

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

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 JANUARY 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

February 21, 2012

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

This is the first monthly report of program year (PY) 2012. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs during the bridge funding period authorized by the Commission in Decision 11-11-010. This report presents the Energy Savings Assistance Program and CARE results and expenditures for January 2012 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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/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

February 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

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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 through Month 1			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$45,188,134*	\$369,927	1%
Homes Treated	*	0	*%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	*	0	*%

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

As part of its year-end accrual process for PY2011, SoCalGas processed and paid contractor invoices for 12,495 treated homes. SoCalGas also paid for the installation of weatherization measures in 10,103 homes. These invoices will be applied to 2011 program activity and will be reflected in SoCalGas' Annual Report that will be submitted on May 1, 2012. The enrollments currently being processed and the installations completed in January will be reported in the February monthly report tables as part of PY2012.

## 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 January, SoCalGas combined efforts to provide its Energy Savings Assistance Program contractor network with an additional 32 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 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

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

disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

The canvassing lists generated in January 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 7,281 customer addresses, of which 3,271 (45%) are potentially eligible based on Energy Savings Assistance Program income eligibility criteria. Additionally, based on SoCalGas data, 1,911 of the 7,281 (26%) addresses are in targeted self-certification PRIZM codes<sup>2</sup>.

<b>Number of WNA Events per City</b>	<b>Contractor</b>
La Habra – 20	<b>ACS Group</b>
Nuevo – 10	<b>Synergy Companies</b>
Moreno Valley – 2	<b>The East Los Angeles Community Union</b>

Through January, SoCalGas and its Energy Savings Assistance Program contractors treated 18 homes through WNA activities.

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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.

<sup>3</sup>An “impression” is a measure of the number of times an ad is displayed on a page, whether or not it is clicked. Each time an ad displays on a site, it is counted as an impression.

<sup>4</sup>Clickthrough rate (CTR) is a way of measuring the success of an online advertising campaign for a particular website. The clickthrough rate of an advertisement is defined as the number of clicks on an ad divided by the number of times the ad is shown ([impressions](#)), expressed as a percentage. For example, if a banner ad is delivered 100 times (100 impressions) and receives one click, then the clickthrough rate for the advertisement would be 1%.

### **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**

Results from an ethnic and mass media campaign in November provided over 47,000 site visits and 1,205 application submissions. Overall, the campaign generated strong awareness for the CARE and ESAP programs. Nearly 29 million impressions<sup>3</sup> were served which produced over 52,000 clicks at a click through rate<sup>4</sup> (CTR) of 0.18%.

The second in-language campaign was sent to over 100,000 customers in SoCalGas' Chinese, Korean, Filipino, and Vietnamese communities by direct mail and resulted in over 1,800 customer leads. Nearly 1,500 Asian customers are estimated to be eligible for the Energy Savings Assistance Program.

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

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

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

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

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

There was no Automated Voice Messaging Campaign (AVM) conducted in January.



### **Energy Savings Assistance Program Web Activities**

In January, SoCalGas sent an electronic email to 25,103 customers in which

Customer Assistance program information was available to view.

Additionally, 5,726 new customers with an email address were targeted to receive a welcome email from SoCalGas. 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 January 31<sup>st</sup>, 563 customers completed the on-line English Energy Savings Assistance Program request form.

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

#### **.January 24, 2012 – State of the City Claremont**

SoCalGas' representatives from Customer Assistance and Public Affairs participated in the annual state of the city in Claremont. SoCalGas presented Customer Assistance Program information to reach out to the audience and inform them of programs that can assist neighbors and friends through the CARE and Energy Savings Assistance Program. Program informational brochures and videos were made available to the over 100 participants who attended the event.

## **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 January. 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 energy efficiency programs in PY2012.

SoCalGas and the City of Riverside have completed a leveraging agreement that will allow customers residing in their overlapping service territories to benefit from SoCalGas' ESAP services and from the City of Riverside's service offerings during the same visit. As with previous agreements with municipal utilities, SoCalGas' ESAP contractors will install certain electric measures, and any eligible gas measures, so that customers are able to realize both gas and electric energy and bill savings. The City of Riverside will reimburse SoCalGas for the electric measures installed through this leveraging effort.

