

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



**FILED**

03-26-12  
04:29 PM

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2012**

Kim F. Hassan

Attorney for  
Southern California Gas Company  
555 West Fifth Street GT14E7  
Los Angeles, CA 90013  
Telephone: (213) 244-3061  
Facsimile: (213) 629-9620  
E-Mail: KHassan@semprautilities.com

March 21, 2012

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

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2012**

This is the second monthly report of program year (PY) 2012. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance (ESA) 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 ESA Program and CARE results and expenditures through February 2012 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

/s/ Kim F. Hassan

Kim F. Hassan  
Attorney for  
Southern California Gas Company  
555 West Fifth Street GT14E7  
Los Angeles, CA 90013  
Telephone: (213) 244-3061  
Facsimile: (213) 629-9620  
E-Mail: KHassan@semprautilities.com

March 21, 2012

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

# LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

## TABLE OF CONTENTS

Title	Page
1. Energy Savings Assistance Program Executive Summary.....	4
1.1. Energy Savings Assistance Program Overview.....	4
1.2. Whole Neighborhood Approach Evaluation.....	5
1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update.....	6
1.4. Leveraging Success Evaluation, Including CSD.....	8
1.5. Workforce Education & Training .....	9
2. CARE Executive Summary.....	11
2.1 CARE Program Summary.....	11
2.2. Outreach.....	12
2.3 CARE Recertification Complaints.....	15
3. Appendix: Energy Savings Assistance Program Tables and CARE Tables... ..	15

## 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.) 11-11-010:

Program Summary through Month 2			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$45,188,134*	\$2,765,654	%
Homes Treated	*	5,878	%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	*	6,969	%

\* Six month Bridge Funding authorized in D.11-11-010. Awaiting Commission authorization of program goals.

In February, SoCalGas processed and paid contractor invoices for 5,878 treated homes. SoCalGas also paid for the installation of weatherization measures in 1,472 homes. ESA Program contractors serviced or replaced 373 appliances, which included 348 furnace repairs/replacements, 25 water heater replacements, and no high efficiency clothes washers.

#### 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 February, SoCalGas combined efforts to provide its ESA Program contractor network with an additional 59 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 take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of ESA 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”).

The canvassing lists generated in February 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 13,026 customer addresses, of which 7,552 (58%) are potentially eligible based on ESA Program income eligibility criteria. Additionally, based on SoCalGas data, 5,725 of the 13,026 (44%) addresses are in targeted self-certification PRIZM codes<sup>2</sup>.

<b>Number of WNA Events per City</b>	<b>Contractor</b>
Buena Park – 21	<b>ACS Group</b>
Moreno Valley – 19; San Jacinto – 19	<b>EASE</b>

---

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

<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.

Through February 2012, SoCalGas and its ESA Program contractors treated 40 homes through WNA activities.

**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.

**Ethnic and Mass Media Campaign**

No media campaigns were launched during the month of February.

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

No bill insert/onsert campaigns were conducted during the month of February.

**Energy Savings Assistance Program Direct Mailings**

No direct mail campaigns were conducted during the month of February.

**Energy Savings Assistance Program Outbound Dialing**

An Automated Voice Messaging Campaign (AVM) launched in February to 25,958 residential CARE customers throughout SoCalGas' service territory. As a result of this campaign, there were 2,670 ESA Program leads generated. SoCalGas will continue to use AVM campaigns throughout 2012 as another method to reach out and encourage customers to enroll in the ESA Program.

**Energy Savings Assistance Program Web Activities**

In February, SoCalGas promoted the ESA Program in its SoCalGas e-newsletter to 1,845,211 customers. Additionally SoCalGas sent an electronic email to 6,181 potentially eligible for the ESA Program. The email blast to these customers included information about SoCalGas' assistance programs and encouraged customers to apply for CARE as

well as ESAP's no-cost home improvements. For their convenience, a direct link to SoCalGas' on-line ESAP request (lead) form was imbedded in the email. As of February 29<sup>th</sup>, 612 customers completed the on-line ESA Program request form.

