

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



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Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M)

Application 08-05-022  
(Filed May 15, 2008)

Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.

Application 08-05-024  
(Filed May 15, 2008)

Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.

Application 08-05-025  
(Filed May 15, 2008)

Application of Southern California Edison Company (U 338-E) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009, 2010 and 2011.

Application 08-05-026  
(Filed May 15, 2008)

**MONTHLY REPORT OF  
SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)  
ON LOW-INCOME ASSISTANCE PROGRAMS FOR MAY 2011**

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June 21, 2011

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**MONTHLY REPORT OF  
SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)  
ON LOW-INCOME ASSISTANCE PROGRAMS FOR MAY 2011**

This is the fifth monthly report of program year (PY) 2011. The purpose of this report is to consolidate activity for the CARE and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through May 2011 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

/s/ Kim F. Hassan

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June 21, 2011

**Southern California Gas Company  
Energy Savings Assistance 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 Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 08-11-031:

Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$78,256,269	\$33,602,430	43%
Homes Treated	145,874	57,293	39%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	3,345,967	1,088,211	32%

During the month of May, SoCalGas and its Energy Savings Assistance Program contractor network continued to work diligently on managing the heightened workflow that the 2009-11 program cycle demands. As exhibited in the first five months of 2011, SoCalGas and its Energy Savings Assistance Program contractors increased the number of homes treated, processed and paid in May 2011 by 18% as compared with the same 5 month period of 2010.

In May, SoCalGas processed and paid contractor invoices for 11,975 treated homes. SoCalGas also paid for the installation of weatherization measures in 57,293 homes. Energy Savings Assistance Program contractors serviced or replaced 1,453 appliances, which included 994 furnace repairs/replacements, 79 water heater replacements, and 380 high efficiency clothes washers.

Current efforts by SoCalGas and its Energy Savings Assistance Program contractor network have resulted in a total homes treated count that is 39% of the 2011 goal through May.

## **1.2 Whole Neighborhood Approach Evaluation**

- 1.2.1** Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

In May, SoCalGas combined efforts to provide its Energy Savings Assistance Program contractor network with an additional 98 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their WNA efforts. This approach, in conjunction with SoCalGas oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort; total number of completed homes, customers not willing to participate, successful canvassing and/or marketing efforts, and any other information that can help increase eligible customer enrollments.

This detailed accounting serves to assist both the contractors and SoCalGas with future WNA activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with tracking methods that take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of Energy Savings Assistance Program activities from a whole neighborhood perspective. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System<sup>1</sup>, both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing and also capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

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<sup>1</sup> The HEAT System is SoCalGas’ Energy Savings Assistance Program database used to track program activity and expenditures.

The canvassing lists generated in May were initiated in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 26,297 customer addresses, of which 13,292 (51%) are potentially eligible based on Energy Savings Assistance Program income eligibility criteria. Additionally, based on SoCalGas data, 8,343 of the 26,297 (32%) addresses are in targeted self-certification PRIZM codes<sup>2</sup>.

<b>Number of WNA Events per City</b>	<b>Contractor</b>
Arroyo Grande – 2	American Eco Services
San Bernardino – 5	American Insulation
Redlands – 12; Indio – 1	EASE of California
Los Angeles – 15; Chino – 2	Reliable Energy Management Company
Delano – 4; McFarland – 2; Shafter – 5; Wasco – 3; Bakersfield – 6	Staples and Associates
Fontana – 41	The East Los Angeles Community Union

Through May, SoCalGas and its Energy Savings Assistance Program contractors treated 1,582 homes through WNA activities. SoCalGas continues to involve more Energy Savings Assistance Program contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor the resulting enrollments and measure installations completed through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase the number of households served by the Energy Savings Assistance Program.

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<sup>2</sup> Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

### **1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update**

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

#### **Energy Savings Assistance Program Bill inserts/onserts**

There were no bill insert/onsert campaigns conducted in the month of May.

#### **Energy Savings Assistance Program Direct Mailings**

May was CalFresh awareness month and SoCalGas worked with the Department of Public Social Services (DPSS) to let customers know about programs and services that can help them or someone they know save money and energy. SoCalGas launched a direct mail campaign targeting eligible residential customers in the county of Los Angeles. The letter was developed to include information about the CalFresh program and included Energy Savings Assistance Program, CARE and Medical Baseline. The campaign generated over 26,000 personalized letters in English and Spanish to existing CARE customers in the following Los Angeles County zip codes: 90247, 91205, 91331, 91342, 91406, 91601, 91605, 91606, 93506 and 93550.

Additionally, the Department of Public Social Services (DPSS) included a SoCalGas letter to over 24,000 LA County DPSS CalFresh clients informing all that they may be eligible for the Energy Savings Assistance Program and CARE. The letter featured "SoCalGas has programs for customers who need extra assistance". Customers were directed to call and included links to drive customers to the online Customer Assistance Program web pages.

#### **Energy Savings Assistance Program Outbound Dialing**

There was one Automated Voice Messaging Campaign (AVM) launched in May to 82,033 residential CARE customers throughout SoCalGas' service territory. As a result of this campaign, there were 4,615 Energy Savings Assistance

Program leads generated. SoCalGas will continue to use AVM campaigns throughout 2011 as another method to reach out and encourage customers to enroll in the Energy Savings Assistance Program.

### **Energy Savings Assistance Program Web Activities**<sup>3</sup>

In May, over 29,500 new SoCalGas customers received a welcome e-mail from SoCalGas. In addition to general information, the e-mail also included information about SoCalGas' assistance programs and encouraged customers to apply for Energy Savings Assistance Program's no-cost home improvements. For customer convenience, a direct link to SoCalGas' on-line Energy Savings Assistance Program request (lead) form was imbedded in the e-mail. As of May 31<sup>st</sup>, 1,525 customers completed on-line English Energy Savings Assistance Program request forms and two customers completed on-line Spanish Energy Savings Assistance Program request forms.

Additionally, an e-mail was sent to 1,477,780 customers enrolled in SoCalGas' *My Account* program. The newsletter featured the Energy Savings Assistance Program and highlighted the benefits to renters and homeowners to start saving through the no-cost energy saving home improvements program. *My Account* is SoCalGas' one stop, on-line service center specific to SoCalGas account holders. When a customer signs up for *My Account*, in addition to receiving and paying bills on-line, they can request to start, stop or transfer their gas service, request an appliance service appointment, fill out an on-line request for Energy Savings Assistance Program services and much more.

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<sup>3</sup> SoCalGas' website is designed to comply with W3C accessibility guidelines.

**1.3.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and Energy Savings Assistance Program.**

**5/13 – 5/27/2011 LA CARE Presentations**

SoCalGas' representatives participated in three presentations throughout the Los Angeles County area to customers enrolled in the LA CARE Medi-Cal Program. SoCalGas presented information on its CARE, Energy Savings Assistance Program and the Medical Baseline Program. The information provided to customers was in English and Spanish and two interpreters were present to assist customers in Asian languages. SoCalGas plans to continue nurturing a partnership with LA CARE since the organization is the administrator for the Los Angeles County Medi-Cal Program and customers participating in Medi-Cal can categorically qualify for SoCalGas' CARE and Energy Savings Assistance Programs.

**5/13/ 2011 Inland Empire Minority Led Resource Development Coalition**

SoCalGas' representatives from Public Affairs, Community Relations and Customer Assistance participated in the monthly Inland Empire Minority Led Resource Development Coalition. SoCalGas presented Customer Assistance Program information and educated over 90 participants and community leaders on CARE, Energy Savings Assistance Program and the Medical Baseline Program. The Customer Assistance Program video which was shared with the event participants featured eligible customers applying for the Energy Savings Assistance Program, CARE and information about the Medical Baseline Program.

