295,402	N/A	0%	0%
In Home Education	N/A	\$ -	\$ -	N/A	\$ 51,810	\$ 51,810	N/A	\$ 51,810	\$ 51,810	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>\$ 2,888,099</b>	<b>\$ 2,888,099</b>	<b>N/A</b>	<b>\$ 2,889,510</b>	<b>\$ 2,889,510</b>	<b>N/A</b>	<b>3%</b>	<b>3%</b>
<b>Training Center</b>	<b>N/A</b>	<b>\$ 777,697</b>	<b>\$ 777,697</b>	<b>N/A</b>	<b>\$ 52,478</b>	<b>\$ 52,478</b>	<b>N/A</b>	<b>\$ 98,226</b>	<b>\$ 98,226</b>	<b>N/A</b>	<b>13%</b>	<b>13%</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	\$ 266,656	\$ 266,656	N/A	\$ 266,656	\$ 266,656	N/A	18%	18%
Marketing and Outreach	N/A	\$ 1,398,505	\$ 1,398,505	N/A	\$ 50,664	\$ 50,664	N/A	\$ 183,330	\$ 183,330	N/A	13%	13%
Statewide Marketing and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Studies <sup>(2)</sup>	N/A	\$ 262,500	\$ 262,500	N/A	\$ -	\$ -	N/A	\$ 3,731	\$ 3,731	N/A	1%	1%
Regulatory Compliance	N/A	\$ 472,833	\$ 472,833	N/A	\$ 23,319	\$ 23,319	N/A	\$ 42,092	\$ 42,092	N/A	9%	9%
General Administration	N/A	\$ 7,478,836	\$ 7,478,836	N/A	\$ 413,814	\$ 413,814	N/A	\$ 778,962	\$ 778,962	N/A	10%	10%
CPUC Energy Division	N/A	\$ 98,059	\$ 98,059	N/A	\$ 11,824	\$ 11,824	N/A	\$ 25,875	\$ 25,875	N/A	26%	26%
<b>Administration TOTAL</b>	<b>N/A</b>	<b>\$ 11,999,126</b>	<b>\$ 11,999,126</b>	<b>N/A</b>	<b>\$ 818,755</b>	<b>\$ 818,755</b>	<b>N/A</b>	<b>\$ 1,398,872</b>	<b>\$ 1,398,872</b>	<b>N/A</b>	<b>12%</b>	<b>12%</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>\$ 3,706,854</b>	<b>\$ 3,706,854</b>	<b>N/A</b>	<b>\$ 4,288,382</b>	<b>\$ 4,288,382</b>	<b>N/A</b>	<b>5%</b>	<b>5%</b>
<b>Funded Outside of ESA Program Budget</b>												
Indirect Costs				N/A	\$ 286,875	\$ 286,875	N/A	\$ 540,992	\$ 540,992			
NGAT Costs					\$ 58,422	\$ 58,422		\$ 124,581	\$ 124,581			

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

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

<sup>(2)</sup> Authorized budget for MF CAM PV and LINA study is not included here on Table 1, but funded out of MF CAM unspent funds from previous cycle per AL 5744 and AL 5558. However, actual costs along with all other applicable M&E funded studies costs are included here in Table 1 and also listed on Table 6.