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

**February 06, 2012 - Indio Senior Center Health Fair**

SoCalGas Regional Public Affairs represented SoCalGas in the city of Indio at the Senior Center Health and Safety Fair. Senior citizens were educated on SoCalGas programs such as CARE, ESA Program and the Advanced Meter Initiative. Attendees were also educated on how and when to turn off natural gas following an earthquake, the properties of natural gas and natural gas safety. The event was open to the public.

**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 California Department of Community Services and Development (CSD) for the month of February. SoCalGas will continue to monitor discussions between CSD, the California Public Utilities Commission (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 energy efficiency programs in PY2012.

To this end, SoCalGas and the City of Riverside have signed an Inter-Utility Agreement that will allow customers residing in both utilities' overlapping service territory to benefit from SoCalGas' low-income energy efficiency program services and from the City of Riverside's service offerings during the same visit. As with previous agreements with municipal utilities, SoCalGas ESA Program contractors will install certain electric measures, as well as any eligible gas measures, so that customers are able to realize the energy and bill savings inherent in both sets of measures.

SoCalGas also continues to canvass joint territory for the ESA Program leveraging agreements with Imperial Irrigation District (IID) and Burbank Water and Power (BWP) and will report future results accordingly.

Lastly, SoCalGas and Eastern Municipal Water District (EMWD) have completed a leveraging agreement where EMWD provides a rebate to SoCalGas for every High Efficiency (HE) Clothes Washer installed within the two utilities' joint service territory under SoCalGas' ESA Program. Initial installations under the signed agreement began in December 2010 and have continued to the present. As a result of this agreement SoCalGas' ESA Program has received rebates totaling more than \$126,000 for HE Clothes Washers installed in SoCalGas and EMWD joint service territory.

## **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) ESA Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results			
	January	February	YTD Total
Attended Testing	20	17	37
Passed Test	17	17	34
Pass Rate	85.0%	100%	91.9%

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.

SoCalGas Enrollment and Assessment Training			
	January	February	YTD Total
Attended Class	18	18	36
Passed Class	14	16	30
Badged	14	15	29
Census Attendees	2	0	2
Retention Rate	77.8%	83.3%	80.6%

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 identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 29. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas continues to see the participation of previous U.S Census employees with its E&A contractors for ESA Program outreach. As of February 2012, there are a total of 2 previous U.S. Census employees who have attended and successfully passed SoCalGas' outreach and assessment training.

SoCalGas field operations training includes initial training for new participants in weatherization, inspections, Heating Ventilation and 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 program. The class sizes range from 5 – 35 technicians. The table below shows the number of students that have attended class in 2012.

<b>Class Type</b>	<b>January</b>		<b>February</b>		<b>YTD Total</b>	
	<b>No of Classes</b>	<b>No of Students</b>	<b>No of Classes</b>	<b>No of Students</b>	<b>No of Classes</b>	<b>No of Students</b>
<b>Initial</b>	0	0	7	20	7	20
<b>Refreshers</b>	0	0	3	9	3	9
<b>NGAT 5-Day</b>	0	0	0	0	0	0
<b>Grand Total</b>	0	0	10	29	10	29

**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	\$1,892,966	\$96,594	5%
Proc., Certification and Verification	\$624,464	\$187,169	30%
Information Tech./Programming (1)	\$261,277	\$119,144	46%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$8,596	\$0	0%
Regulatory Compliance	\$118,460	\$39,860	34%
General Administration	\$302,482	\$124,476	41%
CPUC Energy Division Staff	\$85,750	\$9,578	11%
Cooling Centers (3)	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$3,293,995</b>	<b>\$577,521</b>	<b>18%</b>
<b>Subsidies and Benefits (4)</b>	<b>\$67,950,825</b>	<b>\$28,141,665</b>	<b>41%</b>
<b>Total Program Costs and Discounts</b>	<b>\$71,244,819</b>	<b>\$28,719,186</b>	<b>40%</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>
1,711,911	1,826,972	<b>93.7%</b>

**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 continued with its monthly campaign to call existing CARE customers who are due to recertify their eligibility. Over 25,000 customers

were contacted via an AVM campaign, and 5,703 customers recertified their eligibility. (When possible, SoCalGas also emails customers who need to recertify; the recertification email campaign is described below.)