**5/14/2011 Customer Outreach Event in the City of Monrovia**

SoCalGas Customer Assistance and one of its Energy Savings Assistance Program contractors participated in the 2<sup>nd</sup> Annual Monrovia Area Partnership Neighborhood Event. Representatives educated over 100 customers about

SoCalGas' Energy Savings Assistance Program and CARE. The estimated number of attendees was approximately 2,000.

**5/20/2011 Congresswoman Laura Richardson Senior Briefing**

SoCalGas attended Congresswoman Laura Richardson's 2011 Senior briefing which drew over 1,000 seniors to the conference. A SoCalGas' representative was a speaker at the senior briefing and informed customers about its CARE, Energy Savings Assistance Program and other assistance programs. The conference drew over 20 Community Based Organizations who work with low-income customers and seniors who live on fixed incomes.

**5/18/2011 Macular Degeneration Seminar**

SoCalGas Customer Assistance representatives participated in a Braille Institute event targeting limited English/Spanish speaking sight impaired customers. There were approximately 100 customers who attended this event. SoCalGas provided information to approximately 40 of those customers about its CARE and Energy Savings Assistance Programs.

**5/21/2011 Harbor Gateway North Street Fair**

SoCalGas participated in the Harbor Gateway's Annual Street Fair. Approximately 100 low-income English and Limited English Proficiency customers were educated on CARE and the Energy Savings Assistance Program. Many interested customers were assisted by SoCalGas representatives in completing enrollment/lead forms.

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

**1.4.1** 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?

There are no updates from leveraging with CSD for the month of May. SoCalGas will continue to monitor discussions between CSD, CPUC and other utilities for closer collaboration and leveraging with CSD.

SoCalGas continues its efforts to meet with various municipal utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income direct install programs in PY2011. SoCalGas and Riverside Public Utilities (RPU) are near completion on a working agreement whereby customers residing in both utilities' overlapping service territory would benefit from SoCalGas' Energy Savings Assistance Program services and from RPU's service offerings to low-income customers. SoCalGas and RPU will continue their efforts to establish an agreement that best serves both utilities' low-income customers.

After undergoing an internal reorganization, Imperial Irrigation District (IID) has renewed the Energy Savings Assistance Program leveraging agreement for another year. SoCalGas received the updated contract from IID in April as well as an updated customer list for year-end 2010. Canvassing for this effort began in May.

In addition, SoCalGas and Burbank Water and Power (BWP) have begun work on their Energy Savings Assistance Program leveraging agreement. Information sharing for this effort began in September 2010 and extensive marketing and canvassing for the leveraged program took place in May.

SoCalGas and Eastern Municipal Water District (EMWD) have completed a leveraging agreement where EMWD will provide a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' Energy Savings Assistance Program. Initial installations under the signed agreement began in December 2010 and will continue throughout 2011.

SoCalGas has finalized details for the invoicing and billing of Energy Savings Assistance Program services for these leveraging partners and will begin billing for non-IOU measures approximately thirty to sixty days after the first installations occur.

## 1.5. Workforce Education & Training

**1.5.1** 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) Energy Savings Assistance Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results						
	Jan	Feb	March	April	May	Totals
Attended Testing	49	51	21	40	55	216
Passed Test	34	32	15	25	34	140
Pass Rate	69.40%	62.70%	71.40%	62.50%	61.80%	65.80%

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class which reviews the requirements for enrollment, assessment and in-home education.

<b>2011 SoCalGas Enrollment and Assessment Training</b>						
	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>Totals</b>
Attended Class	23	46	24	17	25	110
Passed Class	20	45	24	17	25	106
Badged	20	37	24	17	25	98
Census Attendees	3	4	3	3	1	13
Retention Rate	<b>87.00%</b>	<b>80.40%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>89.10%</b>

The 5-day class covers utility-specific items related to policies, security process and overall customer service standards as well as for leveraging opportunities amongst other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas badge. The year-to-date total for badged outreach specialists for SoCalGas is 98. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas continues to see the participation of previous Census employees with its E&A contractors for Energy Savings Assistance Program outreach. As of May 2011, there are a total of 13 previous Census employees who successfully attended and passed SoCalGas' outreach and assessment training.

SoCalGas field operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes range from 5 – 35 technicians. The table below shows the number of students that have attended class in 2011.

<b>SoCalGas Field Training</b>										
<b>Class Type</b>	February		March		April		May		YTD Total	
	No. of Classes	No of Students	No of Classes	No of Students						
<b>Initial</b>	7	40	8	53	9	28	1	1	31	138
<b>Refreshers</b>	0	0	3	21	0	0	0	0	6	37
<b>NGAT 5-Day</b>	2	26	2	27	1	10	1	13	8	93
<b>Grand Total</b>	9	66	13	101	10	38	2	14	45	268

## 2. CARE Executive Summary

### 2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$3,785,932	\$990,460	26%
Proc., Certification and Verification	\$1,248,928	\$544,568	44%
Information Tech./Programming (1)	\$522,554	\$208,824	40%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$17,192	\$0	0%
Regulatory Compliance	\$236,919	\$100,553	42%
General Administration	\$604,963	\$246,012	41%
CPUC Energy Division Staff	\$171,500	\$25,983	15%
Cooling Centers (3)	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$6,587,988</b>	<b>\$2,116,401</b>	<b>32%</b>
Subsidies and Benefits (4)	\$135,901,649	\$61,737,043	47%
<b>Total Program Costs and Discounts</b>	<b>\$142,489,637</b>	<b>\$65,462,434</b>	<b>46%</b>

2.1.2. Please provide the CARE program penetration rate to date.

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,742,220	1,847,383	94.3%

## **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 1.3.2.)

### **CARE Telephone Enrollments and Recertification**

SoCalGas employs coordinated e-mail and automated voice campaigns to contact customers whose eligibility is about to expire. During the May campaign, there were 8,253 CARE customers who were tagged to receive a reminder to recertify for CARE. SoCalGas sent 2,745 e-mails that included a direct link to a web page wherein the customers could recertify on-line. The telephone campaign is fully automated and if the customer does not answer the automated phone call, the system leaves a call back message which includes an 800 number for the customer to utilize. 811 customers renewed their eligibility via the telephone campaign.

### **CARE Web Activity & Enrollments**

During May, SoCalGas received 6,136 applications through its internet-based outreach activities. These activities resulted in 2,548 new CARE enrollments and 1,273 recertifications. Web outreach activities also included e-mail promotions to over 5,225 customers and continual promotion of the CARE website through various collateral materials, web links, electronic newsletters, select mass media campaigns and multiple public service announcements.

### **CARE Third-Party Enrollments & Outreach**

In May, SoCalGas' third-party, door-to-door, CARE outreach program enrolled 2,581 hard-to-reach customers, who for a variety of reasons have been non-responsive to other outreach methods. As a result of the high unemployment

rates, SoCalGas' third party contractors have been canvassing neighborhoods with minimal outreach activity in previous program years.

Additionally, as a result of an agreement between SoCalGas and 211 LA County, 211 continues to refer interested, potentially eligible callers to SoCalGas' CARE program as well as promote CARE and other SoCalGas assistance programs at select events. During May, LA 211 attended 12 community events with a total attendee audience of approximately 1,700.