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

**Note 2:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

**Energy Savings Assistance Program Main Table 2 (SF, MH, MF In-Unit)**

**Southern California Gas Company**

**February 2023\***

ESA Program Main (Summary) Total								
Year-To-Date Completed & Expensed Installation								
Measures	Plus	Units	Quantity Installed	kWh [1] (Annual)	kW [1] (Annual)	Therms [1] (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>								
High Efficiency Clothes Washer	X	Home	-	-	-	-	\$ -	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	2,633	-	-	8,320	\$ 174,662	6.3%
Water Heater Tank and Pipe Insulation [4]	X	Home	528	-	-	3,353	\$ 27,061	1.0%
Water Heater Repair/Replacement	X	Home	156	-	-	373	\$ 375,124	13.6%
Thermostatic Shower Valve		Each	2,391	-	-	3,897	\$ 122,810	4.4%
Combined Showerhead/TSV		Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	N/A	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout		Each	409	-	-	2,299	\$ 53,303	1.9%
Solar Water Heating	X	Home	-	-	-	-	\$ -	0.0%
<b>Enclosure</b>								
Air Sealing/Envelope [5]	X	Home	1,770	-	-	486	\$ 232,544	8.4%
Diagnostic Air Sealing	N/A	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	X	Home	67	-	-	1,865	\$ 133,023	4.8%
Floor Insulation	N/A	Home	-	-	-	-	\$ -	0.0%
Minor Home Repairs		Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>								
Furnace Repair/Replacement	X	Home	273	-	-	(8,234)	\$ 201,085	7.3%
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	40	-	-	444	\$ 14,332	0.5%
Energy Efficient Fan Control	N/A	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	X	Home	1,107	-	-	12,299	\$ 133,653	4.8%
High Efficiency Forced Air Unit (HE FAU) - Early Replacement	X	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU) - On Burnout	X	Home	51	-	-	737	\$ 197,532	7.1%
Smart Thermostat	X	Home	734	-	-	1,693	\$ 193,180	7.0%
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	657	-	-	(808)	\$ 39,485	1.4%
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	1,970	-	-	-	\$ 126,179	4.6%
CO and Smoke Alarm	X	Each	1,766	-	-	-	\$ 406,362	14.7%
<b>Pilots</b>								
<b>Customer Enrollment</b>								
Outreach & Assessment		Home	3,201				\$ 286,686	10.4%
In-Home Energy Education		Home	3,139				\$ 50,253	1.8%
<b>Total Savings/Expenditures</b>								
						26,723	\$ 2,767,272	
<b>Total Households Weatherized [6]</b>								
<b>Households Treated</b>								
		Total						
- Single Family Households Treated		Home	2,223					
- Multi-family Households Treated (In-unit)		Home	363					
- Mobile Homes Treated		Home	162					
<b>Total Number of Households Treated</b>		Home	2,748					
<b># Eligible Households to be Treated for PY</b>		Home	69,837					
<b>% of Households Treated</b>		%	4%					
- Master-Meter Households Treated		Home	70					
<b>Year to Date Expenses</b>								
<b>ESA Program - Main</b>			<b>Electric</b>	<b>Gas</b>	<b>Total</b>			
<b>Administration</b>			\$ 818,755	\$ 818,755				
<b>Direct Implementation (Non-Incentive)</b>				\$ -				
<b>Direct Implementation</b>			\$ 2,888,099	\$ 2,888,099		<<Includes measures costs		
<b>TOTAL ESA Main COSTS</b>			\$ -	\$ 3,706,854	\$ 3,706,854			

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

[1] As of September 2019, all savings are calculated based on the following source:

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

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

[3] Includes Faucet Aerators and Low Flow Showerheads

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

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

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

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

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

Note: Any measures noted as 'NEW' have been added during the course of this program year.

Note: Any measures noted as 'REMOVED', are no longer offered by the program but have been kept for tracking purposes.

**Energy Savings Assistance Program Common Area Measures Table 2A**  
**Southern California Gas Company**  
**February 2023**

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

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

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
<b>Administration</b>		\$ 38,647	\$ 38,647
<b>Direct Implementation (Non-Incentive)</b>		\$ -	\$ -
<b>Direct Implementation</b>		\$ 21,324	\$ 21,324
<b>TOTAL MF CAM COSTS</b>	\$ -	\$ 59,970	\$ 59,970

<<Includes measures costs

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

Note: Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based or 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  
February 2023**

Table 2B ESA Program - Multifamily Whole Building [1]								
Year-To-Date Completed & Expensed Installation								
	Units (of Measure such as "each")	Quantity Installed	Number of Units for Cap-kBTU/h and Cap-Tons	kWh [4] (Annual)	kW [4] (Annual)	Therms [4][12] (Annual)	Expenses [13] (\$)	% of Expenditure
<b>ESA MFWB 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-kBTU/h	-	-	-	-	-	\$ -	0.0%
Central Boiler Replace**	Cap-kBTU/h	-	-	-	-	-	\$ -	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/h	-	-	-	-	-	\$ -	0.0%
Heat Pump Split System**	Cap-Tons	-	-	-	-	-	\$ -	0.0%
Programmable Thermostat	Each	-	-	-	-	-	\$ -	0.0%
		-	-	-	-	-	\$ -	0.0%
<b>Lighting</b>								
Exterior LED Lighting	Fixture	-	-	-	-	-	\$ -	0.0%
Exterior LED Lighting - Pool	Lamp	-	-	-	-	-	\$ -	0.0%
Interior LED Exit Sign	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Fixture	Fixture	-	-	-	-	-	\$ -	0.0%
Interior LED Lighting	KiloLumen	-	-	-	-	-	\$ -	0.0%
Interior LED Screw-in	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type A Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
Interior TLED Type C Lamps	Lamp	-	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>								
Tier-2 Smart Power Strip	Each	-	-	-	-	-	\$ -	0.0%
Variable Speed Pool Pump	Each	-	-	-	-	-	\$ -	0.0%
<b>Ancillary Services</b>								
Commissioning [7]	Home	-	-	-	-	-	\$ -	0.0%
Audit [8]	Home	-	-	-	-	-	\$ -	0.0%
Administration [9]	Home	-	-	-	-	-	\$ -	0.0%
<b>Total</b>	-	-	-	-	-	-	\$ -	

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

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

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

<<Includes measures costs

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

Note: Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.  
 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.  
 Note: Implementation of the MF CAM Initiative AL 3196-E-A 2654-G-A was approved effective 5/30/2018.  
 \*\* Note: This represents the unit of measure such as Cap Tons and Cap kBTU/h. It is not a count of each measure installed or each home the measure was installed in.