Imperial Irrigation District (IID) and SoCalGas are continuing to canvass their joint service territories for the ESAP leveraging agreement. In 2011, SoCalGas ESAP contractors treated 98 joint customers with program measures from both low-income programs.

In addition, SoCalGas and Burbank Water and Power (BWP) also continue to canvass joint territory and will report results accordingly.

SoCalGas and Eastern Municipal Water District (EMWD) have completed a leveraging agreement where EMWD provides a rebate to SoCalGas for every High Efficiency Clothes Washer installed within the two utilities' joint service territory under SoCalGas' ESAP. Initial installations under the

signed agreement began in December 2010 and will continue into 2012. As a result of this agreement, SoCalGas' ESAP has received rebates totaling more than \$120,500 for High Efficiency Clothes Washers installed in SoCalGas and EMWD joint service territory thus far.

**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		
	January	YTD Total
Attended Testing	20	20
Passed Test	17	17
Pass Rate	85.0%	85.0%

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	YTD Total
Attended Class	18	18
Passed Class	14	14
Badged	14	14
Census Attendees	2	2
Retention Rate	77.8%	77.8%

The 5-day class

covers utility-specific items related to policies, security processes 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 14. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas did not conduct any field operations training in January.

## 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	-\$112,857**	-6%
Proc., Certification and Verification	\$624,464	\$85,455	14%
Information Tech./Programming (1)	\$261,277	\$46,384	18%
Pilots	\$0	\$0	0%
Measurement and Evaluation	\$8,596	\$0	0%
Regulatory Compliance	\$118,460	\$16,609	14%
General Administration	\$302,482	\$76,158	25%
CPUC Energy Division Staff	\$85,750	\$6,388	7%
Cooling Centers (3)	\$0	\$0	0%
<b>Total Expenses</b>	<b>\$3,293,995</b>	<b>\$118,137</b>	<b>4%</b>
Subsidies and Benefits (4)	\$67,950,825	\$17,219,807	25%
<b>Total Program Costs and Discounts</b>	<b>\$71,244,819*</b>	<b>\$17,337,944</b>	<b>24%</b>

\* Six month Bridge Funding authorized in D.11-11-010.

\*\* Reflects a reversal of a 2011 yearend accrual still pending receipt of invoices expected later in February 2012 and a \$41,888 correction of a non-CARE expense in 2011.

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>
1,712,826	1,826,972	93.8%

## 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 15,000 customers were called, and 3,509 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**

During January 3,732 customers used SoCalGas' online form on its website to enroll in the CARE program. Moreover, SoCalGas references its website in virtually all communications. In addition, because more and more SoCalGas customers have provided the company with their email addresses, SoCalGas is increasing its email communications. Links to the company website are prominent in such emails.

SoCalGas sent an email to 8,387 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 where the customer can recertify eligibility in the program. During January 1, 414 existing customers re-certified their eligibility through the company website.

The winter media campaign was Internet based and "linked" visitors back to the SoCalGas web site. (This is discussed below in "CARE Mass Media Campaign.") Although January web metrics are not yet available for the company website (socialgas.com), they are available for December and November, and in each of those months Customer Assistance is either one of the top five pages visited or one of the top five search topics.

### **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 January, door-to-door outreach returned applications for 2,110 customers; 1,691 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**

There were no direct mailings during the month of January. Direct mail campaigns will resume in February.

### **CARE Bill Inserts**

There was no bill insert in January. The next scheduled bill insert will be in July; this bill insert 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.

## **CARE Mass Media Campaign**

There was no mass media campaign during the month of January. 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 January, 5,471 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’ ESAP and the Gas Assistance Fund. Intra-utility efforts in January, generated 2,170 CARE enrollments.

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<sup>3</sup> An “impression” is a measure of the number of times an ad is displayed on a page, whether or not it is clicked. Each time an ad displays on a site, it is counted as an impression.



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 January, 2012, 1,002 LIHEAP customers were enrolled in SoCalGas’ CARE program.

### **2.3 CARE Recertification Complaints**

SoCalGas received one recertification complaint during January. The customer claimed that he did not receive his recertification application, causing his discount to be terminated. SoCalGas was able to satisfactorily resolve the complaint by recertifying the customer and agreeing to reinstate his CARE discount from the date his CARE participation was terminated.

