

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



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Application of Southern California Edison Company (U 338E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.

Application 14-11-007
(Filed November 18, 2014)

And Related Matters.

Application 14-11-009
Application 14-11-010
Application 14-11-011

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR JUNE 2019**

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

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1 Energy Savings Assistance (ESA) Program Overview

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.)16-11-022 and D.17-12-009:

SoCalGas submitted its Mid-Cycle Advice Letter No. (AL) 5325 on July 16, 2018, which was approved by Energy Division (ED) with modifications on December 19, 2018. This report reflects the approved budget, homes treated and therms saved updates per the disposition of AL 5325.

Program Summary through June 2019			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget	\$223,151,718	\$51,229,243	22.96%
Homes Treated	182,265	37,735	20.70%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	6,530,000	636,476	9.75%

* Annual budget, homes treated goals and therms saved targets approved in Disposition of Advice Letter 5325.

In June 2019, SoCalGas processed and paid contractor invoices for 6,907 treated homes. Additionally, SoCalGas paid for the weatherization of 5,733 homes, 322 furnace repairs and replacements, 1,104 water heater repairs and replacements, and 139 High Efficiency (HE) clothes washers.

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

1.2.1 Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

Ethnic and Mass Media Campaign

SoCalGas did not conduct any mass media campaigns during the month of June.

E- Newsletter

SoCalGas did not participate in any E-Newsletter campaigns related to Low-Income Programs during the month of June.

Energy Savings Assistance Program - Emails

During the month of June, SoCalGas deployed 3,648 emails to customers in four different zip codes as part of the Clear Plan (AL 5256). The Clear Plan targets customers that have not previously participated in the ESA Program and have been identified as highly eligible. The email featured ESA Program information and included the contact information of the customer's assigned contractor.

Providing the contractor's contact information creates context and confidence for the customer as they are more likely to be familiar with the name and have assurance of legitimacy when the contractor calls. Emails were sent based on zip codes to accurately reflect contractor assignments. Additionally, 11,824 emails were sent to new CARE customers and rate transfer customers. These emails are not zip code specific and do not provide specific contractor information. Rather,

the intent is to provide general program information and highlight the benefits offered to build program awareness.

Energy Saving Assistance Program - Direct Mailings

In support of the 2020 Clear Plan, SoCalGas sent 73,475 direct mailings to customers in 35 different zip codes. The direct mail piece included program details as well as specific contractor information. In addition, SoCalGas sent 17,261 direct mailers to new CARE customers and rate transfer customers. These segments are designed to align messaging and imagery across communications pieces to keep assistance programs top of mind as well as strengthen customer recall of the ESA Program.

Energy Savings Assistance Program - Outbound Dialing

SoCalGas did not deploy an outbound dialing campaign during the month of June. Future deployments are being explored and will be considered for incorporation into future marketing strategies for program year (PY) 2019.

Energy Savings Assistance Program - Web Activities

There were 167 internet-generated leads for the ESA Program during the month of June. SoCalGas also utilized social media platforms to post ESA Program messaging. On Facebook, the English language post reached 3,803 people and resulted in 85 ESA Program web page link clicks. The Spanish language

Facebook post reached 3,997 people and resulted in 101 ESA Program web page link clicks. On Twitter, the post generated 997 impressions and 7 engagements.

1.2.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program.

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 – both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed below represent specific outreach events that SoCalGas participated in during the month of June.¹ Please see section 2.2.1 below for additional information on the various community organizations listed.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
June 1 (LA 211)	Malibu Town Hall Resource Fair	Malibu	Community Based Organization (CBO) staff provided information regarding SoCalGas’ Customer Assistance Programs (CAP). CAP materials were distributed to approximately 10 of the 25 attendees.
June 1 (Unity Shoppe)	Jr League & SB Library Career Fair	Santa Barbara County	CBO staff provided information regarding SoCalGas’ Customer Assistance Programs to over 200 low-income individuals & students that were invited to attend. Included local businesses helping at-risk households find inspiration and resources. CAP materials were distributed to all in attendance.

¹ Although the City of Long Beach is not part of SoCalGas’ territory, participation in certain Long Beach events is important as they attract participants from many other nearby SoCalGas communities.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
June 1	Strawberry Festival & Pow Wow	Anaheim	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 in attendance.
June 2 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 2,000 in attendance.
June 3 (LA 211)	Industrial Business Improvement Seminar	Wilmington	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 of 50 in attendance.
June 3 (MICOP)	Tierra Vista Elementary School Outreach Event	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
June 4 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1FM	CBO staff provided information regarding SoCalGas' Customer Assistance Programs as well as who to contact about receiving program benefits and how MICOP can assist people in filling out applications.
June 4 (SCRS-IL)	San Gabriel Valley Police Patrol Day 1	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
June 4 (SEDC)	Southeast Collaborative Community Town Hall Meeting	Bell	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 200 in attendance.
June 4 (LA 211)	Parks After Dark Kick Off	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 of 50 in attendance.
June 5	Elder & Adult Abuse Symposium	Riverside	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 in attendance.
June 5 (SCRS-IL)	San Gabriel Valley Patrol Day 2	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
June 5 (LA 211)	Los Angeles County Probation Department South Central Area Resource Fair	Compton	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 120 of 200 in attendance.
June 6 (SCRS-IL)	San Gabriel Valley Patrol Day 3	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
June 6	Shangri Lodge	Carson	Customer Programs outreach staff provided

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Mobile Home Park Resident Forum		information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 in attendance.
June 6 (SCRS-IL) (SEDC)	Whittier Senior Faire	Whittier	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
June 6 (SBSS)	10 th Annual Los Angeles Aging Advocacy Coalition Summit on Aging	Los Angeles – USC Radisson Hotel	SoCalGas Customer Programs outreach staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 300 in attendance.
June 6 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana – Migrant Farm Worker Outreach Event	Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 in attendance.
June 7 (SCRS-IL)	San Gabriel Valley Police Patrol Day 4	Pasadena	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
June 7 (SCRS-IL)	Service Area Advisory Committee	Downey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 45 in attendance.
June 8 (MICOP)	Fremont School Outreach Event	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 32 in attendance.
June 8 (SEDC)	Maywood Center for Enriched Studies Student/Parent Orientation	Maywood	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 750 in attendance.
June 8 (SCRS-IL)	Norwalk Senior Center Green Tea Week	Norwalk	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 150 in attendance.
June 8 (Fiesta Educativa)	Family Mentoring Program Graduation	Baldwin Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the 60 in attendance.
June 9 (Foodbank of Santa Barbara County)	Brown Bag Lunch Distribution Event	Carpinteria	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 brown bag lunch recipients.
June 10 (MICOP)	Drifill School Outreach Event	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 20 in attendance.
June 11 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1	CBO staff provided information regarding SoCalGas' Customer Assistance Programs as well as who to contact about receiving program benefits and how

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
		FM	MICOP can assist people in filling out the applications. MICOP office hours were provided and listeners were encouraged to come in for further information. Outreach representative also reassured listeners that SoCalGas has programs that assist customers and that they do not share immigration status or other information and can be a trusted resource.
June 12 (Foodbank of Santa Barbara County)	Brown Bag Lunch Distribution at West Community Center	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 brown bag lunch recipients.
June 12 (Foodbank of Santa Barbara County)	Brown Bag Lunch Distribution at Presidio	Santa Barbara	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 85 brown bag lunch recipients.
June 13 (SCRS-IL)	Service Area San Gabriel Valley Meeting	Arcadia	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 50 in attendance.
June 14 (LA 211)	Tzu Chi Mobile Food Pantry	Huntington Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 100 of 220 in attendance.
June 14	Universal Studios Employee Resource Fair Event	Universal City	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 175 in attendance.
June 14 (MICOP)	La Colonia Neighborhood Outreach	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 18 in attendance.
June 14 (LA 211)	South LA Pride Celebration	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 of 120 in attendance.
June 15 (MICOP)	MICOP Monthly Meeting at Haydock Intermediate School	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 163 in attendance. Attendees asked if they could go directly to the local company office and if there was anyone there that speaks Mixteco. Families like to have one on one contact directly with the utilities.
June 16	SoCalGas Sundays	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 2,000 in attendance
June 18 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	CBO staff provided information regarding SoCalGas' Customer Assistance Programs as well as who to contact about receiving program benefits and how MICOP can assist in filling out applications.
June 18	2019 Business	South Gate	SoCalGas event staff provided information regarding