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

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

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

<<Includes measures costs

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

**Energy Savings Assistance Program Pilots Table 2D-E**  
**Southern California Gas Company**  
**February 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%
	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%
	Each	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>							
	Each	-	-	-	-	\$ -	0.0%
	Each	-	-	-	-	\$ -	0.0%
<b>Customer Enrollment</b>							
ESA Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%
ESA In-Home Energy Education	Home	-	-	-	-	\$ -	0.0%
<b>Total Savings/Expenditures</b>			-	-	-	\$ -	0.0%
<b>Households Treated</b>		<b>Total</b>					
- Single Family Households Treated	Home						
- Mobile Homes Treated	Home						
<b>Total Number of Households Treated</b>	Home						

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



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

<b>Table 3A, ESA Program Main (SF, MH, MF In-Unit)</b>	
Annual kWh Savings	N/A
Annual Therm Savings	26,723
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	72,537
Current kWh Rate	N/A
Current Therm Rate	\$ 0.91
Average 1st Year Bill Savings / Treated households	\$ 8.85
Average Lifecycle Bill Savings / Treated Household	\$ 24.02

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

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

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

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

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

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

<b>Table 3H, Summary - ESA Program (SF, MH, MF In-Unit), MFCAM, MFWB, PP, PD, BE, CSD</b>	
Annual kWh Savings	N/A
Annual Therm Savings	26,723
Lifecycle kWh Savings	N/A
Lifecycle Therm Savings	72,537
Current kWh Rate	N/A
Current Therm Rate	\$ 0.91
Average 1st Year Bill Savings / Treated Households	\$ 9
Average Lifecycle Bill Savings / Treated Households	\$ 24

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

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



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

<b>Table 4A, ESA Program (SF, MH, MF In-Unit)</b>						
<b>County</b>	<b>Eligible Households [3]</b>			<b>Households Treated YTD</b>		
	<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
Fresno	10	13,398	13,408	7	0	7
Imperial	23,906	0	23,906	0	7	7
Kern	38,075	18,835	56,910	0	1	1
Kings	16,336	13	16,349	0	3	3
Los Angeles	3,268	1,206,568	1,209,836	652	92	744
Orange	15	297,484	297,499	87	0	87
Riverside	157,644	126,193	283,837	919	89	1,008
San Bernardino	1,081	214,725	215,806	665	1	666
San Luis Obispo	18,047	11,350	29,397	0	40	40
Santa Barbara	1,301	45,163	46,464	56	80	136
Tulare	49,504	13,290	62,794	9	22	31
Ventura	3,358	77,124	80,482	18	0	18
<b>Total</b>	<b>312,545</b>	<b>2,024,143</b>	<b>2,336,688</b>	<b>2,413</b>	<b>335</b>	<b>2,748</b>

<b>Table 4B, ESA Program - Multifamily Common Area</b>						
<b>County</b>				<b>Households Treated YTD</b>		
				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
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>

<b>Table 4C, ESA Program - Multifamily Whole Building (MFCAM, MF In-Unit, MFWB)</b>						
<b>County</b>	<b>Eligible Properties [2]</b>			<b>Properties Treated YTD</b>		
				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
-						
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>

<b>Table 4D, ESA Program - Pilot Plus and Pilot Deep</b>						
<b>County</b>	<b>Eligible Households</b>			<b>Households Treated YTD</b>		
	<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
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>

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

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

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

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

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

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

**Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary**  
**Southern California Gas Company**  
**February 2023\***

Table 5A, ESA Program (SF,MH, MF In-Unit)													
Month	Gas & Electric			Gas Only [1]			Electric Only			Total			
	# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		
		Therm	kWh		kW	Therm		kWh	kW		Therm	kWh	kW
January	-	-	-	-	-	-	-	-	-	-	-	-	-
February	-	-	-	2,748	26,723	-	-	-	-	-	2,748	26,723	-
March	-	-	-	-	-	-	-	-	-	-	-	-	-
April	-	-	-	-	-	-	-	-	-	-	-	-	-
May	-	-	-	-	-	-	-	-	-	-	-	-	-
June	-	-	-	-	-	-	-	-	-	-	-	-	-
July	-	-	-	-	-	-	-	-	-	-	-	-	-
August	-	-	-	-	-	-	-	-	-	-	-	-	-
September	-	-	-	-	-	-	-	-	-	-	-	-	-
October	-	-	-	-	-	-	-	-	-	-	-	-	-
November	-	-	-	-	-	-	-	-	-	-	-	-	-
December	-	-	-	-	-	-	-	-	-	-	-	-	-
YTD	-	-	-	2,748	26,723	-	-	-	-	-	2,748	26,723	-

\* January activity is related to work performed in 2022 and reported in SoCalGas 2022 Annual Report.  
 [1] As of September 2019, all savings are calculated based on the following source: DNV-GL "Energy Savings Assistance (ESA) Program Impact Evaluation Program Years 2015-2017." April 26, 2019.