### **CARE Direct Mail Activity and Enrollments**

During May SoCalGas launched a direct mail campaign to 50,000 non-CARE, residential customers in Los Angeles County. The direct mail piece mentioned that May is CalFresh<sup>4</sup> Awareness month.

### **CARE Bill Inserts**

There were no bill inserts during May. In July, a bill insert (and CARE application form) will announce the revised eligibility guidelines that went into effect on June 1, 2011.

### **CARE Mass Media Campaign**

There were no mass media campaigns during the month of May.

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

To ensure continued increases in CARE enrollments and retain customers already participating in CARE, SoCalGas shares customer information with other utilities such as SCE, SDG&E, PG&E, and LADWP. Additionally, CARE shares

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<sup>4</sup> CalFresh was formerly known as the Supplemental Nutrition Assistance Program (SNAP) and the Food Stamps program.

data with internal programs such as the Energy Savings Assistance Program and the Gas Assistance Fund. Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase PEV activities when customer information is shared with programs such as LIHEAP. Since LIHEAP requires upfront proof of income and is a qualifying CE program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible due to CE criteria and their “pre enrollment verification“ is used by SoCalGas to meet CARE’s “post enrollment” income requirements. During the month of May, 7,418 customers were enrolled in SoCalGas’ CARE program as a result of inter-utility data sharing activities.

### **2.3 CARE Recertification Complaints**

No CARE recertification complaints were received during the month of May.

### **3. Appendix Energy Savings Assistance Program Tables and CARE Tables**

**Energy Savings Assistance Program** - Table 1- Energy Savings Assistance Program Expenses

**Energy Savings Assistance Program** - Table 2- Energy Savings Assistance Program Expenses & Energy Savings by Measures Installed

**Energy Savings Assistance Program** - Table 3- Energy Savings Assistance Program Average Bill Savings per Treated Home

**Energy Savings Assistance Program** - Table 4- Energy Savings Assistance Program Homes Treated

**Energy Savings Assistance Program** - Table 5- Energy Savings Assistance Program Customer Summary

**Energy Savings Assistance Program** - Table 6- Energy Savings Assistance Program Expenditures for Pilots and Studies

**Energy Savings Assistance Program** - Table 7- Whole Neighborhood Approach

**CARE**- Table 1- CARE Overall Program Expenses

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

**CARE**- Table 3- CARE Verification

**CARE-** Table 4- Self Certification and Re-Certification

**CARE-** Table 5- Enrollment by County

**CARE-** Table 6- Recertification Results

**CARE-** Table 7- Capitation Contractors

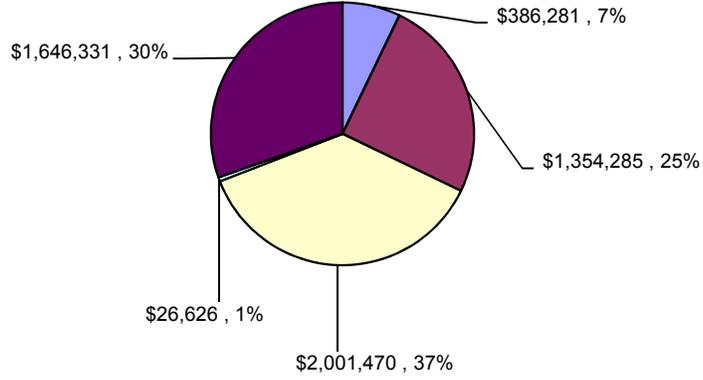
**CARE-** Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>May 2011</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>Energy Savings</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 24,497,547	\$ 24,497,547	\$ -	\$ 1,361,225	\$ 1,361,225	\$ -	\$ 4,765,817	\$ 4,765,817	0%	19%	19%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 25,635,480	\$ 25,635,480	\$ -	\$ 3,771,486	\$ 3,771,486	\$ -	\$ 16,776,917	\$ 16,776,917	0%	65%	65%
10	- Outreach and Assessment	\$ -	\$ 17,211,246	\$ 17,211,246	\$ -	\$ 1,638,286	\$ 1,638,286	\$ -	\$ 7,699,821	\$ 7,699,821	0%	45%	45%
11	- In Home Energy Education	\$ -	\$ 2,188,110	\$ 2,188,110	\$ -	\$ 152,288	\$ 152,288	\$ -	\$ 751,778	\$ 751,778	0%	34%	34%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 28,127	\$ 28,127	\$ -		\$ -	\$ -	\$ 52,139	\$ 52,139	0%	185%	185%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 69,560,510</b>	<b>\$ 69,560,510</b>	<b>\$ -</b>	<b>\$ 6,923,285</b>	<b>\$ 6,923,285</b>	<b>\$ -</b>	<b>\$ 30,046,472</b>	<b>\$ 30,046,472</b>	<b>0%</b>	<b>43%</b>	<b>43%</b>
16													
17	Training Center	\$ -	\$ 320,587	\$ 320,587	\$ -	\$ 29,574	\$ 29,574	\$ -	\$ 192,856	\$ 192,856	0%	60%	60%
18	Inspections	\$ -	\$ 1,701,533	\$ 1,701,533	\$ -	\$ 208,054	\$ 208,054	\$ -	\$ 652,270	\$ 652,270	0%	38%	38%
19	Marketing	\$ -	\$ 1,050,293	\$ 1,050,293	\$ -	\$ 31,251	\$ 31,251	\$ -	\$ 123,281	\$ 123,281	0%	12%	12%
20	M&E Studies	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ 30,704	\$ 30,704	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 272,837	\$ 272,837	\$ -	\$ 11,351	\$ 11,351	\$ -	\$ 84,422	\$ 84,422	0%	31%	31%
22	General Administration	\$ -	\$ 5,264,735	\$ 5,264,735	\$ -	\$ 477,838	\$ 477,838	\$ -	\$ 2,461,289	\$ 2,461,289	0%	47%	47%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 1,161	\$ 1,161	\$ -	\$ 11,136	\$ 11,136	0%	13%	13%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ -</b>	<b>\$ 78,256,269</b>	<b>\$ 78,256,269</b>	<b>\$ -</b>	<b>\$ 7,682,514</b>	<b>\$ 7,682,514</b>	<b>\$ -</b>	<b>\$ 33,602,430</b>	<b>\$ 33,602,430</b>	<b>0%</b>	<b>43%</b>	<b>43%</b>
26	<b>Funded Outside of Energy Savings Assistance Program Budget</b>												
27	Indirect Costs <sup>2</sup>				\$ -	\$ 380,868	\$ 380,868		\$ 1,634,534	\$ 1,634,534			
28													
29	NGAT Costs					\$ 244,096	\$ 244,096		\$ 990,849	\$ 990,849			
30	<sup>1</sup> Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	<sup>2</sup> The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin												
32	and therefore are not included in the Energy Savings Assistance Program Total Program Costs.												
33	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
	<b>Energy Savings Assistance Program Table 2</b>							
	<b>Program Expenses and Energy Savings by Measures Installed</b>							
	<b>Southern California Gas Company</b>							
1	<b>May 2011</b>							
2			<b>Year-To-Date Completed &amp; Expensed Installations</b>					
3	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh (Annual)</b>	<b>kW (Annual)<sup>1</sup></b>	<b>Therms (Annual)</b>	<b>Expenses</b>	<b>% of Expenditure</b>
4	<b>Heating Systems</b>							
5	Furnaces	Each	5764			11,548	\$3,654,557	12%
6	<b>Cooling Measures</b>							
7	A/C Replacement - Room	Each						
8	A/C Replacement - Central	Each						
9	A/C Tune-up - Central	Each						
10	A/C Services - Central	Each						
11	Heat Pump	Each						
12	Evaporative Coolers	Each						
13	Evaporative Cooler Maintenance	Each						
14	<b>Infiltration &amp; Space Conditioning</b>							
15	Envelope and Air Sealing Measures	Home	30132			188,735	\$10,719,262	36%
16	Duct Sealing	Home	6687			152,988	\$1,039,039	3%
17	Attic Insulation	Home	2572			115,799	\$2,574,205	9%
18	<b>Water Heating Measures</b>							
19	Water Heater Conservation Measures	Home	42081			566,296	\$2,075,698	7%
20	Water Heater Replacement - Gas	Each	460			5,566	\$465,238	2%
21	Water Heater Replacement - Electric	Each						
22	Tankless Water Heater - Gas	Each						
23	Tankless Water Heater - Electric	Each						
24	<b>Lighting Measures</b>							
25	CFLs	Each						
26	Interior Hard wired CFL fixtures	Each						
27	Exterior Hard wired CFL fixtures	Each						
28	Torchiere	Each						
29	<b>Refrigerators</b>							
30	Refrigerators -Primary	Each						
31	Refrigerators - Secondary	Each						
32	<b>Pool Pumps</b>							
33	Pool Pumps	Each						
34	<b>New Measures</b>							
35	Forced Air Unit Standing Pilot Change Out	Each	87			2,332	\$16,051	0%
36	Furnace Clean and Tune	Each	5413			12,127	\$427,402	1%
37	High Efficiency Clothes Washer	Each	887			32,819	\$598,834	2%
38	Microwave	Each						
39	Thermostatic Shower Valve	Each						
40	LED Night Lights	Each						
41	Occupancy Sensor							
42	<b>Pilots</b>							
43	A/C Tune-up Central	Home						
44	Interior Hard wired CFL fixtures	Each						
45	Ceiling Fans	Each						
46	In-Home Display	Each						
47	Programmable Controllable Thermostat	Each						
48	Forced Air Unit	Each						
49	Microwave							
50	High Efficiency Clothes Washer							
51								
52	<b>Customer Enrollment</b>							
53	Outreach & Assessment	Home	57293				\$7,699,821	26%
54	In-Home Education	Home	57,520				\$751,778	3%
55	Education Workshops	Participant						
56								
57								
58	<b>Total Savings/Expenditures</b>					<b>1,088,211</b>	<b>\$ 30,021,883</b>	<b>100%</b>
59								
60	Homes Weatherized	Home	44,841					
61								
62	Homes Treated							
63	- Single Family Homes Treated	Home	43490					
64	- Multi-family Homes Treated	Home	10818					
65	- Mobile Homes Treated	Home	2985					
66	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>57,293</b>					
67	<b># Eligible Homes to be Treated for PY<sup>2</sup></b>	<b>Home</b>	<b>145,874</b>					
68	<b>% OF Homes Treated</b>	<b>%</b>	<b>39%</b>					
69								
70	- Total Master-Metered Homes Treated	Home	4919					
71	The Total Savings/Expenditures amount does not include a credit of \$27,550 from EMWD.							
72	Energy savings is based on the 2005 Load Impact Evaluation.							
73	<sup>2</sup> Based on Attachment H of D. 08-11-031							
74								
75	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