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
	Expo		SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 50 in attendance.
June 19 (LA 211)	Pomona Probation and Community Team Meeting	Pomona	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 of 60 in attendance.
June 20 (LA 211)	Parks After Dark – Belvedere Park	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 80 of 175 in attendance.
June 21 (MICOP)	Food Distribution at Police Assistance League on K Street	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 36 in attendance. Numerous questions were answered by the Outreachers about program qualifications and assistance with completing applications.
June 21 (LA 211)	Parks After Dark – El Cariso Community Regional Park	Sylmar	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 45 of 60 in attendance.
June 23 (Foodbank of Santa Barbara County)	Mobile Food Pantry: Catholic Charities	Lompoc	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 100 in attendance.
June 23 (Lancaster Jethawks)	SoCalGas Sundays	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 2,000 in attendance.
June 24 (LA 211)	Housing Fair and Program for Parents in Partnership Resource Fair	Marina Del Rey	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 25 of 30 in attendance.
June 25 (MICOP)	Radio Outreach	MICOP Radio Indigena 94.1 FM	CBO staff provided information regarding SoCalGas' Customer Assistance Programs as well as who to contact about receiving program benefits and how MICOP can assist people in filling out applications. The Outreachers provided her contact information as the contact for the Mixteco community on behalf of SoCalGas for program assistance.
June 26 (SCRS-IL)	Huntington Hospital Senior Care Network Offsite Meeting	Alhambra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 35 in attendance.
June 26 (LA 211)	Families Uniting Families Project Fatherhood	Long Beach	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 15 in attendance.
June 26	East LA	East Los	CBO staff provided information regarding SoCalGas'

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
(SCRS-IL)	Disabilities and Aging Collaborative	Angeles	Customer Assistance Programs. CAP materials were distributed to the approximately 25 in attendance.
June 26 (Fiesta Educativa)	Parent Coordinator Training	Baldwin Park	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 5 in attendance.
June 27 (Cesar Chavez Foundation – Radio Campesina)	Cuadrilla de la Semana – Migrant Farm Worker Outreach Event	Kern County	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 40 in attendance.
June 27 (SCRS-IL)	East Los Angeles Regional Center Meeting	Alhambra	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 15 in attendance.
June 27 (LA 211)	Antelope Valley Probation and Community Team Meeting	Lancaster	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 30 of 75 in attendance.
June 28 (MICOP)	Camino del Sol Park	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 26 in attendance. Questions about application status were asked and the customer was provided with SoCalGas number for information.
June 28	Senator Holly Mitchell and Congresswoman Nanette Diaz Barragan Cal Fresh Enrollment Event	118th Street Elementary School- 144 E 118th St Los Angeles, CA 90061	SoCalGas Customer Assistance outreach team provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 60 in attendance. 20 applications for CARE and ESA were received on the spot.
June 29	Arcadia Patriotic Fair	Arcadia	SoCalGas event staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 250 in attendance.
June 30 (LA 211)	Rock the 30 th Fireworks Show	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to approximately 150 of 500 in attendance.
June 30 (MICOP)	Guelaguetza event at Plaza Park Outreach	Oxnard	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 48 in attendance.

1.3 Leveraging Success Evaluation Including CSD

1.3.1 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result 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 measures to eligible customers.

In 2019, 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 for 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 of HE Clothes Washers. To date, \$70,921 has been co-funded to support the installation of HE Clothes Washers and other related water measures. Some water agencies also co-fund low-flow shower heads, faucet aerators, thermostatic shower valves and tub spouts. The participating water agencies include:

- Eastern Municipal Water District

- Fontana Water Company²
- Liberty Utilities, formerly Park Water Company³
- Metropolitan Water District (MWD)
- San Gabriel Valley Water Company⁴

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
- Los Angeles Department of Water and Power (LADWP)
- Pasadena Water and Power
- Riverside Public Utilities

Municipal Electric Provider	Participating Customers
Anaheim Public Utilities	994
Colton Public Utilities	0
LADWP	2,277
Pasadena Water and Power	56
Riverside Public Utilities	915
Total	4,242

Providers have reported the activity noted above for 2019 through the month of June. Some of the electric measures installed include LEDs, Smart Power Strips, Torchiere Lamps, A/C Tune-ups, Refrigerator Assessment, Duct Testing &

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

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

⁴ San Gabriel Valley Water Company serves the communities of: 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.

Sealing and Room A/C Replacement. Qualifying measures vary per electric provider and availability of funding.

1.4 Workforce Education & Training

1.4.1 Please summarize efforts to improve and expand Energy Savings Assistance 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 continued its internal training programs which contribute to the goals of workforce development. SoCalGas provides two areas of training: 1) Enrollment and Assessment (E&A); and 2) ESA Field Operations. The year-to-date results are shown in the following tables.

Potential outreach specialists attend a mandatory 3-day E&A training class that reviews the requirements for enrollment, assessment and in-home education. This class also covers utility-specific items related to policies, security processes and overall customer service standards, as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. Classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas Enrollment and Assessment Training					
	Q1	April	May	June	Total
Attended Class	98	16	36	37	187
Tested	94	16	36	34	180
Passed Class	77	14	30	19	140
Retention Rate*	82%	88%	83%	56%	78%
*Retention Rate is Passed/Tested					

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the ESA Program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2019.

SoCalGas Field Operations Training										
Class Type	Q1		April		May		June		YTD Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
Wx / NGAT Initial	5	23	0	0	4	23	0	0	9	46
HVAC Initial	2	13	0	0	0	0	1	1	3	14
Wx / NGAT Refresher	1	1	2	29	4	139	2	31	9	200
HVAC Refresher	2	18	0	0	3	41	3	15	8	74
Grand Total	10	55	2	29	11	203	6	47	29	334

1.5 Emergency Efforts in Response to D.16-04-040

D.16-04-040 at Ordering Paragraph 10 orders, “Southern California Gas Company and Southern California Edison Company shall track and report on its emergency response efforts immediately on a monthly basis to the Commission’s Energy Division.” This section provides a summary of efforts undertaken in response to D.16-04-040. The current Decision (D.16-11-022), extends this requirement into the current program cycle.

Please refer to ESA Table 2.

2. CARE EXECUTIVE SUMMARY

2.1 CARE Program Summary – June

2.1.1 Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget*	Actual Expenses to Date	% of Budget Spent
Outreach	\$4,004,885	\$1,346,891	33.63%
Proc., Certification and Verification	\$3,121,351	\$763,874	24.47%
Information Tech./Programming	\$1,037,796	\$395,585	38.12%
Cooling Centers	N/A	N/A	N/A
CHANGES	\$437,502	\$199,561	45.61%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$475,858	\$169,452	35.61%
General Administration	\$953,729	\$384,085	40.27%
CPUC Energy Division Staff	\$60,000	\$40,587	67.65%
Total Expenses	\$10,091,122	\$3,300,035	32.70%
Subsidies and Benefits	\$132,351,979	\$79,518,559	60.08%
Total Program Costs and Discounts	\$142,443,101	\$82,818,594	58.14%

* Annual budget approved in Resolution G-3532, D.16-11-022 and D.17-12-009.