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.  
**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5B, ESA Program - Multifamily Common Area													
Month	Gas & Electric			Gas Only [1]			Electric Only			Total			
	# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		
		Therm	kWh		kW	Therm		kWh	kW		Therm	kWh	kW
January													
February													
March													
April													
May													
June													
July													
August													
September													
October													
November													
December													
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.  
**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5C, ESA Program - Multifamily Whole Building													
Month	Gas & Electric			Gas Only [1]			Electric Only			Total			
	# of Properties Treated by Month	(Annual)		# of Properties Treated by Month	(Annual)		# of Properties Treated by Month	(Annual)		# of Properties Treated by Month	(Annual)		
		Therm	kWh		kW	Therm		kWh	kW		Therm	kWh	kW
January													
February													
March													
April													
May													
June													
July													
August													
September													
October													
November													
December													
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.  
**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5D, ESA Program - Pilot Plus and Pilot Deep													
Month	Gas & Electric			Gas Only [1]			Electric Only			Total			
	# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		
		Therm	kWh		kW	Therm		kWh	kW		Therm	kWh	kW
January													
February													
March													
April													
May													
June													
July													
August													
September													
October													
November													
December													
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2C.  
**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5E, ESA Program - Building Electrification													
Month	Gas & Electric			Gas Only [1]			Electric Only			Total			
	# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		
		Therm	kWh		kW	Therm		kWh	kW		Therm	kWh	kW
January													
February													
March													
April													
May													
June													
July													
August													
September													
October													
November													
December													
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2D.  
**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5F, ESA Program - CSD Leveraging													
Month	Gas & Electric			Gas Only [1]			Electric Only			Total			
	# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		# of Household Treated by Month	(Annual)		
		Therm	kWh		kW	Therm		kWh	kW		Therm	kWh	kW
January													
February													
March													
April													
May													
June													
July													
August													
September													
October													
November													
December													
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2F.  
**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

**Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies**  
**Southern California Gas Company**  
**February 2023**

	Authorized 2021-26 Funding			Current Month Expenses			Year to Date Expenses			Cycle to Date Expenses			% of Budget Expended		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Pilots</b>															
ESA Pilot Plus/Deep Program	N/A	\$ 32,552,726	\$ 32,552,726	N/A	\$ 1,949	\$ 1,949	N/A	\$ 3,514	\$ 3,514	N/A	\$ 30,721	\$ 30,721	N/A	0%	0%
<b>Total Pilots</b>	<b>N/A</b>	<b>\$ 32,552,726</b>	<b>\$ 32,552,726</b>	<b>N/A</b>	<b>\$ 1,949</b>	<b>\$ 1,949</b>	<b>N/A</b>	<b>\$ 3,514</b>	<b>\$ 3,514</b>	<b>N/A</b>	<b>\$ 30,721</b>	<b>\$ 30,721</b>	<b>N/A</b>	<b>0%</b>	<b>0%</b>
<b>Studies</b>															
Needs Assessment (LINA) <sup>[1]</sup>	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 78,216	\$ 78,216	N/A	125%	125%
Joint IOU - Multifamily CAM Process Evaluation <sup>[2]</sup>	N/A	\$ 75,000	\$ 75,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 23,761	\$ 23,761	N/A	0%	0%
2020 Non Energy Benefits Evaluation (NEB's) <sup>[3]</sup>	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ 1,338	\$ 1,338	N/A	0%	0%
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A	\$ 62,500	\$ 62,500	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Statewide CARE-ESA Categorical Study	N/A	\$ 18,750	\$ 18,750	N/A	\$ -	\$ -	N/A	\$ 3,731	\$ 3,731	N/A	\$ 11,800	\$ 11,800	N/A	20%	20%
Load Impact Evaluation Study	N/A	\$ 375,000	\$ 375,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Equity Criteria and Non Energy Benefits Evaluation (NEB's)	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Rapid Feedback Research and Analysis	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Joint IOU - Process Evaluation Studies (1-4 Studies)	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
Potential Ad Hoc Tasks	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
<b>Total Studies <sup>[4]</sup></b>	<b>N/A</b>	<b>\$ 1,068,750</b>	<b>\$ 1,068,750</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ 3,731</b>	<b>\$ 3,731</b>	<b>N/A</b>	<b>\$ 11,800</b>	<b>\$ 11,800</b>	<b>N/A</b>	<b>1%</b>	<b>1%</b>