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

SoCalGas references its website in virtually all communications, and during the month of January (the latest month for which statistics are available), the CARE program was the number one topic searched by visitors. During February 3,414 new customers enrolled in the CARE program via the the company website. In addition, because more and more SoCalGas customers have provided the company with their email addresses, SoCalGas is increasing its email communications. During February SoCalGas sent an email to 14,500 customers who were due to recertify their eligibility in the program (and who had previously supplied the company with their email addresses). The email contains a link to the company website, and 1,262 existing customers re-certified their eligibility.

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

To reach customers who are “missed” by traditional outreach (bill inserts, phone campaigns, direct mail, and so on), SoCalGas’ employs a third party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish). During the month of February, door-to-door outreach returned applications for 2,639 customers; 2,071 were subsequently enrolled.

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.

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

SoCalGas initiated a multi-month direct mail campaign. During February 100,000 letters were mailed to customers in the overlapping SoCalGas and Southern California Edison service territory. The mailings will continue through April, and enrollments from the campaign will begin to be posted in the March report.

### **CARE Bill Inserts**

There was no bill insert in February. The next scheduled bill insert will be in July and will inform customers of the new eligibility guidelines.

### **Outreach by Field Employees**

During SoCalGas' gas furnace pilot relighting season (which began in late October), field employees began distributing a bilingual (English/Spanish) leave-behind pamphlet detailing its Customer Assistance programs.

During this season, field employees will leave the pamphlet with every customer they have visited. Field employees enter approximately 500,000 premises during this period, and approximately 500,000 pamphlets will have been provided to the operating bases for distribution by spring 2012. February was the last month of mandatory distribution. Field personnel will still distribute the flyers on an as-needed basis. The mandatory distribution will resume in October.

### **CARE Mass Media Campaign**

There was no mass media campaign during the month of February. The last mass media campaign ran from November 7 to December 4, and preliminary metrics are now available. More than 29 million "impressions" were served on the Internet.<sup>3</sup> 52,000 users actually *clicked on* the "impressions," however; and 47,000 customers ultimately *visited* the SoCalGas website from this campaign. Metrics from this campaign will be used to tailor 2012 mass media tactics.

**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 to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison, San Diego Gas & Electric, Pacific Gas and Electric, and the Los Angeles Department of Water and Power. During the month of February, 6,282 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' Energy Savings Assistance Program and the Gas Assistance Fund. Intra-utility efforts in February generated 2,316 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification ("PEV") activities when customer information is shared with programs such as 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. As a result of leveraging activities during February 2012, 169 LIHEAP customers were enrolled in SoCalGas' CARE program.

**2.3 CARE Recertification Complaints**

There were no recertification complaints during the month of February.

### **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

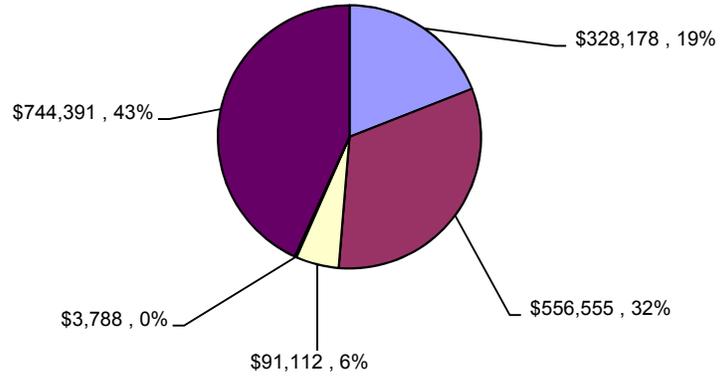
**CARE**- Table 8- Participants as of Month End