**PIE CHART 1- Expenses by Measures Category For May 2011**

**ESAP Table 2  
Southern California Gas Company  
YTD ESAP Expenses  
May 2011**



■ Heating Systems   ■ Infiltration & Space Conditioning   ■ Water Heating Measures   ■ New Measures   ■ Customer Enrollment

	A	B
	<del>Energy Savings Assistance Program Table 6</del>	
	<b>Savings per Treated Home Southern California Gas Company May 2011</b>	
1		
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	1,088,211
6	Lifecycle kWh Savings	n/a
7	Lifecycle Therm Savings	1,631,365
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	57,293
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 19.70</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 183.05</b>
13	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	<b>Energy Savings Assistance Program Table 4 - Energy Savings Assistance Program Homes Treated Southern California Gas Company May 2011</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	24	11,599	11,624	21	961	982
5	Imperial	18,907	1	18,908	116		116
6	Kern	30,123	13,419	43,542	1671	143	1814
7	Kings	13,789	12	13,801	763		763
8	Los Angeles	2,053	1,170,328	1,172,381	260	29563	29823
9	Orange	30	248,061	248,091		4738	4738
10	Riverside	127,637	107,852	235,489	677	3563	4240
11	San Bernardino	1,172	168,113	169,285	237	8820	9057
12	San Luis Obispo	18,776	10,691	29,467	225		225
13	Santa Barbara	1,303	42,480	43,783	217	225	442
14	Tulare	44,833	11,247	56,080	3894	1015	4909
15	Ventura	2,178	62,128	64,307	37	147	184
16							
17	<b>Total</b>	<b>260,826</b>	<b>1,845,932</b>	<b>2,106,758</b>	<b>8,118</b>	<b>49,175</b>	<b>57,293</b>
18	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
1	<b>Energy Savings Assistance Program Table 5 - Program Customer Summary Southern California Gas Company May 2011</b>																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-11	0	0	0	0	13,378	234,073	0	0	0	0	0	0	13,378	234,073	0	0
7	Mar-11	0	0	0	0	29,905	532,854	0	0	0	0	0	0	29,905	532,854	0	0
8	Apr-11	0	0	0	0	45,318	852,985	0	0	0	0	0	0	45,318	852,985	0	0
9	May-11	0	0	0	0	57,293	1,088,211	0	0	0	0	0	0	57,293	1,088,211	0	0
10	Jun-11																
11	Jul-11																
12	Aug-11																
13	Sep-11																
14	Oct-11																
15	Nov-11																
16	Dec-11																
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	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	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>May 2011</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2009</b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7	FAU Pilot	\$ -	\$ 725,000	\$ 725,000	\$ -	\$ -	\$ -	\$ -	\$ 112,534	\$ 112,534	0%	16%	16%
8	Wet Pilot	\$ -	\$ 63,275	\$ 63,275	\$ -		\$ -	\$ -	\$ 52,139	\$ 52,139	0%	82%	82%
9													
10	<b>Total Pilots</b>	<b>\$ -</b>	<b>\$ 788,275</b>	<b>\$ 788,275</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 164,673</b>	<b>\$ 164,673</b>	<b>0%</b>	<b>21%</b>	<b>21%</b>
11													
12	<b>Studies:</b>												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000		\$ -	\$ -	\$ -	\$ 37,156	\$ 37,156	0%	41%	41%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -		\$ -	\$ -	\$ 30,704	\$ 30,704	0%	49%	49%
15	Impact Evaluation <sup>1</sup>	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ 76,450	\$ 76,450	0%	51%	51%
16													
17													
18	<b>Total Studies</b>	<b>\$ -</b>	<b>\$ 302,500</b>	<b>\$ 302,500</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 144,310</b>	<b>\$ 144,310</b>	<b>0%</b>	<b>48%</b>	<b>48%</b>
19	<sup>1</sup> Budget funds are carried over from the 2007-2008 Energy Savings Assistance Program Funding Cycle												
20	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	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
7	91723-14 - Richard Heath Associates	130	69	18	4
8	91723-23 - Richard Heath Associates	270	144	87	6
9	91723-27 - Richard Heath Associates	311	111	37	4
10	91723-30 - Richard Heath Associates	279	139	9	4
11	91723-31 - Richard Heath Associates	273	142	13	1
12	91767-21 - Richard Heath Associates	211	63	54	1
13	91767-23 - Richard Heath Associates	458	155	122	1
14	91767-25 - Richard Heath Associates	485	215	182	2
15	91767-26 - Richard Heath Associates	359	211	188	0
16	91767-27 - Richard Heath Associates	198	70	46	0
17	91767-31 - Richard Heath Associates	234	58	35	0
18	91767-32 - Richard Heath Associates	263	127	71	1
19	91767-33 - Richard Heath Associates	351	158	134	4
20	91767-34 - Richard Heath Associates	258	115	81	2
21	91767-35 - Richard Heath Associates	521	262	103	0
22	91767-38 - Richard Heath Associates	100	35	7	0
23	91767-39 - Richard Heath Associates	236	69	24	1
24	91767-41 - Richard Heath Associates	313	127	91	1
25	91767-42 - Richard Heath Associates	332	139	118	2
26	91767-43 - Richard Heath Associates	223	82	88	1
27	91767-44 - Richard Heath Associates	215	82	54	1
28	93203-14 - Staples and Associates	131	105	74	3
29	93203-19 - Staples and Associates	138	105	59	0
30	93280-16 - Staples and Associates	147	87	31	3
31	93280-18 - Staples and Associates	141	86	79	3
32	93280-33 - Staples and Associates	119	59	69	3
33	91791-18 - The East Los Angeles Community Union	350	83	28	0
34	91791-25 - The East Los Angeles Community Union	267	63	17	1
35	91791-26 - The East Los Angeles Community Union	239	59	44	0
36	92335-12 - The East Los Angeles Community Union	103	57	26	18
37	92335-24 - The East Los Angeles Community Union	201	148	71	0
38	92335-27 - The East Los Angeles Community Union	17	8	2	0
39	92335-34 - The East Los Angeles Community Union	306	170	133	6
40	92335-41 - The East Los Angeles Community Union	469	266	167	14
41	92335-60 - The East Los Angeles Community Union	368	146	74	3
42	92335-62 - The East Los Angeles Community Union	384	211	137	11
43	92335-63 - The East Los Angeles Community Union	417	204	140	13
44	92586-34 - The East Los Angeles Community Union	428	79	26	1
45	92586-35 - The East Los Angeles Community Union	419	122	26	2
46	92586-44 - The East Los Angeles Community Union	195	36	11	1
47	92586-48 - The East Los Angeles Community Union	215	59	0	0
48	92586-65 - The East Los Angeles Community Union	76	22	6	1
49	93277-16 - Garcia & Sons	196	117	61	17
50	93501-12 - Garcia & Sons	8	5	1	3
51	93501-13 - Garcia & Sons	195	111	38	8
52	93505-18 - Garcia & Sons	139	62	31	0
53	90003-10 - Reliable Energy Management	346	232	69	8