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

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

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

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

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

**Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions**

**Southern California Gas Company**

February 2023\*

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

Customer Segments	# of Households Eligible* [1]	# of Households Treated [17]	Enrollment Rate = (C/B)	# of Households Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving Measures Only)	Avg. Cost Per Treated Household
<b>Demographic</b>											
Housing Type											
SF	61,011	2,223	4%	143,358	1.6%				11.1	14.2	\$ 643
MH	4,497	162	4%	312	51.9%				3.7	9.7	\$ 600
MF In-Unit	28,071	363	1%	17,829	2.0%				4.2	5.7	\$ 119
Rent vs. Own											
Own	47,568	2,112	4%		0.0%				10.8	14.8	\$ 686
Rent	46,003	636	1%		0.0%				6.2	6.2	\$ 192
Vacant	8	-	0%		0.0%				-	-	\$ -
Previous vs. New Participant											
New participant	36175	792	2%	93,897	0.8%				8.0	11.2	\$ 496
Previous Participant	57404	1,956	3%	67,624	2.9%				10.4	13.5	\$ 602
Seniors [3]	22,195	849	4%		0.0%				9.6	13.7	\$ 655
Veterans [4]	185	12	6%		0.0%				4.1	8.5	\$ 396
Hard-to-Reach [5]	54,372	1,303	2%	48,058	2.7%				8.6	11.0	\$ 480
Vulnerable [6]	85,919	2,365	3%	148,524	1.6%				10.3	13.3	\$ 564
<b>Location</b>											
DAC [7]	83,916	2,215	3%	145,963	1.5%				10.4	13.5	\$ 570
Rural	9,836	335	3%	16,466	2.0%				5.4	9.8	\$ 641
Tribal [8]	35	1	3%	33	3.0%				-	18.2	\$ 219
PSPS Zone	N/A		N/A		N/A				N/A	N/A	N/A
Wildfire Zone [9]	38,097	1,494	4%	86,311	1.7%				9.2	12.4	\$ 547
Climate Zone											
4	172	19	11%	133	14.3%				1.7	2.0	\$ 387
5	1,615	156	10%	2,267	6.9%				2.9	5.1	\$ 620
6	4,123	27	1%	1,555	1.7%				-	13.2	\$ 461
8	28,842	284	1%	28,667	1.0%				5.0	12.5	\$ 508
9	21,614	178	1%	29,496	0.6%				6.2	13.0	\$ 630
10	23,280	1,377	6%	67,224	2.0%				10.7	12.6	\$ 523
13	6,630	42	1%	9,332	0.5%				-	10.7	\$ 624
14	2,267	360	16%	7,765	4.6%				12.2	13.2	\$ 658
15	3,085	252	8%	8,075	3.1%				18.3	20.0	\$ 755
16	1,951	53	3%	6,979	0.8%				8.1	11.1	\$ 438
CARB Communities [10]	22,703	333	1%	26,776	1.2%				80.3	105.9	\$ 4,715
<b>Financial</b>											
CARE	62,356	2,120	3%	95,694	2.2%				9.6	12.7	\$ 577
Disconnected [2]	-	-		-	0.0%						
Arrearages [11]	49,473	626	1%	31,908	2.0%				9.9	12.2	\$ 520
High Usage [12]	30,506	907	3%	57,916	1.6%				9.6	12.9	\$ 623
High Energy Burden [13]	849	314	37%		0.0%				10.2	12.4	\$ 647
SEVI [14]											
<25%	1	-	0%	3	0.0%				-	-	\$ -

25%-50%		-		-	0.0%				-	-	\$ -
50%-75%	37,338	1,266	3%	78,656	1.6%				9.4	12.8	\$ 602
>75%	40,329	944	2%	49,263	1.9%				10.2	12.4	\$ 499
<b>Affordability Ratio [15]</b>											
<25%	69,663	2,180	3%	123,706	1.8%				9.8	12.6	\$ 560
25%-50%	2,057	3	0%	371	0.8%				16.5	16.5	\$ 253
50%-75%	65	-	0%	16	0.0%				-	-	\$ -
>75%	5,883	27	0%	3,829	0.7%				2.4	13.7	\$ 439
<b>Health Condition</b>											
Medical Baseline	1,210	70	6%	1,335	5.2%				9.2	15.2	\$ 596
<b>Respiratory [16]</b>											
<25%	2,498	68	3%	2,907	2.3%				9.8	12.7	\$ 676
25%-50%	13,594	267	2%	19,878	1.3%				8.0	12.3	\$ 620
50%-75%	30,408	909	3%	52,024	1.7%				10.3	12.8	\$ 525
>75%	31,168	966	3%	53,113	1.8%				9.7	12.5	\$ 563
Disabled [4]	7,415	244	3%		0.0%				9.0	13.1	\$ 665