	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>February 2012</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	\$ -	\$ 12,248,773	\$ 12,248,773	\$ -	\$ 353,690	\$ 353,690	\$ -	\$ 353,690	\$ 353,690	0%	3%	3%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization <sup>3</sup>	\$ -	\$ 18,877,740	\$ 18,877,740	\$ -	\$ 627,115	\$ 627,115	\$ -	\$ 627,115	\$ 627,115	0%	3%	3%
10	- Outreach and Assessment	\$ -	\$ 8,605,623	\$ 8,605,623	\$ -	\$ 667,141	\$ 667,141	\$ -	\$ 667,141	\$ 667,141	0%	8%	8%
11	- In Home Energy Education	\$ -	\$ 1,094,055	\$ 1,094,055	\$ -	\$ 77,250	\$ 77,250	\$ -	\$ 77,250	\$ 77,250	0%	7%	7%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 14,064	\$ 14,064	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 40,840,255</b>	<b>\$ 40,840,255</b>	<b>\$ -</b>	<b>\$ 1,725,196</b>	<b>\$ 1,725,196</b>	<b>\$ -</b>	<b>\$ 1,725,196</b>	<b>\$ 1,725,196</b>	<b>0%</b>	<b>4%</b>	<b>4%</b>
16													
17	Training Center	\$ -	\$ 160,294	\$ 160,294	\$ -	\$ 24,595	\$ 24,595	\$ -	\$ 45,536	\$ 45,536	0%	28%	28%
18	Inspections	\$ -	\$ 850,766	\$ 850,766	\$ -	\$ 168,301	\$ 168,301	\$ -	\$ 168,301	\$ 168,301	0%	20%	20%
19	Marketing	\$ -	\$ 525,146	\$ 525,146	\$ -	\$ 11,239	\$ 11,239	\$ -	\$ 17,046	\$ 17,046	0%	3%	3%
20	M&E Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 136,418	\$ 136,418	\$ -	\$ 21,079	\$ 21,079	\$ -	\$ 17,405	\$ 17,405	0%	13%	13%
22	General Administration	\$ -	\$ 2,632,368	\$ 2,632,368	\$ -	\$ 443,948	\$ 443,948	\$ -	\$ 788,065	\$ 788,065	0%	30%	30%
23	CPUC Energy Division	\$ -	\$ 42,887	\$ 42,887	\$ -	\$ 1,367	\$ 1,367	\$ -	\$ 4,105	\$ 4,105	0%	10%	10%
24													
25	<b>TOTAL PROGRAM COSTS<sup>4</sup></b>	<b>\$ -</b>	<b>\$ 45,188,134</b>	<b>\$ 45,188,134</b>	<b>\$ -</b>	<b>\$ 2,395,725</b>	<b>\$ 2,395,725</b>	<b>\$ -</b>	<b>\$ 2,765,654</b>	<b>\$ 2,765,654</b>	<b>0%</b>	<b>6%</b>	<b>6%</b>
26	<b>Funded Outside of Energy Savings Assistance Program Budget</b>												
27	Indirect Costs <sup>2</sup>				\$ -	\$ 236,717	\$ 236,717		\$ 437,550	\$ 437,550			
28													
29	NGAT Costs				\$ 41,699	\$ 41,699		\$ 41,699	\$ 41,699				
30	<sup>1</sup> Base Budget reflects PY2012-14 Application 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	<sup>3</sup> SoCalGas reached the authorized funding levels for the Weatherization subcategory. Carry-over funds will be used to cover over expenditures in the Weatherization budget subcategory.												
34	<sup>4</sup> SoCalGas filed a Motion to request authorization to Shift Funds in October to address any over-expenditures.												
35	<sup>4</sup> SoCalGas has been directed by e-mail ruling dated 11-30-2011 to continue funding the ESA Program.												
36	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>								
	<b>February 2012</b>								
1									
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	348			0	\$328,178	19%	
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	1,261			6,191	\$397,993	23%	
16	Duct Sealing	Home	14			0	\$46,165	3%	
17	Attic Insulation	Home	95			746	\$112,397	7%	
18	<b>Water Heating Measures</b>								
19	Water Heater Conservation Measures	Home	1,387			0	\$65,739	4%	
20	Water Heater Replacement - Gas	Each	25			0	\$25,373	1%	
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	0			0	\$0	0%	
36	Furnace Clean and Tune	Each	14			32	\$3,788	0%	
37	High Efficiency Clothes Washer	Each	0			0	\$0	0%	
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	5,878				\$667,141	39%	
54	In-Home Education	Home	5,886				\$77,250	4%	
55	Education Workshops	Participant							
56									
57									
58	<b>Total Savings/Expenditures</b>						<b>6,969</b>	<b>\$ 1,724,024</b>	<b>100%</b>
59									
60	Homes Weatherized	Home	1,472						
61									
62	<b>Homes Treated</b>								
63	- Single Family Homes Treated	Home	4,956						
64	- Multi-family Homes Treated	Home	659						
65	- Mobile Homes Treated	Home	263						
66	- Total Number of Homes Treated	Home	5,878						
67	# Eligible Homes to be Treated for PY <sup>2</sup>	Home							
68	% OF Homes Treated	%							
69									
70	- Total Master-Metered Homes Treated	Home	362						
71									
72	<sup>1</sup> 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 February 2012**