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
54	90003-11 - Reliable Energy Management	481	308	116	5
55	90003-12 - Reliable Energy Management	467	348	93	2
56	90003-13 - Reliable Energy Management	291	200	75	3
57	90011-46 - Reliable Energy Management	561	409	186	31
58	90011-47 - Reliable Energy Management	445	323	127	16
59	90011-48 - Reliable Energy Management	418	286	129	8
60	90011-49 - Reliable Energy Management	493	348	139	13
61	90011-51 - Reliable Energy Management	450	322	148	10
62	90011-52 - Reliable Energy Management	316	232	89	17
63	90011-53 - Reliable Energy Management	99	67	40	2
64	90301-13 - Reliable Energy Management	189	87	14	0
65	90301-14 - Reliable Energy Management	101	42	3	0
66	90301-19 - Reliable Energy Management	131	71	5	0
67	90301-48 - Reliable Energy Management	88	58	19	2
68	90301-92 - Reliable Energy Management	215	138	36	0
69	90502-14 - Reliable Energy Management	329	136	48	3
70	90502-15 - Reliable Energy Management	177	74	9	0
71	91706-32 - Reliable Energy Management	373	208	115	11
72	91706-67 - Reliable Energy Management	48	27	2	1
73	91731-23 - Richard Heath Associates	361	262	124	13
74	91731-24 - Richard Heath Associates	124	76	73	0
75	91731-31 - Richard Heath Associates	343	194	130	15
76	91731-32 - Richard Heath Associates	150	98	86	5
77	91731-33 - Richard Heath Associates	320	144	98	5
78	91731-34 - Richard Heath Associates	170	100	119	1
79	91731-45 - Richard Heath Associates	53	42	47	2
80	91803-32 - Richard Heath Associates	161	88	13	0
81	91803-33 - Richard Heath Associates	206	111	12	1
82	93206-97 - Staples and Associates	270	168	89	5
83	93215-18 - Staples and Associates	297	194	181	5
84	93215-19 - Staples and Associates	151	104	51	1
85	93215-30 - Staples and Associates	299	143	63	1
86	93250-13 - Staples and Associates	342	242	152	1
87	93250-15 - Staples and Associates	140	99	66	0
88	93250-16 - Staples and Associates	332	237	116	18
89	93280-28 - Staples and Associates	172	84	113	1
90	92879-14 - Synergy	50	28	23	0
91	92879-15 - Synergy	196	117	66	0
92	92879-16 - Synergy	215	134	96	1
93	92879-18 - Synergy	389	226	155	0
94	92879-20 - Synergy	164	82	69	1
95	92879-21 - Synergy	158	95	24	0
96	92879-22 - Synergy	221	143	46	0
97	92879-23 - Synergy	453	226	150	1
98	92879-57 - Synergy	243	142	45	0
99	92882-12 - Synergy	45	29	0	0
100	92882-16 - Synergy	31	20	3	0

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
101	92882-17 - Synergy	73	53	35	0
102	92882-18 - Synergy	196	110	63	0
103	92882-19 - Synergy	311	196	121	0
104	92882-20 - Synergy	26	17	4	0
105	92882-21 - Synergy	191	121	28	0
106	92882-22 - Synergy	119	71	37	0
107	92882-24 - Synergy	30	18	5	0
108	92882-27 - Synergy	166	61	2	0
109	92882-30 - Synergy	392	238	53	0
110	92882-31 - Synergy	188	128	78	1
111	92882-32 - Synergy	356	231	152	1
112	92882-35 - Synergy	202	133	9	0
113	92882-65 - Synergy	48	32	1	0
114	92882-71 - Synergy	13	3	0	0
115	92882-72 - Synergy	197	101	4	0
116	92882-78 - Synergy	144	44	1	0
117	90650-16 - The East Los Angeles Community Union	54	39	0	0
118	90650-17 - The East Los Angeles Community Union	504	189	108	2
119	90650-18 - The East Los Angeles Community Union	352	129	177	1
120	90650-19 - The East Los Angeles Community Union	578	194	194	1
121	90650-20 - The East Los Angeles Community Union	442	116	128	1
122	90650-23 - The East Los Angeles Community Union	392	104	77	0
123	90650-24 - The East Los Angeles Community Union	477	124	84	1
124	90650-26 - The East Los Angeles Community Union	342	108	78	0
125	90650-27 - The East Los Angeles Community Union	466	172	125	1
126	90650-28 - The East Los Angeles Community Union	660	272	265	0
127	90650-29 - The East Los Angeles Community Union	197	80	94	0
128	90650-30 - The East Los Angeles Community Union	295	160	107	0
129	90650-31 - The East Los Angeles Community Union	336	183	81	0
130	90650-32 - The East Los Angeles Community Union	192	44	49	0
131	90650-43 - The East Los Angeles Community Union	274	56	63	0
132	90650-76 - The East Los Angeles Community Union	161	70	55	0
133	90650-77 - The East Los Angeles Community Union	424	136	84	0
134	90650-78 - The East Los Angeles Community Union	444	99	88	0
135	90650-79 - The East Los Angeles Community Union	411	138	92	0
136	90650-83 - The East Los Angeles Community Union	384	112	113	0
137	91761-16 - The East Los Angeles Community Union	303	62	7	0
138	91761-18 - The East Los Angeles Community Union	22	15	9	0
139	91761-19 - The East Los Angeles Community Union	98	66	22	2
140	91761-25 - The East Los Angeles Community Union	40	28	22	0
141	91761-33 - The East Los Angeles Community Union	255	173	96	1
142	91761-34 - The East Los Angeles Community Union	308	207	121	5
143	91761-42 - The East Los Angeles Community Union	335	213	138	1
144	91761-43 - The East Los Angeles Community Union	457	300	206	11
145	91761-44 - The East Los Angeles Community Union	479	262	247	10
146	91761-53 - The East Los Angeles Community Union	85	49	25	2
147	91761-54 - The East Los Angeles Community Union	240	126	66	8