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

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

**Multifamily Whole Building (MFWB)**

Customer Segments	# of Properties Eligible* [1]	# of Properties Treated [17]	Enrollment Rate = (C/B)	# of Properties Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Property (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Property (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Property	Avg. Energy Savings (Therms) Per Treated Property (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Property (Energy Saving Measures Only)	Avg. Cost Per Treated Property
<b>Demographic</b>											
Housing Type											
SF			#DIV/0!		0.0%						
MH			#DIV/0!		0.0%						
MF In-Unit			#DIV/0!		0.0%						
Rent vs. Own											
Own			#DIV/0!		0.0%						
Rent			#DIV/0!		0.0%						
Vacant					0.0%						
Previous vs. New Participant											
New participant					0.0%						
Previous Participant					0.0%						
Seniors [3]			#DIV/0!		0.0%						
Veterans [4]			#DIV/0!		0.0%						
Hard-to-Reach [5]			#DIV/0!		0.0%						
Vulnerable [6]			#DIV/0!		0.0%						
<b>Location</b>											
DAC [7]			#DIV/0!		0.0%						
Rural			#DIV/0!		0.0%						
Tribal [8]			#DIV/0!		0.0%						
PSPS Zone			N/A		N/A						
Wildfire Zone [9]			#DIV/0!		0.0%						
Climate Zone											
4			#DIV/0!		0.0%						
5			#DIV/0!		0.0%						
6			#DIV/0!		0.0%						
8			#DIV/0!		0.0%						
9			#DIV/0!		0.0%						
10			#DIV/0!		0.0%						

13			#DIV/0!		0.0%						
14			#DIV/0!		0.0%						
15			#DIV/0!		0.0%						
16			#DIV/0!		0.0%						
CARB Communities [10]			#DIV/0!		0.0%						
<b>Financial</b>											
CARE			#DIV/0!		0.0%						
Disconnected [2]					0.0%						
Arrearages [11]			#DIV/0!		0.0%						
High Usage [12]			#DIV/0!		0.0%						
High Energy Burden [13]					0.0%						
SEVI [14]											
<25%			#DIV/0!		0.0%						
25%-50%					0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Affordability Ratio [15]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
<b>Health Condition</b>											
Medical Baseline			#DIV/0!		0.0%						
Respiratory [16]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Disabled [4]			#DIV/0!		0.0%						

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

Customer Segments	# of Units Eligible* [1]	# of Units Treated [17]	Enrollment Rate = (C/B)	# of Units Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Unit (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Unit (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Unit	Avg. Energy Savings (Therms) Per Treated Unit (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Unit (Energy Saving Measures Only)	Avg. Cost Per Treated Unit
<b>Demographic</b>											
Housing Type											
SF			#DIV/0!		0.0%						
MH			#DIV/0!		0.0%						
MF In-Unit			#DIV/0!		0.0%						
Rent vs. Own											
Own			#DIV/0!		0.0%						
Rent			#DIV/0!		0.0%						
Vacant					0.0%						
Previous vs. New Participant											
New participant					0.0%						
Previous Participant					0.0%						
Seniors [3]			#DIV/0!		0.0%						
Veterans [4]			#DIV/0!		0.0%						
Hard-to-Reach [5]			#DIV/0!		0.0%						
Vulnerable [6]			#DIV/0!		0.0%						
<b>Location</b>											
DAC [7]			#DIV/0!		0.0%						

Rural			#DIV/0!		0.0%						
Tribal [8]			#DIV/0!		0.0%						
PSPS Zone			N/A		N/A						
Wildfire Zone [9]			#DIV/0!		0.0%						
Climate Zone											
4			#DIV/0!		0.0%						
5			#DIV/0!		0.0%						
6			#DIV/0!		0.0%						
8			#DIV/0!		0.0%						
9			#DIV/0!		0.0%						
10			#DIV/0!		0.0%						
13			#DIV/0!		0.0%						
14			#DIV/0!		0.0%						
15			#DIV/0!		0.0%						
16			#DIV/0!		0.0%						
CARB Communities [10]			#DIV/0!		0.0%						
<b>Financial</b>											
CARE			#DIV/0!		0.0%						
Disconnected [2]					0.0%						
Arrearages [11]			#DIV/0!		0.0%						
High Usage [12]			#DIV/0!		0.0%						
High Energy Burden [13]					0.0%						
SEVI [14]											
<25%			#DIV/0!		0.0%						
25%-50%					0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Affordability Ratio [15]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
<b>Health Condition</b>											
Medical Baseline			#DIV/0!		0.0%						
Respiratory [16]											
<25%			#DIV/0!		0.0%						
25%-50%			#DIV/0!		0.0%						
50%-75%			#DIV/0!		0.0%						
>75%			#DIV/0!		0.0%						
Disabled [4]			#DIV/0!		0.0%						

**Pilot Plus and Pilot Deep**

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

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

\* Beginning July 1, 2022, Senate Bill 756 updated P.U. Code Section 2790 by changing the income limits of ESA Program eligibility from referencing P.U. Code 739.1 (which defined low-income as households with income no greater than 200% of FPL) to now establishing the ESA Program's income limits to at or below 250% of FPL.