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. 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 115,034 successful enrollments, 42,955 recertifications, 3,940 post-enrollment verifications, and 3,571 opt-outs. Activity for June is as follows:

CARE My Account Activity		
	Transactions	Approved
Self-certification	4,225	3,507
Re-certification	2,725	2,672
PEV	205	195
Customer opt-out	200	200

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 on November of 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 June 2019, CSRs successfully enrolled 11,016 customers in CARE. An additional 4,215 customers preferred to receive a CARE application in the mail. Through this effort, CARE enrollment from inception via the CCC is at 214,279 and 94,724 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 make sure there is an even greater customer experience.

Additionally, in its PY2015-2017 Application, SoCalGas proposed a one time CARE CSR enrollment study, six months post implementation. The market research⁵ was geared to determine whether any issues could be identified in order to make changes or enhancements to the process. CSR enrollment has been met with positive feedback.

⁵ 2018 CARE Outreach Effectiveness and Customer Satisfaction Study, Travis Research

Following are some points from the study:

- The vast majority of CSR-enrolled customers found the process of enrolling in CARE to be easy. Fully, 95% said the process of enrolling and understanding the program requirements was “very easy” or “somewhat easy.”
- CSR-enrolled customers gave the CSR positive ratings for how they handled the call. Attributes such as “being courteous”, “answering any questions”, “caring about your issues”, “talking in terms you can understand”, and “being clear about program requirements”, all had a top 2 box rating of 93% or higher. Also, 96% said their enrolling representative provided sufficient information about the program.
- CSR-enrolled customers are also highly satisfied with the CARE program, with 93% reporting that they are “very satisfied.”

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. During the month of June, SoCalGas processed a total of 1,068 on-line renewals.

2.1.2 Please provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,617,851	1,683,842	96.08%

2.2 Outreach

2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility’s behalf. (For additional CARE Outreach see section 1.2.2.).

CARE Emails & Enrollments

Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible. During the month

of June, SoCalGas sent 10,237 emails to new customers with a probability of being eligible for the CARE program. A total of 14,745 emails were sent to existing SoCalGas customers who may qualify for the CARE program. And to recapture those customers that have fallen off CARE, SoCalGas sent 4,967 emails encouraging these customers to reapply. All three categories of emails contribute to the 1,215 on-line enrollments that were processed in June.

CARE Third-Party Enrollments & Outreach

SoCalGas employs third-party bilingual (English and Spanish) contractors to canvass targeted neighborhoods to enroll customers on CARE. These canvassers generated 1,206 approved enrollments in June. In addition to canvassers, CBOs and Faith-Based Organizations (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. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations 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 placed 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 as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach. Additional activities are detailed in section 1.2.2. During the month of June, 274 callers were informed about the CARE Program, with 7 interested in the ESA Program.

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. These counselors visit workplaces in south Los Angeles and neighboring communities. While informing workers of Medi-Cal eligibility, the counselors also inform the workers of the CARE Program.

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 with 150 members, providing them with SoCalGas' Customer Assistance program information.

A partnership with St. Barnabas Foundation in Los Angeles County was formed in 2018 to assist with the growing number of older adults in SoCalGas' service territory who lack the basic developmental tools. SoCalGas plans on additional event and program participation throughout the rest of the year.

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 is in downtown Santa Barbara and serves approximately 17,000 families per year. Each family meets with a counselor providing an opportunity for one-on-one discussion on SoCalGas' low-income programs. This month Unity Shoppe introduced Customer Assistance Programs to 6 of their partner agencies that work in referrals of low-income clients. Agencies representing schools, infant & children programs, medical assistance programs, and veteran outreach services were on hand. SoCalGas Customer Assistance Program information was distributed and the agencies were also provided with information via email that also contained links to program applications as well as printed pamphlets. This month the agencies were as follows: SB Mental Health,

Franklin Neighborhood Center, Jodi House, Family Services, Turner Foundation, and Medi-Cal (Santa Maria).

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but who 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 highlight the outreach.

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 administered 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 2000 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. Along with promoting programs at several community events listed in sections above, during the month of June, SCDC had 154 one-on-one touchpoints with customers discussing both the ESA and CARE Programs.

Since 1980, Inner City Law Center (ICLC), a non-profit law firm has provided free legal services to the vulnerable residents of Los Angeles. ICLC promotes access to decent, safe, and fully habitable housing for the enormous number of homeless and working-poor families and individuals residing in Los Angeles' inner city neighborhoods. It is the only full-time provider of legal services headquartered on Skid Row, fighting for justice for low-income tenants, working poor families, immigrants, people who are living with HIV/AIDS or are disabled, and veterans. In June, through their partnership with SoCalGas, information regarding SoCalGas' Customer Assistance Programs was distributed to 123 tenants via door knocking activities, tenant's rights presentations, and community fairs. Additionally, new Rent Escrow Account Program (REAP) properties

received information during outreach contract visits with the city of LA.

Approximately 10 percent of the tenants said they already knew about the CARE program; the others had no prior knowledge of the program and said they would look into participating.

CARE Direct Mail Activity & Enrollments

During the month of June, SoCalGas did not send any applications via direct mail to new customers deemed likely to be eligible for the CARE Program. However, 330 new customers were enrolled via direct mail applications that were sent to eligible customers in previous months. SoCalGas is modifying this direct mail piece for efficiencies and will begin mailing an updated version in July. To reach customers who were previously participating in the CARE program, but failed to recertify, SoCalGas sends direct mail informing them to re-enroll online.

SoCalGas mailed 8,839 letters to customers who have failed to renew their CARE eligibility. As of August 2018, SoCalGas no longer mails paper applications to these customers, but still re-enrolled 16 customers who submitted previously mailed applications. Additionally, SoCalGas mailed 25,000 letters directing customers, who are not on CARE, but who have a high probability of being qualified for CARE, to enroll online. As of August 2018, SoCalGas no longer mails paper applications to existing SoCalGas customers not on CARE, but still enrolled 22 customers who submitted previously mailed applications. The updated letters that direct customers to apply online contributed to the 1,215 online enrollments processed in June. SoCalGas is exploring enhancing the online

application to capture source code information, should the customer provide it, to track effectiveness of direct mailers.

CARE Bill Inserts

No bill inserts were deployed during the month of June, but a Customer Assistance message was included on customers' gas bills. SoCalGas approved 12 bill insert applications from prior months in June.

Outreach by Field Employees

Field service employees continue to distribute CAP brochures to customers when entering customer premises. Throughout the year, the CARE 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 June. This option is in addition to the regular system-wide semi-annual deployment of CAP brochures to operating bases.

CARE Social & Mass Media Campaign

SoCalGas utilized social media platforms to post CARE Program messaging. On Facebook, the English language post reached 7,128 people and resulted in 40 CARE web page link clicks. The Spanish language Facebook post reached 4,500 people and resulted in 44 CARE web page link clicks. On Twitter, the post

generated 1,117 impressions and 13 engagements. SoCalGas did not conduct any mass media campaigns during the month of June.

Disability

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.

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.

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 excellent Independent Living and Employment Services provided by well-trained staff, the unified center supports people with disabilities to transform 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. Along with the activities listed below, SCRS-IL also held meetings at both of their facilities (Pasadena and Downey) and provided SoCalGas CAP information to over 400 clients and worked with 33 new clients one-on-one in regards to SoCalGas' Customer Assistance Programs.

The events listed below represents SoCalGas' outreach efforts in the disability community for the month of June.