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
148	91761-55 - The East Los Angeles Community Union	496	215	281	6
149	91761-77 - The East Los Angeles Community Union	204	44	14	9
150	91764-24 - The East Los Angeles Community Union	31	18	8	0
151	91764-26 - The East Los Angeles Community Union	326	161	77	6
152	91764-27 - The East Los Angeles Community Union	236	96	139	10
153	91764-28 - The East Los Angeles Community Union	210	77	17	0
154	91764-29 - The East Los Angeles Community Union	298	113	30	2
155	91764-31 - The East Los Angeles Community Union	157	62	61	2
156	91764-33 - The East Los Angeles Community Union	314	164	104	8
157	91764-36 - The East Los Angeles Community Union	243	112	61	6
158	91764-37 - The East Los Angeles Community Union	342	136	119	8
159	91764-38 - The East Los Angeles Community Union	231	167	35	0
160	91764-39 - The East Los Angeles Community Union	411	249	199	7
161	91764-40 - The East Los Angeles Community Union	357	187	181	13
162	91764-41 - The East Los Angeles Community Union	334	193	128	4
163	91764-42 - The East Los Angeles Community Union	117	90	11	0
164	91764-43 - The East Los Angeles Community Union	361	227	170	2
165	91764-44 - The East Los Angeles Community Union	397	265	194	3
166	91764-67 - The East Los Angeles Community Union	357	174	28	1
167	92316-12 - The East Los Angeles Community Union	197	131	144	3
168	92316-13 - The East Los Angeles Community Union	247	102	55	5
169	92316-14 - The East Los Angeles Community Union	264	81	37	7
170	92316-15 - The East Los Angeles Community Union	355	123	92	10
171	92316-16 - The East Los Angeles Community Union	458	132	110	9
172	92316-17 - The East Los Angeles Community Union	294	151	70	4
173	92316-18 - The East Los Angeles Community Union	334	190	69	8
174	92316-19 - The East Los Angeles Community Union	317	149	83	3
175	92316-20 - The East Los Angeles Community Union	316	195	82	5
176	92316-21 - The East Los Angeles Community Union	312	137	102	5
177	92316-22 - The East Los Angeles Community Union	382	127	91	6
178	92316-23 - The East Los Angeles Community Union	39	18	11	0
179	92316-24 - The East Los Angeles Community Union	113	52	28	3
180	92316-25 - The East Los Angeles Community Union	33	14	9	0
181	92316-26 - The East Los Angeles Community Union	196	90	28	2
182	92316-27 - The East Los Angeles Community Union	392	188	86	13
183	92316-28 - The East Los Angeles Community Union	189	82	19	3
184	92316-29 - The East Los Angeles Community Union	227	101	52	3
185	92316-30 - The East Los Angeles Community Union	11	5	1	0
186	92316-31 - The East Los Angeles Community Union	154	65	19	0
187	92316-32 - The East Los Angeles Community Union	106	59	26	0
188	92316-35 - The East Los Angeles Community Union	171	109	30	4
189	92316-38 - The East Los Angeles Community Union	31	16	6	1
190	92316-39 - The East Los Angeles Community Union	61	28	10	3
191	92316-41 - The East Los Angeles Community Union	23	13	3	3
192	92335-11 - The East Los Angeles Community Union	237	70	21	7
193	92335-17 - The East Los Angeles Community Union	7	5	2	0
194	92335-19 - The East Los Angeles Community Union	42	26	3	2

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
195	92335-20 - The East Los Angeles Community Union	182	94	5	0
196	92335-21 - The East Los Angeles Community Union	213	98	55	12
197	92335-22 - The East Los Angeles Community Union	19	0	2	0
198	92335-23 - The East Los Angeles Community Union	53	0	7	0

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
199	92335-25 - The East Los Angeles Community Union	181	119	99	0
200	92335-26 - The East Los Angeles Community Union	428	186	117	20
201	92335-28 - The East Los Angeles Community Union	53	0	15	0
202	92335-29 - The East Los Angeles Community Union	30	0	2	1
203	92335-30 - The East Los Angeles Community Union	210	103	33	0
204	92335-31 - The East Los Angeles Community Union	193	92	53	10
205	92335-32 - The East Los Angeles Community Union	269	147	84	4
206	92335-33 - The East Los Angeles Community Union	264	147	147	3
207	92335-35 - The East Los Angeles Community Union	459	189	134	22
208	92335-36 - The East Los Angeles Community Union	219	126	58	2
209	92335-37 - The East Los Angeles Community Union	238	144	65	11
210	92335-38 - The East Los Angeles Community Union	526	234	139	8
211	92335-39 - The East Los Angeles Community Union	238	136	115	0
212	92335-40 - The East Los Angeles Community Union	404	198	161	3
213	92335-42 - The East Los Angeles Community Union	187	84	56	2
214	92335-43 - The East Los Angeles Community Union	574	241	212	15
215	92335-44 - The East Los Angeles Community Union	560	260	208	13
216	92335-45 - The East Los Angeles Community Union	673	316	258	8
217	92335-46 - The East Los Angeles Community Union	318	193	159	0
218	92335-47 - The East Los Angeles Community Union	478	320	259	12
219	92335-48 - The East Los Angeles Community Union	225	103	59	3
220	92335-49 - The East Los Angeles Community Union	337	138	99	8
221	92335-50 - The East Los Angeles Community Union	322	118	72	5
222	92335-51 - The East Los Angeles Community Union	468	145	108	31
223	92335-52 - The East Los Angeles Community Union	497	221	109	15
224	92335-53 - The East Los Angeles Community Union	106	62	24	4
225	92335-54 - The East Los Angeles Community Union	551	270	142	25
226	92335-55 - The East Los Angeles Community Union	488	177	144	14
227	92335-56 - The East Los Angeles Community Union	490	195	174	9
228	92335-57 - The East Los Angeles Community Union	574	293	185	16
229	92335-58 - The East Los Angeles Community Union	459	306	192	4
230	92335-59 - The East Los Angeles Community Union	584	213	135	10
231	92335-61 - The East Los Angeles Community Union	500	149	111	4
232	92335-64 - The East Los Angeles Community Union	542	264	172	1
233	92335-65 - The East Los Angeles Community Union	299	172	104	14
234	92335-66 - The East Los Angeles Community Union	329	152	88	11
235	92335-67 - The East Los Angeles Community Union	632	360	253	4
236	92335-70 - The East Los Angeles Community Union	185	114	26	4
237	92335-71 - The East Los Angeles Community Union	233	98	119	5