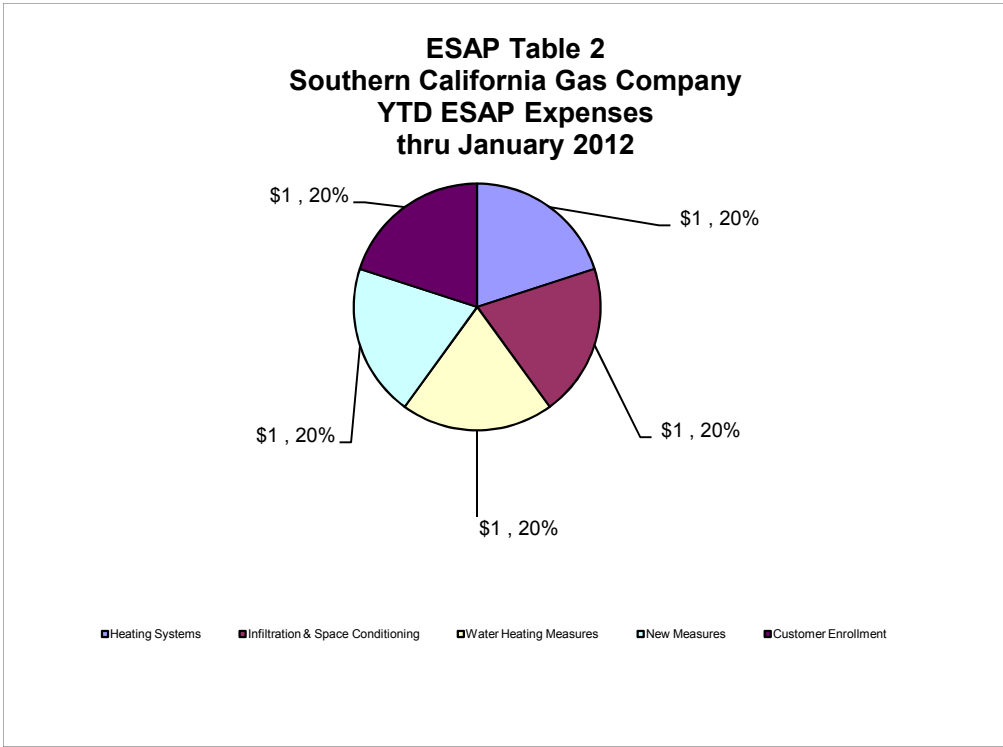
- 3. Appendix Energy Savings Assistance Program Tables and CARE Tables**
- Energy Savings Assistance Program - Table 1- Energy Savings Assistance Program Expenses**
  - Energy Savings Assistance Program - Table 2- Energy Savings Assistance Program Expenses & Energy Savings by Measures Installed**
  - 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>January 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization <sup>3</sup>	\$ -	\$ 18,877,740	\$ 18,877,740	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10	- Outreach and Assessment	\$ -	\$ 8,605,623	\$ 8,605,623	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11	- In Home Energy Education	\$ -	\$ 1,094,055	\$ 1,094,055	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
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>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
16													
17	Training Center	\$ -	\$ 160,294	\$ 160,294	\$ -	\$ 20,941	\$ 20,941	\$ -	\$ 20,941	\$ 20,941	0%	13%	13%
18	Inspections	\$ -	\$ 850,766	\$ 850,766	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Marketing	\$ -	\$ 525,146	\$ 525,146	\$ -	\$ 5,807	\$ 5,807	\$ -	\$ 5,807	\$ 5,807	0%	1%	1%
20	M&E Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 136,418	\$ 136,418	\$ -	\$ (3,675)	\$ (3,675)	\$ -	\$ (3,675)	\$ (3,675)	0%	-3%	-3%
22	General Administration	\$ -	\$ 2,632,368	\$ 2,632,368	\$ -	\$ 344,116	\$ 344,116	\$ -	\$ 344,116	\$ 344,116	0%	13%	13%
23	CPUC Energy Division	\$ -	\$ 42,887	\$ 42,887	\$ -	\$ 2,738	\$ 2,738	\$ -	\$ 2,738	\$ 2,738	0%	6%	6%
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>\$ 369,927</b>	<b>\$ 369,927</b>	<b>\$ -</b>	<b>\$ 369,927</b>	<b>\$ 369,927</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>
26	<b>Funded Outside of Energy Savings Assistance Program Budget</b>												
27	Indirect Costs <sup>2</sup>				\$ -	\$ 236,717	\$ 236,717		\$ 236,717	\$ 236,717			
28													
29	NGAT Costs				\$ -	\$ -		\$ -	\$ -				
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>January 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	0			0	\$0	0%
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	0			0	\$0	0%
16	Duct Sealing	Home	0			0	\$0	0%
17	Attic Insulation	Home	0			0	\$0	0%
18	<b>Water Heating Measures</b>							
19	Water Heater Conservation Measures	Home	0			0	\$0	0%
20	Water Heater Replacement - Gas	Each	0			0	\$0	0%
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	0			0	\$0	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	0				\$0	0%
54	In-Home Education	Home	0				\$0	0%
55	Education Workshops	Participant						
56								
57								
58	<b>Total Savings/Expenditures</b>					-	\$ -	0%
59								
60	Homes Weatherized	Home	-					
61								
62	<b>Homes Treated</b>							
63	- Single Family Homes Treated	Home	0					
64	- Multi-family Homes Treated	Home	0					
65	- Mobile Homes Treated	Home	0					
66	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>-</b>					
67	<b># Eligible Homes to be Treated for PY<sup>2</sup></b>	<b>Home</b>	<b>-</b>					
68	<b>% OF Homes Treated</b>	<b>%</b>	<b>0%</b>					
69								
70	- Total Master-Metered Homes Treated	Home	0					
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 January 2012**