<u>Event Date</u>	<u>Event Name</u>	<u>Event Location</u>	<u>Event Information</u>
June 5 (Fiesta Educativa)	East Los Angeles Regional Center New Parent Orientation	Maravilla Center East Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP material was distributed to the 4 in attendance.
June 18 (Fiesta Educativa)	Fiestas Familiares	Los Angeles	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP material was distributed to the 4 in attendance.
June 22 (Fiesta Educativa)	Autism Parent Education Program	La Puente	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP materials were distributed to the approximately 4 in attendance.
June 24 (Fiesta Educativa)	East Los Angeles Regional Center Fiesta Familiar Developmental Disability Service	Pico Rivera	CBO staff provided information regarding SoCalGas' Customer Assistance Programs. CAP material was provided at the one-on-one meetings.

2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related programs to reach eligible customers.

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 June, 1,445 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 June generated 1,793 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 137 customers enrolled through leveraging during the month of June.

2.3 CARE Recertification Complaints

There were no recertification complaints in the month of June.

3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Unspent Funds

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

ESA Program - Table 2A – Program Expenses – CSD Leveraging

ESA Program – Table 2B – Program Expenses – Multifamily Common Area

ESA Program - Table 3 - Average Bill Savings per Treated Home / Common Area

ESA Program - Table 4A – Homes / Buildings Treated

ESA Program - Table 4B - Homes Unwilling/Unable to Participate

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

ESA Program – Table 7 – Refrigerators, Energy Education and My Account

CARE - Table 1 - CARE Overall Program Expenses

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

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

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

CARE - Table 4 - Self Certification and Re-Certification

CARE - Table 5 - Enrollment by County

CARE - Table 6 - Recertification Results

CARE - Table 7 - Capitation Contractors

CARE - Table 8 - Participants as of Month End

CARE - Table 9 - Expenditures for Pilot

CARE - Table 10 - CHANGES Individual Customer Assistance

CARE - Table 11 - CHANGES Group Customer Assistance – Reported Quarterly

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	June 2019												
4													
5		Authorized Budget ¹			Current Month Expenses ²			Year to Date Expenses ²			% of Budget Spent YTD		
6	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Energy Efficiency												
8	Appliances	N/A	\$ 17,459,339	\$ 17,459,339	N/A	\$ 352,036	\$ 352,036	N/A	\$ 1,539,639	\$ 1,539,639	N/A	8.82%	8.82%
9	Domestic Hot Water	N/A	\$ 20,641,275	\$ 20,641,275	N/A	\$ 3,065,361	\$ 3,065,361	N/A	\$ 7,565,789	\$ 7,565,789	N/A	36.65%	36.65%
10	Enclosure	N/A	\$ 33,021,730	\$ 33,021,730	N/A	\$ 5,604,257	\$ 5,604,257	N/A	\$ 16,193,027	\$ 16,193,027	N/A	49.04%	49.04%
11	HVAC	N/A	\$ 23,958,138	\$ 23,958,138	N/A	\$ 3,136,868	\$ 3,136,868	N/A	\$ 9,193,212	\$ 9,193,212	N/A	38.37%	38.37%
12	Maintenance	N/A	\$ 1,976,488	\$ 1,976,488	N/A	\$ 302,245	\$ 302,245	N/A	\$ 887,638	\$ 887,638	N/A	44.91%	44.91%
13	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Customer Enrollment	N/A	\$ 18,886,236	\$ 18,886,236	N/A	\$ 2,706,645	\$ 2,706,645	N/A	\$ 9,604,856	\$ 9,604,856	N/A	50.86%	50.86%
16	In Home Education	N/A	\$ 3,873,993	\$ 3,873,993	N/A	\$ 533,851	\$ 533,851	N/A	\$ 1,084,055	\$ 1,084,055	N/A	27.98%	27.98%
17	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
18	Energy Efficiency TOTAL	N/A	\$ 119,817,199	\$ 119,817,199	N/A	\$ 15,701,264	\$ 15,701,264	N/A	\$ 46,068,218	\$ 46,068,218	N/A	38.45%	38.45%
19													
20	Training Center	N/A	\$ 926,480	\$ 926,480	N/A	\$ 50,254	\$ 50,254	N/A	\$ 376,343	\$ 376,343	N/A	40.62%	40.62%
21	Inspections	N/A	\$ 2,429,147	\$ 2,429,147	N/A	\$ 302,446	\$ 302,446	N/A	\$ 845,624	\$ 845,624	N/A	34.81%	34.81%
22	Marketing and Outreach	N/A	\$ 1,450,000	\$ 1,450,000	N/A	\$ 131,932	\$ 131,932	N/A	\$ 355,901	\$ 355,901	N/A	24.54%	24.54%
23	Statewide Marketing Education and Outreach	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Measurement and Evaluation Studies	N/A	\$ 115,625	\$ 115,625	N/A	\$ 10,205	\$ 10,205	N/A	\$ 51,801	\$ 51,801	N/A	44.80%	44.80%
25	Regulatory Compliance	N/A	\$ 351,194	\$ 351,194	N/A	\$ 42,943	\$ 42,943	N/A	\$ 201,538	\$ 201,538	N/A	57.39%	57.39%
26	General Administration	N/A	\$ 6,661,106	\$ 6,661,106	N/A	\$ 466,525	\$ 466,525	N/A	\$ 2,637,946	\$ 2,637,946	N/A	39.60%	39.60%
27	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 30,441	\$ 30,441	N/A	\$ 60,881	\$ 60,881	N/A	70.79%	70.79%
28													
29	TOTAL PROGRAM COSTS	N/A	\$ 131,836,750	\$ 131,836,750	N/A	\$ 16,736,009	\$ 16,736,009	N/A	\$ 50,598,253	\$ 50,598,253	N/A	38.38%	38.38%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				N/A	\$ 298,283	\$ 298,283	N/A	\$ 1,627,587	\$ 1,627,587			
32	NGAT Costs					\$ 333,630	\$ 333,630		\$ 1,128,416	\$ 1,128,416			
33													
34													
35	¹ Reflects the authorized funding in D.16-11-022. Additional funds allocated from prior-cycle unspent budgets as ordered in G-3532 dated December 14, 2017, Non-Standard Disposition of Clear Plan AL 5256, dated May 18, 2018, and												
36	Non-Standard Disposition of Midcycle AL 5325, dated December 19, 2018 are not shown on this table but appear on Table 1A.												
37	² Current month and YTD expenditures include a quarterly accrual of \$8,939,374 in the following reporting categories: Appliances \$237,819, Domestic Hot Water \$2,065,079, Enclosure \$3,339,032, HVAC \$1,650,595, Maintenance \$179,078, Customer Enrollment \$1,190,124, In Home Energy Education \$93,415, Inspections \$184,232.												
38	Note: In January 2019, a manual adjustment was made to exclude a net accrual/reversal debit amount of \$2,781,810 for contractor costs related to all ESA Program measure categories associated to December 2018 activities. This amount was incorporated in 2018 costs as reported in the SoCalGas' Annual Report filed May 2019. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Gas Company
June 2019**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ²			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	N/A	\$ 3,067,539	\$ 3,067,539	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Domestic Hot Water	N/A	\$ 11,364,660	\$ 11,364,660	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Enclosure	N/A	\$ 18,477,490	\$ 18,477,490	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
HVAC	N/A	\$ 12,933,468	\$ 12,933,468	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Maintenance	N/A	\$ 1,274,462	\$ 1,274,462	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Customer Enrollment	N/A	\$ 17,239,517	\$ 17,239,517	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
In Home Education	N/A	\$ 4,564,388	\$ 4,564,388	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Pilot	N/A	\$ 500,000	\$ 500,000	N/A	\$ 40,729	\$ 40,729	N/A	\$ 76,032	\$ 76,032	N/A	15.21%	15.21%
Training Center	N/A	\$ 25,634	\$ 25,634	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Inspections	N/A	\$ 1,200,372	\$ 1,200,372	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Marketing and Outreach	N/A	\$ 750,000	\$ 750,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Multi-Family	N/A	\$ 4,500,000	\$ 4,500,000	N/A	\$ 441,433	\$ 441,433	N/A	\$ 554,958	\$ 554,958	N/A	12.33%	12.33%
Leveraging - CSD	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
Regulatory Compliance	N/A	\$ 65,688	\$ 65,688	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
General Administration	N/A	\$ 300,000	\$ 300,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
TOTAL PROGRAM COSTS ¹	N/A	\$ 76,263,219	\$ 76,263,219	N/A	\$ 482,162	\$ 482,162	N/A	\$ 630,990	\$ 630,990	N/A	0.83%	0.83%

¹ D.16-11-022 specifically directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds and this table does not include unspent funds from the 2017-2020 cycle.