	A	B	C	D	E
1	<b>Energy Savings Assistance Program Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2011</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year-to-Date
238	92335-72 - The East Los Angeles Community Union	117	65	23	4
239	92335-73 - The East Los Angeles Community Union	97	54	32	8
240	92335-77 - The East Los Angeles Community Union	39	13	7	2
241	92335-78 - The East Los Angeles Community Union	310	203	146	4
242	92335-80 - The East Los Angeles Community Union	224	104	73	3
243	92335-81 - The East Los Angeles Community Union	274	139	101	8
244	92335-85 - The East Los Angeles Community Union	62	21	14	0
245	92335-86 - The East Los Angeles Community Union	83	55	23	0
246	92335-87 - The East Los Angeles Community Union	234	128	71	4
247	92335-88 - The East Los Angeles Community Union	106	68	43	1
248	92335-89 - The East Los Angeles Community Union	318	191	211	4
249	92335-90 - The East Los Angeles Community Union	131	86	40	2
250	92335-91 - The East Los Angeles Community Union	14	5	1	4
251	92335-92 - The East Los Angeles Community Union	75	40	20	1
252	92337-68 - The East Los Angeles Community Union	761	309	20	9
253	92337-70 - The East Los Angeles Community Union	142	54	14	3
254	92337-71 - The East Los Angeles Community Union	126	55	9	1
255	92337-72 - The East Los Angeles Community Union	217	101	31	8
256	92337-73 - The East Los Angeles Community Union	178	100	27	3
257	92337-74 - The East Los Angeles Community Union	217	97	29	2
258	92337-75 - The East Los Angeles Community Union	172	68	15	5
259	92337-90 - The East Los Angeles Community Union	455	89	37	15
260	92337-93 - The East Los Angeles Community Union	83	27	10	1
261	92553-12 - The East Los Angeles Community Union	92	26	19	1
262	92553-23 - The East Los Angeles Community Union	132	84	40	3
263	92553-29 - The East Los Angeles Community Union	222	95	78	1
264	92553-41 - The East Los Angeles Community Union	397	250	116	7
265	92553-42 - The East Los Angeles Community Union	325	194	153	3
266	92553-43 - The East Los Angeles Community Union	444	197	196	8
267	92553-44 - The East Los Angeles Community Union	402	130	147	3
268	92553-47 - The East Los Angeles Community Union	543	172	134	13
269	92553-48 - The East Los Angeles Community Union	442	161	123	4
270	92553-49 - The East Los Angeles Community Union	492	176	179	5
271	92553-68 - The East Los Angeles Community Union	407	117	86	6
272	92555-23 - The East Los Angeles Community Union	296	100	68	5
273	92555-24 - The East Los Angeles Community Union	442	158	138	4
274	92555-25 - The East Los Angeles Community Union	228	79	21	6
275	92555-35 - The East Los Angeles Community Union	164	54	0	1
276	92555-37 - The East Los Angeles Community Union	132	47	1	2
277	92555-38 - The East Los Angeles Community Union	207	0	2	3
278	92845-26 - The East Los Angeles Community Union	340	53	3	0
279	92845-27 - The East Los Angeles Community Union	284	51	6	0