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

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

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



[4] Self identified on application form.

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

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

[7] As defined by CalEnviroScreen 4.0.

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

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

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

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

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

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

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

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

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

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

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

Partner	Brief Description of Effort	# of Referrals [1]	# of Leveraging	# of Coordination Efforts	# of Leads [2]	# of Enrollments
CARE	CARE customers who are PEV approved are shared with ESA				7,554	140
Water Agencies [3]	SoCalGas provides the ability for water agencies to capture water savings through co-funding opportunities		10 Agencies			0
Municipal Electric Providers [4]	SoCalGas provides co-funding opportunities to electric and water providers who might otherwise not offer energy savings measures		3 Providers			238
Project Homekey (Properties)	SoCalGas' ESA Program provides energy efficiency services at no cost to Project Homekey sites.				25	16

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

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

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

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

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

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

**Energy Savings Assistance Program Table - 9 Tribal Outreach**  
**Southern California Gas Company**  
**February 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	2	Apanish Foundation (Chumash), Fernandeno Tataviam Band of Mission 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**  
**February 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	\$155,598	\$ 155,598	N/A	\$573,563	\$ 573,563	N/A	13%	13%
Processing / Certification Re-certification	N/A	\$ 2,239,037	\$ 2,239,037	N/A	\$115,589	\$ 115,589	N/A	\$215,325	\$ 215,325	N/A	10%	10%
Post Enrollment Verification	N/A	\$ 247,690	\$ 247,690	N/A	\$8,327	\$ 8,327	N/A	\$14,659	\$ 14,659	N/A	6%	6%
IT Programming	N/A	\$ 1,090,222	\$ 1,090,222	N/A	\$80,208	\$ 80,208	N/A	\$114,791	\$ 114,791	N/A	11%	11%
Pilots	N/A	\$ -	\$ -	N/A	\$6,503	\$ 6,503	N/A	\$14,925	\$ 14,925	N/A	#DIV/0!	#DIV/0!
CHANGES Program	N/A	\$ 437,502	\$ 437,502	N/A	\$25,476	\$ 25,476	N/A	\$25,476	\$ 25,476	N/A	6%	6%
Studies	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$3,752	\$ 3,752	N/A	#DIV/0!	#DIV/0!
Regulatory Compliance	N/A	\$ 549,966	\$ 549,966	N/A	\$25,183	\$ 25,183	N/A	\$45,402	\$ 45,402	N/A	8%	8%
General Administration	N/A	\$ 1,141,195	\$ 1,141,195	N/A	\$88,115	\$ 88,115	N/A	\$216,122	\$ 216,122	N/A	19%	19%
CPUC Energy Division	N/A	\$ 79,568	\$ 79,568	N/A	\$7,883	\$ 7,883	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>\$ 512,882</b>	<b>\$ 512,882</b>	<b>N/A</b>	<b>\$ 1,241,265</b>	<b>\$ 1,241,265</b>	<b>N/A</b>	<b>12%</b>	<b>12%</b>
CARE Rate Discount	N/A	\$ 140,801,916	\$ 140,801,916	N/A	\$56,474,989	\$ 56,474,989	N/A	\$127,777,193	\$ 127,777,193	N/A	91%	91%
<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>\$ 56,987,871</b>	<b>\$ 56,987,871</b>	<b>N/A</b>	<b>\$ 129,018,458</b>	<b>\$ 129,018,458</b>	<b>N/A</b>	<b>85%</b>	<b>85%</b>
Other CARE Rate Benefits												
- DWR Bond Charge Exemption												
- CARE Surcharge Exemption				N/A	\$6,948,851	\$ 6,948,851	N/A	\$17,618,702	\$ 17,618,702			
- California Solar Initiative Exemption												
- kWh Surcharge Exemption												
- Vehicle Grid Integration Exemption												
Total Other CARE Rate Benefits				<b>N/A</b>	<b>\$ 6,948,851</b>	<b>\$ 6,948,851</b>	<b>N/A</b>	<b>\$ 17,618,702</b>	<b>\$ 17,618,702</b>			
Indirect Costs				N/A	\$149,334	\$ 149,334	N/A	\$288,064	\$ 288,064			