² Year to date expenses include cost from current year 2019.

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 2A
Southern California Gas Company
June 2019

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ¹ (Annual)	kW ¹ (Annual)	Therms ¹ (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each					0.0%	
Refrigerators	Each					0.0%	
Microwaves ²	Each					0.0%	
Domestic Hot Water							
Water Heater Blanket	Home					0.0%	
Low Flow Shower Head	Home					0.0%	
Water Heater Pipe Insulation	Home					0.0%	
Faucet Aerator	Home					0.0%	
Water Heater Repair/Replacement	Each					0.0%	
Thermostatic Shower Valve	Each					0.0%	
New - Combined Showerhead/TSV	Each					0.0%	
New - Heat Pump Water Heater	Each					0.0%	
New - Tub Diverter/ Tub Spout	Each					0.0%	
New - Thermostat-controlled Shower Valve	Each					0.0%	
Enclosure							
Air Sealing / Envelope ³	Home					0.0%	
Caulking	Home					0.0%	
Attic Insulation	Home					0.0%	
HVAC							
FAU Standing Pilot Conversion	Each					0.0%	
Furnace Repair/Replacement	Each					0.0%	
Room A/C Replacement	Each					0.0%	
Central A/C replacement	Each					0.0%	
Heat Pump Replacement	Each					0.0%	
Evaporative Cooler (Replacement)	Each					0.0%	
Evaporative Cooler (Installation)	Each					0.0%	
Duct Testing and Sealing	Home					0.0%	
New - Energy Efficient Fan Control	Home					0.0%	
New - Prescriptive Duct Sealing	Home					0.0%	
New - High Efficiency Forced Air Unit (HE FAU)	Home					0.0%	
New - A/C Time Delay	Home					0.0%	
Maintenance							
Furnace Clean and Tune	Home					0.0%	
Central A/C Tune up	Home					0.0%	
Lighting							
Interior Hard wired LED fixtures	Each					0.0%	
Exterior Hard wired LED fixtures	Each					0.0%	
Torchiere LED	Each					0.0%	
Occupancy Sensor	Each					0.0%	
LED Night Lights	Each					0.0%	
New - LED Diffuse Bulb (60W Replacement)	Each					0.0%	
New - LED Reflector Bulb	Each					0.0%	
New - LED Reflector Downlight Retrofit Kits	Each					0.0%	
New - LED A-Lamps	Each					0.0%	
Miscellaneous							
Pool Pumps	Each					0.0%	
Smart Power Strips - Tier 1	Each					0.0%	
New - Smart Power Strips - Tier 2	Each					0.0%	
Pilots							
Customer Enrollment							
Outreach & Assessment	Home				\$ -	0.0%	
In-Home Education	Home				\$ -	0.0%	
Total Savings/Expenditures							
			-	-	-	\$ - 0.0%	
Total Households Weatherized ⁴							
CSD MF Buildings Treated							
			Total				
- Multi-family							

¹ All savings are calculated based on the following sources:

Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013

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

³ 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.

⁴ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

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

Energy Savings Assistance Program Table 2B
Southern California Gas Company
June 2019

ESA Program - Multifamily Common Area ¹							
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ² (Annual)	kW ² (Annual)	Therms ² (Annual)	Expenses (\$) ¹⁰	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves ³	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope ⁴	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
Ancillary Services							
Commissioning ⁵	Home	-	-	-	-	\$ -	0.0%
Audit	Home	-	-	-	-	\$ -	0.0%
Administration ⁶⁻⁷	Home	-	-	-	-	\$ 734	-174.3%
Pilots							
Customer Enrollment							
Outreach & Assessment ⁸	Home	-	-	-	-	\$ (1,156)	274.3%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures							
			-	-	-	\$ (421)	100.0%
Total Multifamily Buildings Weatherized ⁹							
Multifamily Buildings Treated							
	Total						
	- Multifamily		-				

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 All savings are calculated based on the following sources:
Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

³ Microwave savings are from ECONorthWest Studies received in December of 2011.

⁴ 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.

⁵ Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

⁶ 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.

⁷ Includes a credit amount related to prior period corrections.

⁸ Includes a credit amount related to prior period corrections.

⁹ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

¹⁰ Costs related to direct implementation (DI) in the amount of \$555,380 are currently excluded from this table due to the fact that no DI category exist in this current table format. Total MF CAM amount including DI costs amount to \$554,958.

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

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average Bill Savings per Treated Home/Common Area	
2	Southern California Gas Company	
3	June 2019	
4		
5	ESA Program	
6	Annual kWh Savings	N/A
7	Annual Therm Savings	636,476
8	Lifecycle kWh Savings	N/A
9	Lifecycle Therm Savings	6,962,855
10	Current kWh Rate	N/A
11	Current Therm Rate	\$ 0.61
12	Average 1st Year Bill Savings / Treated Households	\$ 1,076.00
13	Average Lifecycle Bill Savings / Treated Households	\$ 92.40
14		
15		
16	ESA Program - CSD Leveraging	
17	Annual kWh Savings	N/A
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	N/A
20	Lifecycle Therm Savings	-
21	Current kWh Rate	N/A
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Households	\$ -
25		
26		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	N/A
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	N/A
31	Lifecycle Therm Savings	-
32	Current kWh Rate	N/A
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area¹	
39	Annual kWh Savings	N/A
40	Annual Therm Savings	636,476
41	Lifecycle kWh Savings	N/A
42	Lifecycle Therm Savings	6,962,855
43	Current kWh Rate	N/A
44	Current Therm Rate	\$ 0.61
45	Average 1st Year Bill Savings / Treated Households and Buildings	\$ 1,076.00
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 92.40
47		
48	¹ Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Homes / Buildings Treated						
2	Southern California Gas Company						
3	June 2019						
4	ESA Program						
5	Eligible Households			Households Treated YTD			
6	County	Rural	Urban	Total	Rural	Urban	Total
7	Fresno	15	11,641	11,656	17	627	644
8	Imperial	17,084	0	17,084	125	0	125
9	Kern	29,886	15,030	44,916	1,133	121	1,254
10	Kings	13,725	11	13,736	499	0	499
11	Los Angeles	2,526	997,368	999,894	208	15,839	16,047
12	Orange	10	235,276	235,286	0	2,726	2,726
13	Riverside	131,956	107,940	239,896	1,286	5,739	7,025
14	San Bernardino	1,046	163,216	164,262	132	6,176	6,308
15	San Luis Obispo	14,372	8,245	22,617	213	0	213
16	Santa Barbara	1,188	37,199	38,387	337	231	568
17	Tulare	47,331	11,227	58,558	1,350	372	1,722
18	Ventura	2,420	59,163	61,583	32	572	604
19	Total	261,559	1,646,316	1,907,875	5,332	32,403	37,735
20							
21							
22	ESA Program - CSD Leveraging						
23	Eligible Households			Households Treated YTD			
24	County	Rural	Urban	Total	Rural	Urban	Total
25	Fresno			0			0
26	Imperial			0			0
27	Kern			0			0
28	Kings			0			0
29	Los Angeles			0			0
30	Orange			0			0
31	Riverside			0			0
32	San Bernardino			0			0
33	San Luis Obispo			0			0
34	Santa Barbara			0			0
35	Tulare			0			0
36	Ventura			0			0
37	Total	0	0	0	0	0	0
38							
39							
40	ESA Program - Multi-Family Common Area						
41	Eligible Households			Buildings Treated YTD			
42	County	Rural	Urban	Total	Rural	Urban	Total
43	Fresno			0			0
44	Imperial			0			0
45	Kern			0			0
46	Kings			0			0
47	Los Angeles			0			0
48	Orange			0			0
49	Riverside			0			0
50	San Bernardino			0			0
51	San Luis Obispo			0			0
52	Santa Barbara			0			0
53	Tulare			0			0
54	Ventura			0			0
55	Total	0	0	0	0	0	0
56							
57	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 4b - Homes Unwilling / Unable to Participate
Southern California Gas Company
June 2019**