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>May 2011</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach <sup>[1]</sup>	\$ -	\$3,785,932	\$3,785,932		\$135,646	\$135,646		\$990,460	\$990,460	0%	26%	26%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$1,248,928	\$1,248,928	\$ -	\$99,068	\$99,068	\$ -	\$544,568	\$544,568	0%	44%	44%
9	Information Technology / Programming	\$ -	\$522,554	\$522,554	\$ -	\$63,864	\$63,864	\$ -	\$208,824	\$208,824	0%	40%	40%
10													
11	<b>Pilots</b>												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation <sup>[2]</sup>	\$ -	\$17,192	\$17,192	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$236,919	\$236,919	\$ -	\$16,598	\$16,598	\$ -	\$100,553	\$100,553	0%	42%	42%
19	General Administration	\$ -	\$604,963	\$604,963	\$ -	\$38,975	\$38,975	\$ -	\$246,012	\$246,012	0%	41%	41%
20	CPUC Energy Division	\$ -	\$171,500	\$171,500		\$2,710	\$2,710	\$ -	\$25,983	\$25,983	0%	15%	15%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ -	\$ 6,587,988	\$ 6,587,988	\$ -	\$356,858	\$356,858	\$ -	\$2,116,401	\$2,116,401	0%	32%	32%
23													
24	CARE Rate Discount	\$ -	\$132,712,188	\$132,712,188	\$ -	\$7,882,684	\$7,882,684	\$ -	\$61,737,043	\$61,737,043	0%	47%	47%
25	Service Establishment Charge Discount	\$ -	\$3,189,461	\$3,189,461	\$ -	\$312,960	\$312,960	\$ -	\$1,608,990	\$1,608,990	0%	50%	50%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ -	\$ 142,489,637	\$ 142,489,637	\$ -	\$8,552,502	\$8,552,502	\$ -	\$65,462,434	\$65,462,434	0%	46%	46%
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption <sup>[5]</sup>				\$ -	\$1,330,641	\$1,330,641		\$10,637,860	\$10,637,860			
32	California Solar Initiative Exemption <sup>[3]</sup>												
33	kWh Surcharge Exemption												
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				\$ -	\$1,330,641	\$1,330,641	\$ -	\$10,637,860	\$10,637,860			
35													
36	Indirect Costs					\$106,863	\$106,863	\$ -	\$520,308	\$520,308			
37	<sup>1</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	<sup>2</sup> Measurement and Evaluation consists of Needs Assessment costs												
39	<sup>3</sup> DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.												
40	<sup>4</sup> The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.												
41	<sup>5</sup> November's CARE PPP Exemption is calculated as a year-to-date average as the true amount was not available by the filing deadline. November's amount will be updated for the December year-end reporting.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
42	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	
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																		
2	<b>Southern California Gas Company</b>																		
3	<b>May 2011</b>																		
4		<b>Gross Enrollment</b>												<b>Enrollment</b>					
5		<b>Automatic Enrollment</b>																	
6	<b>2011</b>	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification <sup>6</sup>	Total Adjusted (J+K)	Attrition (Drop Offs) <sup>7</sup>	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
7	January	6,068	1,679	0	0	0	7,747	24	59,469	67,240	45,730	112,970	61,267	51,703	5,973	1,720,017	1,842,984	93.3%	
8	February	7,086	196	94	0	0	7,376	29	62,356	69,761	40,802	110,563	82,104	28,459	-12,343	1,707,674	1,842,984	92.7%	
9	March	7,237	3,147	45	0	0	10,429	16	76,554	86,999	52,037	139,036	73,459	65,577	13,540	1,721,214	1,842,984	93.4%	
10	April	7,883	2,294	161	0	0	10,338	29	63,682	74,049	53,772	127,821	58,437	69,384	15,612	1,736,826	1,847,383	94.0%	
11	May	7,418	2,367	93	0	0	9,878	32	57,453	67,363	47,545	114,908	61,969	52,939	5,394	1,742,220	1,847,383	94.3%	
12	June	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
13	July	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
14	August	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
15	September	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
16	October	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
17	November	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
18	December	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
19	<b>Total for 2010</b>	<b>35,692</b>	<b>9,683</b>	<b>393</b>	<b>0</b>	<b>0</b>	<b>45,768</b>	<b>130</b>	<b>319,514</b>	<b>365,412</b>	<b>239,886</b>	<b>605,298</b>	<b>337,236</b>	<b>268,062</b>	<b>28,176</b>				
20	<sup>1</sup> Enrollments via data sharing between the IOUs.																		
21	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																		
22	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	<sup>4</sup> One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																		
24	<sup>5</sup> Not including Recertification.																		
25	<sup>6</sup> Recertifications completed regardless of month requested.																		
26	<sup>7</sup> The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																		
27	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	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>May 2011</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban <sup>1</sup>	Rural <sup>1</sup>	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,190	25	11,215	12,141	17	12,158	108%	68%	108%
7	Imperial	37	17,301	17,338	26	14,124	14,150	70%	82%	82%
8	Kern	12,671	29,031	41,702	10,985	28,208	39,193	87%	97%	94%
9	Kings	14	13,622	13,636	17	14,750	14,767	122%	108%	108%
10	Los Angeles	998,102	2,020	1,000,122	941,435	1,146	942,581	94%	57%	94%
11	Orange	203,233	30	203,263	172,739	19	172,758	85%	0%	85%
12	Riverside	102,318	120,946	223,264	95,094	119,378	214,472	93%	99%	96%
13	San Bernardino	155,148	1,144	156,292	169,766	897	170,663	109%	78%	109%
14	San Luis Obispo	9,493	17,913	27,406	5,502	14,399	19,901	58%	80%	73%
15	Santa Barbara	37,453	1,236	38,689	31,353	747	32,100	84%	60%	83%
16	Tulare	11,007	43,979	54,986	11,365	47,341	58,706	103%	108%	107%
17	Ventura	57,601	1,870	59,471	49,320	1,451	50,771	86%	78%	85%
18										
19	<b>Total</b>	<b>1,598,268</b>	<b>249,115</b>	<b>1,847,383</b>	<b>1,499,743</b>	<b>242,477</b>	<b>1,742,220</b>	<b>94%</b>	<b>97%</b>	<b>94.3%</b>
20	<sup>1</sup> Define Urban vs Rural									
21	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	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>May 2011</b>								
4	<b>2011</b>	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	<b>January</b>	1,720,017	4,278	0.25%	2,192	159	2,351	55%	0.14%
6	<b>February</b>	1,707,674	4,419	0.26%	1,733	134	1,867	42%	0.11%
7	<b>March</b>	1,721,214	6,763	0.39%	22	211	233	3%	0.01%
8	<b>April</b>	1,736,826	6,041	0.35%	7	167	174	3%	0.01%
9	<b>May</b>	1,742,220	5,570	0.32%	5	22	27	0%	0.00%
10	<b>June</b>								
11	<b>July</b>								
12	<b>August</b>								
13	<b>September</b>								
14	<b>October</b>								
15	<b>November</b>								
16	<b>December</b>								
17	<b>Total for 2011</b>	<b>1,742,220</b>	<b>27,071</b>	<b>1.55%</b>	<b>3,959</b>	<b>693</b>	<b>4,652</b>	<b>17%</b>	<b>0.27%</b>
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	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	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>May 2011</b>						
4		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/ Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
5	<b>YTD Total</b>	1,063,619	721,011	605,298	18,208	97,505	
6	<b>Percentage</b>		100.00%	83.95%	2.53%	13.52%	0.00%
7	<sup>1</sup> Includes sub-metered customers.						
8	<sup>2</sup> An estimated number that includes customers whom 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.						
9	<sup>3</sup> Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	<sup>6</sup> SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						
13	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	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>May 2011</b>							
4	<b>2011</b>	Total CARE Population	Participants Requested to Recertify <sup>1</sup>	% of Population Total	Participants Recertified <sup>2, 3</sup>	Participants Dropped <sup>3</sup>	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	<b>January</b>	1,720,017	18,700	1.09%	13,834	6,661	74%	0.39%
6	<b>February</b>	1,707,674	20,779	1.22%	15,693	4,425	76%	0.26%
7	<b>March</b>	1,721,214	31,482	1.83%	21,536	594	68%	0.03%
8	<b>April</b>	1,736,826	32,027	1.84%	13,440	359	42%	0.02%
9	<b>May</b>	1,742,220	29,200	1.68%	1,870	40	6%	0.00%
10	<b>June</b>							
11	<b>July</b>							
12	<b>August</b>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2011</b>	<b>1,742,220</b>	<b>132,188</b>	<b>7.59%</b>	<b>66,373</b>	<b>12,079</b>	<b>50%</b>	<b>0.69%</b>
18	<sup>1</sup> Participants requested to recertify.							
19	<sup>2</sup> Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	<sup>3</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	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	<b>CARE Table 7 - Capitation Contractors</b>							
2	<b>Southern California Gas Company</b>							
3	<b>May 2011</b>							
4		Contractor Type				Year-to-Date		
5	Contractor Name <sup>1</sup>	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	0	0
7	ELA Communications Energy ED Program		X			0	0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	1	1
9	Proteus, Inc.		X			0	10	10
10	Community Pantry of Hemet		X			0	4	4
11	Community Action Partnership of San Bernardino		X		X	0	46	46
12	LA Works		X			0	0	0
13	Children’s Hospital of Orange County		X			0	0	0
14	The Companion Line		X			0	2	2
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	0	0
17	LA County 211		X			0	16	16
18	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
19	Coachella Valley Housing Coalition		X			0	0	0
20	HABBM		X			0	0	0
21	Second Harvest Food Bank of Orange County		X			0	0	0
22	Southeast Community Development Corp.		X			0	0	0
23	Latino Resource Organization		X			0	0	0
24	Independent Living Center of Southern California		X			0	0	0
25	Community Action Partnership - Kern County		X			0	0	0
26	El Concilio del Condado de Ventura		X			0	0	0
27	Blessed Sacrament Church		X			0	0	0
28	Starbright Management Services		X			0	0	0
29	Hermandad Mexicana		X			0	0	0
30	CSET		X			0	1	1
31	Crest Forest Family and Community Service		X			0	0	0
32	CUI – Campesinos Unidos, Inc.		X	X	X	0	0	0
33	Veterans in Community Service		X	X	X	0	0	0
34	Chinatown Service Center		X			0	4	4
35	MEND		X			0	0	0
36	Armenian Relief Society		X			0	0	0
37	Catholic Charities of LA – Brownson House		X			0	0	0
38	BroadSpectrum		X			0	0	0
39	OCCC, Inc. (Orange County Community Center)		X			0	5	5
40	Green Light Shipping	X				0	0	0
41	APAC Service Center		X			0	45	45
42	Visalia Emergency Aid Council		X			0	0	0
43	<b>Total Enrollments</b>					<b>0</b>	<b>134</b>	<b>134</b>
44	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>May 2011</b>							
4	<b>2011</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change<sup>1</sup></b>
5	<b>January</b>	n/a	1,720,017	n/a	1,720,017	1,842,984	93.3%	10.2%
6	<b>February</b>	n/a	1,707,674	n/a	1,707,674	1,842,984	92.7%	-0.7%
7	<b>March</b>	n/a	1,721,214	n/a	1,721,214	1,842,984	93.4%	0.8%
8	<b>April</b>	n/a	1,736,826	n/a	1,736,826	1,847,383	94.0%	0.9%
9	<b>May</b>	n/a	1,742,220	n/a	1,742,220	1,847,383	94.3%	0.3%
10	<b>June</b>							
11	<b>July</b>							
12	<b>August</b>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2011</b>							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							