**ESAP Table 2  
Southern California Gas Company  
YTD ESAP Expenses  
thru February 2012**



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

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company February 2012</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	6,969
6	Lifecycle kWh Savings	n/a
7	Lifecycle Therm Savings	-
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	5,878
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 1.23</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 7.29</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 February 2012</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	26	10,964	10,990	19	227	246
5	Imperial	17,764	1	17,765	5		5
6	Kern	30,216	13,518	43,734	365	57	422
7	Kings	14,168	18	14,186	135		135
8	Los Angeles	2,902	1,125,078	1,127,980	68	2297	2365
9	Orange	21	247,915	247,936		244	244
10	Riverside	139,376	112,211	251,586	48	640	688
11	San Bernardino	1,169	167,972	169,140	19	321	340
12	San Luis Obispo	18,805	11,085	29,890	31		31
13	Santa Barbara	1,331	43,152	44,483	93	45	138
14	Tulare	44,399	10,073	54,472	883	336	1219
15	Ventura	2,154	62,421	64,575	3	42	45
16							
17	<b>Total</b>	<b>272,331</b>	<b>1,804,407</b>	<b>2,076,738</b>	<b>1,669</b>	<b>4,209</b>	<b>5,878</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 February 2012</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-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-12	0	0	0	0	5878	6,969	0	0	0	0	0	0	5,878	6,969	0	0
7	Mar-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Apr-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	May-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Jun-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Jul-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Aug-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	Sep-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Oct-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	Nov-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Dec-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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>February 2012</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2012</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		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	#DIV/0!	#DIV/0!
8		\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	0%	#DIV/0!	#DIV/0!
9													
10	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	#DIV/0!	#DIV/0!
11													
12	<b>Studies:</b>												
13	Non-Energy Benefits	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	#DIV/0!	#DIV/0!
14	Process Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	#DIV/0!	#DIV/0!
15	Impact Evaluation <sup>1</sup>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	#DIV/0!	#DIV/0!
16													
17													
18	<b>Total Studies</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	#DIV/0!	#DIV/0!
19	1 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>February 2012</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	90631-15 - ACS Group	126	62	45	0
8	90631-22 - ACS Group	105	43	7	2
9	90631-37 - ACS Group	239	105	55	1
10	90631-39 - ACS Group	280	147	28	0