ESA Program							
	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	54	122	0	0	0	0	1
Imperial	18	23	0	0	4	0	8
Kern	35	111	0	0	18	2	2
Kings	125	88	0	0	6	1	1
Los Angeles	1,103	1,179	0	0	436	45	45
Orange	196	194	0	0	95	4	27
Riverside	1,149	563	0	0	154	19	10
San Bernardino	2,493	616	0	0	119	16	17
San Luis Obispo	0	5	0	0	10	0	1
Santa Barbara	2	12	0	0	12	0	0
Tulare	347	253	0	0	18	3	4
Ventura	87	75	0	0	36	1	3
Total¹	5,609	3,241	0	0	908	91	119

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

¹ Excludes 2,379 non-responsive customers.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																	
2	Southern California Gas Company																	
3	June 2019																	
4	ESA Program																	
5		Gas & Electric				Gas Only				Electric Only				Total				
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
8	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
9	February	-	-	-	-	4,646	73,560	-	-	-	-	-	-	-	4,646	73,560	-	-
10	March	-	-	-	-	8,224	171,078	-	-	-	-	-	-	-	8,224	171,078	-	-
11	April	-	-	-	-	11,123	168,417	-	-	-	-	-	-	-	11,123	168,417	-	-
12	May	-	-	-	-	6,835	119,981	-	-	-	-	-	-	-	6,835	119,981	-	-
13	June	-	-	-	-	6,907	103,439	-	-	-	-	-	-	-	6,907	103,439	-	-
14	July																	
15	August																	
16	September																	
17	October																	
18	November																	
19	December																	
20	YTD Total	-	-	-	-	37,735	636,476	-	-	-	-	-	-	-	37,735	636,476	-	-
21																		
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2.																	
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
24																		
25	ESA Program - CSD Leveraging																	
26		Gas & Electric				Gas Only				Electric Only				Total				
29		# of Buildings Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			Household Treated by Month	(Annual)			
30	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
32	January																	
33	February																	
34	March																	
35	April																	
36	May																	
37	June																	
38	July																	
39	August																	
40	September																	
41	October																	
42	November																	
43	December																	
44	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
45																		
46	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2A.																	
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	
48																		
49	ESA Program - Multi-Family Common Area																	
50		Gas & Electric				Gas Only				Electric Only				Total				
51		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			
52	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm
53	January																	
54	February																	
55	March																	
56	April																	
57	May																	
58	June																	
59	July																	
60	August																	
61	September																	
62	October																	
63	November																	
64	December																	
65	YTD Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
66																		
67	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in Table 2B.																	
68	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	June 2019												
4													
5		Authorized 4-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2017			% of 4-Year Budget Expended		
6		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Pilots												
8	Smart Thermostat Pilot ¹	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 40,729	\$ 40,729	N/A	\$ 76,032	\$ 76,032	N/A	7.60%	7.60%
9	Total Pilots	N/A	\$ 1,000,000	\$ 1,000,000	N/A	\$ 40,729	\$ 40,729	N/A	\$ 76,032	\$ 76,032	N/A	7.60%	7.60%
10	Studies												
11	Low Income Impact Evaluation ^{2,3}	N/A	\$ 137,500	\$ 137,500	N/A	\$ 10,205	\$ 10,205	N/A	\$ 139,547	\$ 139,547	N/A	101.49%	101.49%
12	Low Income Needs Assessment ²	N/A	\$ 125,000	\$ 125,000	N/A	\$ -	\$ -	N/A	\$ 173,774	\$ 173,774	N/A	139.02%	139.02%
13	Cost-Effectiveness/NEBs ²	N/A	\$ 37,500	\$ 37,500	N/A	\$ -	\$ -	N/A	\$ 31,887	\$ 31,887	N/A	85.03%	85.03%
14	Rapid Feedback Research / Analysis ⁴	N/A	\$ 200,000	\$ 200,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	\$ 10,205	\$ 10,205	N/A	\$ 345,208	\$ 345,208	N/A	69.04%	69.04%
16													
17	¹ Reflects the authorized funding per Clear Plan pursuant to Resolution G-3532 .												
18	² Statewide Low-Income EM&V study budgets are allocated at 25% to SoCalGas. This percentage is based on a cost allocation approved in D.17-12-009.												
19	³ Overspent related to 4-year Impact Evaluation study budget due to timing of billing credit related to other IOUs and invoice payment.												
20	⁴ These funds are proposed to be used to conduct smaller-scale research projects and data analyses that may arise over the course of the program cycle.												
21	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
Southern California Gas Company
June 2019**

Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to less than 6 occupants
Second Refrigerators	Each	N/A	N/A

Measures	Units	Households that Only Received Energy Education
In-Home Energy Education	Home	3,315