Heating Systems	\$	1
Infiltration & Space Conditioning	\$	1
Water Heating Measures	\$	1
New Measures	\$	1
Customer Enrollment	\$	1



	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company January 2012</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	-
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	-
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>#DIV/0!</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>#DIV/0!</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 January 2012</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	2,527	1,125,450	1,127,977	0	0	0
5	Imperial	25	10,965	10,990	0	0	0
6	Kern	14,170	16	14,186	0	0	0
7	Kings	44,238	10,238	54,476	0	0	0
8	Los Angeles	0	247,917	247,917	0	0	0
9	Orange	1,096	168,044	169,139	0	0	0
10	Riverside	2,127	62,448	64,575	0	0	0
11	San Bernardino	1,251	43,232	44,483	0	0	0
12	San Luis Obispo	18,236	11,659	29,895	0	0	0
13	Santa Barbara	139,281	112,302	251,583	0	0	0
14	Tulare	17,765	0	17,765	0	0	0
15	Ventura	29,969	13,764	43,733	0	0	0
16							
17	<b>Total</b>	<b>270,684</b>	<b>1,806,034</b>	<b>2,076,718</b>	<b>0</b>	<b>0</b>	<b>0</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 January 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-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Mar-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Apr-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	May-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Jun-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Jul-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Aug-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	Sep-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Oct-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	Nov-11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Dec-11	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>January 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>January 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	1
14	90631-47 - ACS Group	408	207	138	0
15	90631-52 - ACS Group	247	125	25	1
16	90631-53 - ACS Group	296	176	92	2
17	90631-54 - ACS Group	191	105	52	1
18	90631-55 - ACS Group	311	155	54	1
19	90631-60 - ACS Group	304	167	61	0
20	90631-61 - ACS Group	202	108	51	0
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	0
38	92557-69 - The East Los Angeles Community Union	304	131	82	0
39					
40					
41					
42					
43					
44					
45					
46					
47					
48					
49					
50					
51					
52					
53					