11	90631-40 - ACS Group	195	99	56	2
12	90631-45 - ACS Group	361	169	116	5
13	90631-46 - ACS Group	384	210	146	5
14	90631-47 - ACS Group	408	207	138	2
15	90631-52 - ACS Group	247	125	25	1
16	90631-53 - ACS Group	296	176	92	5
17	90631-54 - ACS Group	191	105	52	1
18	90631-55 - ACS Group	311	155	54	4
19	90631-60 - ACS Group	304	167	61	0
20	90631-61 - ACS Group	202	108	51	1
21	90631-67 - ACS Group	361	124	79	0
22	90631-68 - ACS Group	249	133	74	0
23	90631-89 - ACS Group	290	128	45	0
24	90631-92 - ACS Group	194	92	4	0
25	90631-93 - ACS Group	18	10	1	0
26	90631-94 - ACS Group	25	12	0	0
27	92567-88 - Synergy	26	10	2	0
28	92567-89 - Synergy	210	78	14	0
29	92567-90 - Synergy	88	30	11	0
30	92567-91 - Synergy	212	74	20	0
31	92567-92 - Synergy	183	59	27	0
32	92567-93 - Synergy	162	54	22	2
33	92567-94 - Synergy	197	67	26	0
34	92567-95 - Synergy	175	58	29	0
35	92567-96 - Synergy	367	130	73	0
36	92567-97 - Synergy	270	88	42	0
37	92557-68 - The East Los Angeles Community Union	301	118	41	3
38	92557-69 - The East Los Angeles Community Union	304	131	82	2
39	90620-39 - ACS Group	76	42	38	0
40	90620-48 - ACS Group	116	52	58	0
41	90621-19 - ACS Group	383	217	109	0
42	90621-20 - ACS Group	265	160	81	0
43	90621-22 - ACS Group	161	100	40	0
44	90621-23 - ACS Group	233	125	58	0
45	90621-24 - ACS Group	195	95	67	1
46	90621-25 - ACS Group	263	113	12	0
47	90621-26 - ACS Group	243	140	34	0
48	90621-27 - ACS Group	406	229	125	1
49	90621-28 - ACS Group	289	151	77	1
50	90621-29 - ACS Group	130	72	45	0
51	90621-30 - ACS Group	271	163	38	0
52	90621-31 - ACS Group	355	206	133	0
53	90621-34 - ACS Group	114	59	41	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>February 2012</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	90621-35 - ACS Group	295	164	47	0
55	90621-40 - ACS Group	119	61	16	0
56	90621-41 - ACS Group	83	39	2	0
57	90621-42 - ACS Group	49	27	0	0
58	90621-43 - ACS Group	37	22	4	0
59	90621-44 - ACS Group	15	8	0	0
60	92553-17 - EASE	66	34	49	0
61	92553-20 - EASE	231	0	1	0
62	92553-23 - EASE	133	83	59	0
63	92553-27 - EASE	29	11	13	0
64	92553-28 - EASE	488	328	155	0
65	92553-30 - EASE	175	151	127	0
66	92553-31 - EASE	327	248	178	0
67	92553-34 - EASE	533	252	285	0
68	92553-37 - EASE	392	229	186	0
69	92553-41 - EASE	403	246	164	0
70	92553-42 - EASE	328	176	173	0
71	92553-43 - EASE	449	199	221	0
72	92553-65 - EASE	437	186	51	0
73	92553-75 - EASE	342	255	0	0
74	92553-76 - EASE	138	70	59	0
75	92553-77 - EASE	149	128	113	0
76	92553-80 - EASE	265	210	156	0
77	92553-83 - EASE	234	175	94	0
78	92553-93 - EASE	176	115	81	0
79	92583-27 - EASE	128	78	58	0
80	92583-28 - EASE	134	53	70	0
81	92583-32 - EASE	209	138	138	0
82	92583-33 - EASE	211	148	129	0
83	92583-34 - EASE	83	59	31	0
84	92583-35 - EASE	142	102	63	1
85	92583-36 - EASE	214	144	116	0
86	92583-39 - EASE	135	80	73	0
87	92583-40 - EASE	147	89	73	0
88	92583-41 - EASE	114	69	47	0
89	92583-42 - EASE	186	136	99	0
90	92583-43 - EASE	274	198	112	0
91	92583-46 - EASE	65	44	23	0
92	92583-47 - EASE	269	175	147	0
93	92583-48 - EASE	320	166	96	0
94	92583-50 - EASE	242	176	13	0
95	92583-51 - EASE	293	162	124	0
96	92583-65 - EASE	435	179	53	0
97	92583-67 - EASE	32	14	11	0
98					
99					
100					