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
13,830	22,048	885

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	June 2019												
4													
5		Authorized Budget ¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
6	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
7	Outreach	N/A	\$ 4,004,885	\$ 4,004,885	N/A	\$ 333,574	\$ 333,574	N/A	\$ 1,346,891	\$ 1,346,891	N/A	33.63%	33.63%
8	Processing / Certification Re-certification	N/A	\$ 2,966,518	\$ 2,966,518	N/A	\$ 124,547	\$ 124,547	N/A	\$ 720,142	\$ 720,142	N/A	24.28%	24.28%
9	Post Enrollment Verification	N/A	\$ 154,833	\$ 154,833	N/A	\$ 8,211	\$ 8,211	N/A	\$ 43,732	\$ 43,732	N/A	28.24%	28.24%
10	IT Programming	N/A	\$ 1,037,796	\$ 1,037,796	N/A	\$ 55,243	\$ 55,243	N/A	\$ 395,585	\$ 395,585	N/A	38.12%	38.12%
11	Cooling Centers	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
12													
13	Pilots/CHANGES	N/A	\$ 437,502	\$ 437,502	N/A	\$ 72,444	\$ 72,444	N/A	\$ 199,561	\$ 199,561	N/A	45.61%	45.61%
14	Measurement and Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	N/A	\$ 475,858	\$ 475,858	N/A	\$ 34,283	\$ 34,283	N/A	\$ 169,452	\$ 169,452	N/A	35.61%	35.61%
16	General Administration	N/A	\$ 953,729	\$ 953,729	N/A	\$ 69,087	\$ 69,087	N/A	\$ 384,085	\$ 384,085	N/A	40.27%	40.27%
17	CPUC Energy Division ²	N/A	\$ 60,000	\$ 60,000	N/A	\$ (30,441)	\$ (30,441)	N/A	\$ 40,587	\$ 40,587	N/A	67.65%	67.65%
18													
19	SUBTOTAL MANAGEMENT COSTS	N/A	\$ 10,091,122	\$ 10,091,122	N/A	\$ 666,947	\$ 666,947	N/A	\$ 3,300,035	\$ 3,300,035	N/A	32.70%	32.70%
20													
21	CARE Rate Discount	N/A	\$ 132,351,979	\$ 132,351,979	N/A	\$ 9,181,713	\$ 9,181,713	N/A	\$ 79,518,559	\$ 79,518,559	N/A	60.08%	60.08%
22													
23	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	N/A	\$ 142,443,101	\$ 142,443,101	N/A	\$ 9,848,660	\$ 9,848,660	N/A	\$ 82,818,594	\$ 82,818,594	N/A	58.14%	58.14%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge Exemption												
27	- CARE PPP Exemption				N/A	\$ 869,670	\$ 869,670	N/A	\$ 8,469,076	\$ 8,469,076			
28	- California Solar Initiative Exemption												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate Benefits				N/A	\$ 869,670	\$ 869,670	N/A	\$ 8,469,076	\$ 8,469,076			
31													
32	Indirect Costs				N/A	\$ 122,066	\$ 122,066	N/A	\$ 803,623	\$ 803,623			
33													
34	¹ Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.												
35	² June correction reallocating correct amount of CPUC oversight cost to ESA.												
36	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																									
2	Southern California Gas Company																									
3	June 2019																									
4																										
5	2019	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
6		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)
7		Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
8	January	1,818	1,953	69	3,840	5,973	5,159	3,754	0	14,886	18,726	15,393	12,286	14,923	42,602	13,111	3,125	436	4,386	21,058	61,328	-2,332	1,613,195	1,680,463	96.00%	
9	February	1,489	1,695	0	3,184	7,828	8,160	10,248	0	26,236	29,420	8,886	9,830	12,280	30,996	14,198	2,683	469	12,211	29,561	60,416	-141	1,613,054	1,680,463	95.99%	
10	March	1,597	1,954	214	3,765	7,631	8,510	11,901	0	28,042	31,807	10,950	11,780	21,438	44,168	10,861	2,229	359	17,273	30,722	75,975	1,085	1,614,139	1,680,463	96.05%	
11	April	1,429	1,764	221	3,414	6,748	6,979	11,476	4	25,207	28,621	9,990	11,081	20,069	41,140	8,740	1,966	333	10,924	21,963	69,761	6,658	1,620,797	1,683,842	96.26%	
12	May	1,409	1,799	156	3,364	5,032	6,175	10,433	0	21,640	25,004	15,955	11,395	18,471	45,821	8,372	2,297	387	13,183	24,239	70,825	765	1,621,562	1,683,842	96.30%	
13	June	1,445	1,793	137	3,375	3,930	5,223	10,624	5	19,782	23,157	11,412	12,543	17,627	41,582	10,562	2,704	471	13,131	26,868	64,739	-3,711	1,617,851	1,683,842	96.08%	
14	July																									
15	August																									
16	September																									
17	October																									
18	November																									
19	December																									
20	YTD Total	9,187	10,958	797	20,942	37,142	40,206	58,436	9	135,793	156,735	72,586	68,915	104,808	246,309	65,844	15,004	2,455	71,108	154,411	403,044	2,324	1,617,851	1,683,842	96.08%	
21																										
22	¹ Enrollments via data sharing between the IOUs.																									
23	² Enrollments via data sharing between departments and/or programs within the utility.																									
24	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.																									

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	June 2019								
4									

5	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
6	January	1,613,195	21,957	1.36%	9,108	581	9,689	44.13%	0.60%
7	February	1,613,054	23,815	1.48%	9,335	630	9,965	41.84%	0.62%
8	March	1,614,139	34,469	2.14%	9,842	884	10,726	31.12%	0.66%
9	April	1,620,797	31,160	1.92%	21	708	729	2.34%	0.04%
10	May	1,621,562	27,063	1.67%	6	478	484	1.79%	0.03%
11	June	1,617,851	28,579	1.77%	5	156	161	0.56%	0.01%
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	1,617,851	167,043	10.32%	28,317	3,437	31,754	19.01%	1.96%

19

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

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

22 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.

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

24

25	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
26	Southern California Gas Company								
27	Not Applicable to SoCalGas								

28	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 HUV Post Enrollment Verification ³	% of Total CARE Households De-enrolled
29	January								
30	February								
31	March								
32	April								
33	May								
34	June								
35	July								
36	August								
37	September								
38	October								
39	November								
40	December								
41	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%

42

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

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

45 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.

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	June 2019						
4							
5		Provided²	Received	Approved³	Denied⁴	Pending/Never Completed⁵	Duplicates⁶
6	Total (Y-T-D)	775,404	278,376	220,369	37,776	10,927	9,304
7	Percentage		100.00%	79.16%	13.57%	3.93%	3.34%
8							
9	¹ Includes sub-metered customers.						
10	² An estimated number that includes customers who were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
11	³ Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated application.						
12	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
13	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
14	⁶ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.						
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County Southern California Gas Company June 2019									
2										
3										
4										
5	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
6		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Fresno	11,231	16	11,246	11,234	19	11,253	100.03%	122.36%	100.06%
8	Imperial	0	15,682	15,682	0	15,226	15,226	N/A	97.09%	97.09%
9	Kern	14,212	29,005	43,218	12,375	29,425	41,800	87.07%	101.45%	96.72%
10	Kings	10	13,547	13,556	13	14,813	14,826	136.32%	109.35%	109.37%
11	Los Angeles	852,583	2,519	855,102	836,926	1,178	838,104	98.16%	46.77%	98.01%
12	Orange	195,000	10	195,009	156,348	18	156,366	80.18%	182.17%	80.18%
13	Riverside	102,323	125,811	228,134	95,267	121,426	216,693	93.10%	96.51%	94.98%
14	San Bernardino	151,066	1,025	152,091	169,816	856	170,672	112.41%	83.50%	112.22%
15	San Luis Obispo	7,190	13,770	20,961	3,480	11,005	14,485	48.40%	79.92%	69.10%
16	Santa Barbara	33,075	1,137	34,212	27,746	565	28,311	83.89%	49.71%	82.75%
17	Tulare	11,065	46,414	57,479	12,029	49,003	61,032	108.72%	105.58%	106.18%
18	Ventura	55,010	2,141	57,151	47,536	1,547	49,083	86.41%	72.25%	85.88%
19	Total	1,432,765	251,077	1,683,842	1,372,770	245,081	1,617,851	95.81%	97.61%	96.08%
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	June 2019							
4								
5	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)
6	January	1,613,195	21,957	1.36%	12,513	9,689	56.99%	0.60%
7	February	1,613,054	23,815	1.48%	14,169	9,965	59.50%	0.62%
8	March	1,614,139	34,469	2.14%	20,487	10,726	59.44%	0.66%
9	April	1,620,797	31,160	1.92%	16,800	729	53.92%	0.04%
10	May	1,621,562	27,063	1.67%	11,151	484	41.20%	0.03%
11	June	1,617,851	28,579	1.77%	3,794	161	13.28%	0.01%
12	July							
13	August							
14	September							
15	October							
16	November							
17	December							
18	YTD Total	1,617,851	167,043	10.32%	78,914	31,754	47.24%	1.96%
19								
20	¹ Excludes count of customers recertified through the probability model.							
21	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.							
22	³ Includes customers who did not respond or who requested to be de-enrolled.							
23	⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors ¹						
2	Southern California Gas Company						
3	June 2019						
4							
5	Contractor	Contractor Type				Total Enrollments	
6		(Check one or more if applicable)				Current	Year-to-Date
7		Private	CBO	WMDVBE	LIHEAP	Month	
8	Community Action Partnership of Orange County		X	X	X	0	0
9	ELA Communications Energy ED Program		X			0	0
10	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
11	Proteus, Inc.		X			0	0
12	Community Pantry of Hemet		X			0	0
13	Community Action Partnership of San Bernardino		X		X	0	0
14	LA Works		X			0	0
15	Children’s Hospital of Orange County		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	0
30	Asian-American Resource Center		X			0	0
31	Hermanidad Mexicana		X			0	0
32	CSET		X			0	0
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			0	0
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	Delhi Center		X			0	4
42	OCCC, Inc. (Orange County Community Center)		X			0	0
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			5	5
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					5	9
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	June 2019								
4									
5	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹	Total Residential Accounts ²
6	January	N/A	1,613,195	N/A	1,613,195	1,680,463	96.00%	-0.14%	5,605,600
7	February	N/A	1,613,054	N/A	1,613,054	1,680,463	95.99%	-0.01%	5,611,775
8	March	N/A	1,614,139	N/A	1,614,139	1,680,463	96.05%	0.07%	5,615,286
9	April	N/A	1,620,797	N/A	1,620,797	1,683,842	96.26%	0.41%	5,616,624
10	May	N/A	1,621,562	N/A	1,621,562	1,683,842	96.30%	0.05%	5,617,442
11	June	N/A	1,617,851	N/A	1,617,851	1,683,842	96.08%	-0.23%	5,617,627
12	July								
13	August								
14	September								
15	October								
16	November								
17	December								
18	YTD Total	N/A	1,617,851	N/A	1,617,851	1,683,842	96.08%	0.14%	5,617,627
19									
20	¹ The YTD amount represents a sum of all the total CARE participant changes each month.								
21	² Data represents total residential gas households. This includes submetered households.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots				
2	Southern California Gas Company				
3	June 2019				
4					
5	2019	Authorized Budget ¹	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
6		Total	Total	Total	Total
7	Pilots				
8	CHANGES	\$ 437,502	\$ 72,444	\$ 199,561	45.61%
9	PCT	\$ -	\$ -	\$ -	0.00%
10	Total Pilots	\$ 437,502	\$ 72,444	\$ 199,561	45.61%
11					
12	¹ Authorized funding per year in D.16-11-022 and updated via Resolution G-3532 addressing conforming Advice Letters 5111-A and 5111-B.				
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months, and may reflect YTD adjustments.				