[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  
February 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				0					0	0				0					0	0	0							N/A
April				0					0	0				0					0	0	0							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	9,369	2,110	388	11,867	33,788	13,623	13,809	17	61,237	73,104	6,010	46,994	20,025	73,029	8,283	50	491	19,639	28,463	146,133	44,641	1,826,446	1,613,587	113%	5,738,943	1,826,446	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**  
**February 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%	1	31	32	2.2%	0.0%
February	1,826,446	6,138	0.3%	0	25	25	0.4%	0.0%
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
<b>YTD Total</b>	<b>1,826,446</b>	<b>7,611</b>	<b>0.4%</b>	<b>1</b>	<b>56</b>	<b>57</b>	<b>0.7%</b>	<b>0.0%</b>

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

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

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

**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD 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  
February 2023**

County	Estimated Eligible Households <sup>1</sup>			Total Households Enrolled <sup>2</sup>			Enrollment Rate <sup>3</sup>		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	11,303	8	11,311	13,416	20	13,436	119%	264%	118.79%
Imperial	0	17,965	17,965	2	15,334	15,336	n/a	85%	85.37%
Kern	13,564	30,498	44,062	18,544	34,859	53,403	137%	114%	121.20%
Kings	10	12,470	12,480	12	17,481	17,493	117%	140%	140.17%
Los Angeles	813,166	2,363	815,530	904,240	1,936	906,176	111%	82%	111.12%
Orange	192,089	12	192,102	191,907	26	191,933	100%	209%	99.91%
Riverside	92,016	115,948	207,965	111,417	141,364	252,781	121%	122%	121.55%
San Bernardino	155,312	842	156,153	195,664	734	196,398	126%	87%	125.77%
San Luis Obispo	7,773	12,856	20,630	4,204	12,951	17,155	54%	101%	83.16%
Santa Barbara	29,741	978	30,719	33,930	775	34,705	114%	79%	112.98%
Tulare	10,362	38,945	49,307	13,410	56,272	69,682	129%	144%	141.32%
Ventura	53,206	2,159	55,365	55,904	2,044	57,948	105%	95%	104.66%
<b>Total</b>	<b>1,378,544</b>	<b>235,043</b>	<b>1,613,587</b>	<b>1,542,650</b>	<b>283,796</b>	<b>1,826,446</b>	<b>112%</b>	<b>121%</b>	<b>113%</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  
February 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%	5,125	297	49.6%	0.02%
February	1,826,446	9,301	0.5%	1,691	90	18.2%	0.0%
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							
<b>YTD</b>	<b>1,826,446</b>	<b>19,642</b>	<b>1.1%</b>	<b>6,816</b>	<b>387</b>	<b>34.7%</b>	<b>0.02%</b>

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

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

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

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

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

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



**CARE Table 6 - Capitation Contractors<sup>1</sup>**  
**Southern California Gas Company**  
**February 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			12	17
Visalia Emergency Aid Council		X				
<b>Total Enrollments</b>					<b>12</b>	<b>17</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**  
**February 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	\$6,503	\$ 6,503	N/A	\$ 14,925	\$ 14,925	N/A	\$ 46,635	\$ 46,635
<b>Total Pilots</b>		\$ -	\$ -	<b>N/A</b>	<b>\$ 6,503</b>	<b>\$ 6,503</b>	<b>N/A</b>	<b>\$ 14,925</b>	<b>\$ 14,925</b>	<b>N/A</b>	<b>\$ 46,635</b>	<b>\$ 46,635</b>
<b>Studies</b>												
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -
Joint IOU - Statewide CARE-ESA Categorical Study	N/A		\$ -	N/A	\$ -	\$ -	N/A	\$ 3,752	\$ 3,752	N/A	\$ 11,859	\$ 11,859
<b>Total Studies</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ 3,752</b>	<b>\$ 3,752</b>	<b>N/A</b>	<b>\$ 11,859</b>	<b>\$ 11,859</b>

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

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

**CARE Table 8**  
**CARE and Disadvantage Communities Enrollment Rate for Zip Codes**  
**Southern California Gas Company**  
**February 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				
April				
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.

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

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

**CARE Table 8A**

**CARE Top 10 Lowest Enrollment Rates in High Disconnection, High Poverty, and DAC Communities by ZIP Code  
Southern California Gas Company  
February 2023**

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

ZIP	Top 10 Lowest CARE Enrollment Rate for ZIP Codes in High Poverty (Income Less than 100% FPG)
92617	3.1%
92341	15.0%
93265	45.3%
92321	55.9%
90007	58.7%
92257	64.6%
93225	66.4%
92274	68.1%
92273	69.0%
92254	71.9%

ZIP	Top 10 Lowest CARE Enrollment Rate for ZIP Codes in DAC
90014	37.6%
90401	44.7%
90021	51.8%
92518	54.8%
90007	58.7%
92257	64.6%
92273	69.0%
90012	72.0%
90017	74.2%
90731	74.4%

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.