	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>February 2012</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>	\$ -	\$1,892,966	\$1,892,966		\$209,451	\$209,451		\$96,594	\$96,594	0%	5%	5%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$624,464	\$624,464	\$ -	\$102,413	\$102,413	\$ -	\$187,869	\$187,869	0%	30%	30%
9	Information Technology / Programming	\$ -	\$261,277	\$261,277	\$ -	\$72,760	\$72,760	\$ -	\$119,144	\$119,144	0%	46%	46%
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>	\$ -	\$8,596	\$8,596	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$118,460	\$118,460	\$ -	\$23,251	\$23,251	\$ -	\$39,860	\$39,860	0%	34%	34%
19	General Administration	\$ -	\$302,482	\$302,482	\$ -	\$48,318	\$48,318	\$ -	\$124,476.00	\$124,476	0%	41%	41%
20	CPUC Energy Division	\$ -	\$85,750	\$85,750	\$ -	\$3,190	\$3,190	\$ -	\$9,578.00	\$9,578	0%	11%	11%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ -	\$3,293,995	\$3,293,995	\$ -	\$459,383	\$459,383	\$ -	\$577,521	\$577,521	0%	18%	18%
23													
24	CARE Rate Discount	\$ -	\$66,356,094	\$66,356,094	\$ -	\$10,600,992	\$10,600,992	\$ -	\$27,511,334	\$27,511,334	0%	41%	41%
25	Service Establishment Charge Discount	\$ -	\$1,594,731	\$1,594,731	\$ -	\$320,866	\$320,866	\$ -	\$630,331	\$630,331	0%	40%	40%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ -	\$71,244,820	\$71,244,820	\$ -	\$11,381,241	\$11,381,241	\$ -	\$28,719,186	\$28,719,186	0%	40%	40%
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption				\$ -	\$2,379,241	\$2,379,241		\$5,325,684	\$5,325,684			
32	California Solar Initiative Exemption <sup>[3]</sup>												
33	kWh Surcharge Exemption												
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				\$ -	\$2,379,241	\$2,379,241	\$ -	\$5,325,684	\$5,325,684			
35													
36	Indirect Costs					\$110,072	\$110,072	\$ -	\$199,650	\$199,650			
37	<sup>1</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media. The total reflects a reversal of a 2011 yearend accrual still pending receipt of invoices expected later in Jan.												
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													