CARE Table 10
CHANGES: Monthly summary of ratepayers provided education, needs assistance and dispute resolution services
Southern California Gas Company
Reporting Period: April 2019¹
No. of attendees at Consumer Education sessions 955

SCG -- Disputes Resolved	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3 rd party Company/Gas Aggregation	5
Changed 3 rd Party Electricity Aggregation	0
Assist High Energy User with Document Submission	2
Medical Baseline Application	0
Enroll in Energy Assistance Programs	4
Request Meter Service or Testing	0
Request Bill Adjustment	0
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	7
Payment Plan	13
Solar	0
Stop Disconnection	15
Time of Use	0
Wildfire Related Issue	0
TOTAL	46

Note: The total number of services may exceed the total number of cases because some cases will include more than one service provided.

SCG -- Disputes Resolved by Language	
Armenian	5
English	15
Spanish	6
TOTAL	26

SCG - Needs Assistance	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	7
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	0
Enrolled in Demand Response Programs	0
ESAP	3
Gas Assistance Fund (SCG)	18
HEAP	24
Medical Baseline	0
Neighbor to Neighbor (SDG&E)	0
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3 rd Party Notification	0
Set Up New Account	2
Payment Extension	7
Payment Plan	2
Wildfire Related Issue	0
TOTAL	63

SCG - Needs Assistance by Language	
Armenian	7
Cantonese	9
English	16
Korean	2
Spanish	17
Vietnamese	12
TOTAL	63

totals as of April 2019.

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

CARE Table 11 - CHANGES Group Customer Assistance Sessions ¹

Southern California Gas Company

February 1, 2019 through April 30, 2019

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length ² (Hours)	Number of Attendees	Description of Information / Literature Provided
N/A	Arabic	Avoiding Disconnection	1	N/A	1	CHANGES Ed Handout
	Armenian	Avoiding Disconnection	1	N/A	3	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	3	N/A	64	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	9	N/A	40	CHANGES Ed Handout
	Farsi	Avoiding Disconnection	1	N/A	2	CHANGES Ed Handout
N/A	Mandarin	Avoiding Disconnection	3	N/A	19	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	6	N/A	90	CHANGES Ed Handout
N/A	Tagalog	Avoiding Disconnection	2	N/A	29	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	5	N/A	114	CHANGES Ed Handout
		Total	31		362	
N/A	Cantonese	CARE/FERA and Other Assistance Programs	2	N/A	45	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	33	N/A	173	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	2	N/A	66	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	6	N/A	20	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	33	N/A	539	CHANGES Ed Handout
N/A	Tagalog	CARE/FERA and Other Assistance Programs	1	N/A	30	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	5	N/A	76	CHANGES Ed Handout
		Total	82		949	
N/A	Armenian	Electric and Natural Gas Safety	1	N/A	2	CHANGES Ed Handout
N/A	Cantonese	Electric and Natural Gas Safety	4	N/A	73	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	8	N/A	34	CHANGES Ed Handout
N/A	Farsi	Electric and Natural Gas Safety	1	N/A	5	CHANGES Ed Handout
N/A	Japanese	Electric and Natural Gas Safety	1	N/A	36	CHANGES Ed Handout
N/A	Korean	Electric and Natural Gas Safety	1	N/A	20	CHANGES Ed Handout
N/A	Mandarin	Electric and Natural Gas Safety	5	N/A	26	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	5	N/A	24	CHANGES Ed Handout
N/A	Tagalog	Electric and Natural Gas Safety	5	N/A	90	CHANGES Ed Handout
N/A	Vietnamese	Electric and Natural Gas Safety	3	N/A	54	CHANGES Ed Handout
		Total	34		364	
N/A	Armenian	Energy Conservation	14	N/A	131	CHANGES Ed Handout
N/A	Arabic	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	4	N/A	72	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	Farsi	Energy Conservation	2	N/A	7	CHANGES Ed Handout
N/A	Mandarin	Energy Conservation	4	N/A	18	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	4	N/A	74	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	5	N/A	96	CHANGES Ed Handout
		Total	35		402	
N/A	English	Gas Aggregation	6	N/A	25	CHANGES Ed Handout
N/A	Japanese	Gas Aggregation	1	N/A	29	CHANGES Ed Handout
N/A	Korean	Gas Aggregation	1	N/A	11	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	12	N/A	125	CHANGES Ed Handout
N/A	Tagalog	Gas Aggregation	1	N/A	20	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	23	CHANGES Ed Handout
		Total	22		233	
N/A	Armenian	High Energy Use	17	N/A	172	CHANGES Ed Handout
N/A	English	High Energy Use	2	N/A	2	CHANGES Ed Handout
N/A	Farsi	High Energy Use	1	N/A	2	CHANGES Ed Handout
N/A	Spanish	High Energy Use	3	N/A	52	CHANGES Ed Handout
		Total	23		228	
N/A	Cantonese	Level Pay Plan	1	N/A	22	CHANGES Ed Handout
N/A	English	Level Pay Plan	5	N/A	14	CHANGES Ed Handout
N/A	Mandarin	Level Pay Plan	1	N/A	3	CHANGES Ed Handout
N/A	Spanish	Level Pay Plan	10	N/A	148	CHANGES Ed Handout
N/A	Tagalog	Level Pay Plan	6	N/A	103	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	3	N/A	58	CHANGES Ed Handout
		Total	26		348	
N/A	Armenian	Understanding Your Bill	13	N/A	137	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	4	N/A	71	CHANGES Ed Handout
N/A	English	Understanding Your Bill	37	N/A	387	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	25	N/A	405	CHANGES Ed Handout
N/A	Mandarin	Understanding Your Bill	4	N/A	12	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	40	N/A	250	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	6	N/A	120	CHANGES Ed Handout
		Total	129		1,382	
		First Quarter Total	382		4,268	
		Year-to-Date Total ³	382		4,268	

¹ This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SoCalGas tables.

² Contractor states all sessions at least 30 minutes.

³ Year-to-date total is the First Quarter total reported from February 1, 2019 through April 30, 2019.

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