	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>January 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		-\$112,857	-\$112,857		-\$112,857	-\$112,857	0%	-6%	-6%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$624,464	\$624,464	\$ -	\$85,455	\$85,455	\$ -	\$85,455	\$85,455	0%	14%	14%
9	Information Technology / Programming	\$ -	\$261,277	\$261,277	\$ -	\$46,384	\$46,384	\$ -	\$46,834	\$46,834	0%	18%	18%
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	\$ -	\$16,609	\$16,609	\$ -	\$16,609	\$16,609	0%	14%	14%
19	General Administration	\$ -	\$302,482	\$302,482	\$ -	\$76,158	\$76,158	\$ -	\$76,158.00	\$76,158	0%	25%	25%
20	CPUC Energy Division	\$ -	\$85,750	\$85,750	\$ -	\$6,388	\$6,388	\$ -	\$6,388.00	\$6,388	0%	7%	7%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ -	\$3,293,995	\$3,293,995	\$ -	\$118,137	\$118,137	\$ -	\$118,587	\$118,587	0%	4%	4%
23													
24	CARE Rate Discount	\$ -	\$66,356,094	\$66,356,094	\$ -	\$16,910,342	\$16,910,342	\$ -	\$16,910,342	\$16,910,342	0%	25%	25%
25	Service Establishment Charge Discount	\$ -	\$1,594,731	\$1,594,731	\$ -	\$309,465	\$309,465	\$ -	\$309,465	\$309,465	0%	19%	19%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ -	\$71,244,820	\$71,244,820	\$ -	\$17,337,944	\$17,337,944	\$ -	\$17,338,394	\$17,338,394	0%	24%	24%
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption				\$ -	\$2,946,433	\$2,946,433		\$2,946,433	\$2,946,433			
32	California Solar Initiative Exemption <sup>[3]</sup>												
33	kWh Surcharge Exemption												
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				\$ -	\$2,946,433	\$2,946,433	\$ -	\$2,946,433	\$2,946,433			
35													
36	Indirect Costs					\$89,578	\$89,578	\$ -	\$89,578	\$89,578			
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>January 2012</b>																		
4		<b>Gross Enrollment</b>												<b>Enrollment</b>					
5		<b>Automatic Enrollment</b>																	
6	<b>2012</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	<b>January</b>	5,471	2,170	1,002	0	0	8,643	33	12,360	21,036	45,131	66,167	24,705	41,462	-3,669	1,712,826	1,826,972	93.8%	
8	<b>February</b>																		
9	<b>March</b>																		
10	<b>April</b>																		
11	<b>May</b>																		
12	<b>June</b>																		
13	<b>July</b>																		
14	<b>August</b>																		
15	<b>September</b>																		
16	<b>October</b>																		
17	<b>November</b>																		
18	<b>December</b>																		
19	<b>Total for 2012</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>January 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%	7	23	30	1%	0.00%
6	<b>February</b>								
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>								
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>January 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>	73,061	45,481	27,697	2,329	15,455	
6	<b>Percentage</b>		100.00%	60.90%	5.12%	33.98%	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>January 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	10,556	25	10,581	12,298	14	12,312	116%	56%	116%
7	Imperial	0	16,128	16,128	20	13,830	13,850	0%	86%	86%
8	Kern	12,885	28,806	41,691	11,244	27,992	39,236	87%	97%	94%
9	Kings	21	13,934	13,956	18	14,941	14,959	85%	107%	107%
10	Los Angeles	963,663	2,482	966,145	923,804	1,186	924,990	96%	48%	96%
11	Orange	205,225	0	205,225	170,410	22	170,432	83%	0%	83%
12	Riverside	106,185	131,929	238,114	94,284	116,551	210,835	89%	88%	89%
13	San Bernardino	154,513	1,081	155,594	164,886	872	165,758	107%	81%	107%
14	San Luis Obispo	10,351	17,341	27,692	5,388	14,295	19,683	52%	82%	71%
15	Santa Barbara	37,693	1,169	38,862	30,601	725	31,326	81%	62%	81%
16	Tulare	9,921	43,338	53,260	11,484	48,239	59,723	116%	111%	112%
17	Ventura	57,826	1,900	59,726	48,270	1,452	49,722	83%	76%	83%
18										
19	<b>Total</b>	<b>1,568,840</b>	<b>258,132</b>	<b>1,826,972</b>	<b>1,472,707</b>	<b>240,119</b>	<b>1,712,826</b>	<b>94%</b>	<b>93%</b>	<b>93.8%</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>January 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%	2,378	83	9%	0.00%
6	<b>February</b>							
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>							
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>December 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	0	0
9	Proteus, Inc.		X			0	0	0
10	Community Pantry of Hemet		X			0	0	0
11	Community Action Partnership of San Bernardino		X		X	0	16	16
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	4	4
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	13	13
43	Visalia Emergency Aid Council		X			0	0	0
44	<b>Total Enrollments</b>					<b>0</b>	<b>33</b>	<b>33</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>January 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		n/a				
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.							