	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>February 2012</b>																						
4																							
5	Gross Enrollment												Enrollment		Total CARE		Estimated CARE	Penetration					
6	Automatic Enrollment												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)	Participants	Eligible	Rate % (P/Q)
7	2012	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)																
7	January	5,471	2,170	102	0	0	7,743	33	12,360	20,136	45,131	65,267	23,805	41,462	-3,669	1,712,826	1,826,972	93.8%					
8	February	6,282	2,316	169	0	0	8,767	16	15,442	24,225	45,308	69,533	25,140	44,393	-915	1,711,911	1,826,972	93.7%					
9	March	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
10	April	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
11	May	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
12	June	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
13	July	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
14	August	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
15	September	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
16	October	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
17	November	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
18	December	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!					
19	<b>Total for 2012</b>	<b>11,753</b>	<b>4,486</b>	<b>271</b>	<b>0</b>	<b>0</b>	<b>16,510</b>	<b>49</b>	<b>27,802</b>	<b>44,361</b>	<b>90,439</b>	<b>134,800</b>	<b>48,945</b>	<b>85,855</b>	<b>-4,584</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
1	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>February 2012</b>								
4	<b>2012</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>	1,712,826	4,630	0.27%	9	143	152	3%	0.01%
6	<b>February</b>	1,711,911	4,882	0.29%	0	15	15	0%	0.00%
7	<b>March</b>								
8	<b>April</b>								
9	<b>May</b>								
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 2012</b>	<b>1,711,911</b>	<b>9,512</b>	<b>0.56%</b>	<b>9</b>	<b>158</b>	<b>167</b>	<b>2%</b>	<b>0.01%</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>February 2012</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>	259,184	173,167	134,800	4,941	33,426	
6	<b>Percentage</b>		100.00%	77.84%	2.85%	19.30%	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	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>February 2012</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	10,557	25	10,582	11,325	14	11,339	107%	56%	107%
7	Imperial	0	16,128	16,128	20	13,808	13,828	#DIV/0!	86%	86%
8	Kern	12,924	28,684	41,608	11,262	28,717	39,979	87%	100%	96%
9	Kings	21	13,934	13,956	19	14,878	14,897	89%	107%	107%
10	Los Angeles	963,611	2,453	966,064	923,598	1,197	924,795	96%	49%	96%
11	Orange	205,218	0	205,218	169,759	23	169,782	83%	0%	83%
12	Riverside	106,322	131,820	238,142	94,136	114,537	208,673	89%	87%	88%
13	San Bernardino	154,514	1,084	155,598	167,275	873	168,148	108%	81%	108%
14	San Luis Obispo	10,369	17,324	27,693	5,389	14,170	19,559	52%	82%	71%
15	Santa Barbara	37,689	1,174	38,863	30,609	756	31,365	81%	64%	81%
16	Tulare	9,918	43,338	53,257	11,499	48,007	59,506	116%	111%	112%
17	Ventura	57,825	1,900	59,725	48,581	1,459	50,040	84%	77%	84%
18										
19	<b>Total</b>	<b>1,568,969</b>	<b>257,864</b>	<b>1,826,833</b>	<b>1,473,472</b>	<b>238,439</b>	<b>1,711,911</b>	<b>94%</b>	<b>92%</b>	<b>93.7%</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
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>February 2012</b>							
4	<b>2012</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>	1,712,826	27,257	1.59%	13,227	470	49%	0.03%
6	<b>February</b>	1,711,911	22,728	1.33%	2,804	101	12%	0.01%
7	<b>March</b>							
8	<b>April</b>							
9	<b>May</b>							
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 2012</b>	<b>1,711,911</b>	<b>49,985</b>	<b>2.92%</b>	<b>16,031</b>	<b>571</b>	<b>32%</b>	<b>0.03%</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>February 2012</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	0	0
9	Proteus, Inc.		X			0	1	1
10	Community Pantry of Hemet		X			0	0	0
11	Community Action Partnership of San Bernardino		X		X	0	20	20
12	LA Works		X			0	0	0
13	Children’s Hospital of Orange County		X			0	0	0
14	The Companion Line		X			0	0	0
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	0	0
17	LA County 211		X			0	11	11
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	Hermanidad Mexicana		X			0	0	0
30	CSET		X			0	0	0
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	0	0
35	Koreatown Youth and Community Center		X			0	0	0
36	MEND		X			0	0	0
37	Armenian Relief Society		X			0	0	0
38	Catholic Charities of LA – Brownson House		X			0	0	0
39	BroadSpectrum		X			0	0	0
40	OCCC, Inc. (Orange County Community Center)		X			0	0	0
41	Green Light Shipping	X				0	0	0
42	APAC Service Center		X			0	17	17
43	Visalia Emergency Aid Council		X			0	0	0
44	<b>Total Enrollments</b>					<b>0</b>	<b>49</b>	<b>49</b>
45	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
46	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 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>February 2012</b>							
4	<b>2012</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	1,712,826	n/a	1,712,826	1,826,972	93.8%	9.8%
6	<b>February</b>	n/a	1,711,911	n/a	1,711,911	1,826,972	93.7%	-0.1%
7	<b>March</b>	n/a		n/a				
8	<b>April</b>	n/a		n/a				
9	<b>May</b>	n/a		n/a				
10	<b>June</b>	n/a		n/a				
11	<b>July</b>	n/a		n/a				
12	<b>August</b>	n/a		n/a				
13	<b>September</b>	n/a		n/a				
14	<b>October</b>	n/a		n/a				
15	<b>November</b>	n/a		n/a				
16	<b>December</b>	n/a		n/a				
17	<b>Total for 2012</b>							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							