

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency 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 JUNE 2009**

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July 21, 2009

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
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This is the third monthly report utilizing a new reporting template developed by the Energy Division (ED) in coordination with the investor-owned utilities.¹ The purpose of the new template was to minimize the reporting requirements by combining the LIEE and CARE report into one consolidated report while still providing the ED with all the necessary information to assist in analyzing the low-income programs.

In accordance with Ordering Paragraph 90 of Decision (D.) 08-11-031, the Commission directed utilities to begin reporting on the number of customer complaints they receive (either formal, informal, or wherever received) about their CARE recertification efforts and the nature

¹ Investor-owned utilities are Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company and Southern California Gas Company.

of the Complaints. The utilities are to report this information in their monthly and annual reports beginning December 31, 2008.

This report presents actual year-to-date LIEE and CARE results and expenditures through June 2009.

Respectfully Submitted,

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LOW INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

1. LIEE Executive Summary

1.1. Low Income Energy Efficiency Program Overview

1.1.1. Provide a summary of the LIEE Program elements as approved in Decision 08-11-031:

Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$62,571,908	\$19,336,219	31%
Homes Treated	110,864	33,840	31%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,564,567	621,222	24%

As evidenced in the first six months of SoCalGas 2009 LIEE program activities, SoCalGas and its LIEE Contractor Network continued to increase the number of homes treated, processed and paid through the LIEE program in June 2009. Given this steady trend of increases in the number of homes participating in the program, SoCalGas and its LIEE contractors are moving in a positive direction toward meeting the 2009 goal of treating 110,864 units, therein demonstrating a strong capacity to effectively process and manage the heightened workflow that the 2009 goals demand.

In June 2009, SoCalGas and its LIEE Contractor Network increased the number of homes served by the program relative to the number served in the previous month. SoCalGas and LIEE contractors treated 11,418 homes and processed and paid for the installation of weatherization measures in 9,241 homes in June. This is a nine percent increase in the number of homes treated by the program as compared with May 2009, and a 40 percent increase in the number of units treated compared to April 2009 results. Additionally, SoCalGas and LIEE contractors serviced 652 appliances, which included 602 furnace repairs/replacements and 50 water heater replacements.

Through its marketing, outreach and enrollment efforts, further expanded upon in section 1.3 of this report, SoCalGas generated over 29,000 leads in June 2009, resulting in 5,155 enrollments, 7,698 leads pending enrollment, and over 7,000 awaiting qualification. In addition, as explained in section 1.2 of this report, SoCalGas and LIEE contractors continued working together to incorporate and implement Whole Neighborhood Approach (WNA) strategies into LIEE program delivery. WNA events in June 2009 led to the treatment of 516 homes, an increase of nearly 50 percent from May 2009.

As of June 30, 2009, SoCalGas has treated 33,840 homes with LIEE program measures. This number represents 31 percent of the 2009 goal, and a 78 percent increase over the same six-month period in 2008, by which time 19,001 homes had been treated. SoCalGas' LIEE Contractor Network continues to exceed production expectations and undoubtedly will improve its effectiveness in enrolling and serving customers through the LIEE program.

SoCalGas remained active in June in providing LIEE contractors with canvassing lists for underserved areas, utilizing its internal capacity to deliver LIEE program measures more efficiently. Canvassing lists have also been created utilizing the WNA, allowing SoCalGas to monitor canvassing efforts from a whole neighborhood perspective creating a better design for WNA activities. Through providing LIEE contractors with enhanced data, SoCalGas is working to increase enrollments and serve more customers with LIEE measures, within a shorter timeframe.

SoCalGas also continued in June to work collaboratively with its LIEE Contract Network to streamline key processes associated with LIEE program implementation. SoCalGas' staff reached out to all of its LIEE contractors via telephone to offer them assistance with systems processes such as data-entry and invoicing. Additionally, SoCalGas' staff met with contractors that were experiencing difficulties with invoicing and data-entry, and helped train them on best practices for invoice processing and system data-entry. During these training sessions, SoCalGas also listened for feedback from the contractors on challenges they faced in using systems processes, with an ear toward incorporating their input to better manage workflow for all involved. Through working jointly with its contractors on systems processes and other

important areas, SoCalGas is streamlining its internal work processes and contractors are able to focus their time and resources more directly on implementing LIEE program measures.

In summary, SoCalGas and its LIEE Contractor Network accomplished sizable achievements in LIEE program activities in June 2009. As LIEE program delivery strategies continue to evolve, SoCalGas will maintain its efforts to work with its LIEE contractors and provide them with the information and tools needed to successfully deliver LIEE program measures, meet overall program goals, and serve low-income customers. However, as highlighted through the WNA comment process, which will be further reported on in the July 2009 Monthly Report, many challenges still face the LIEE program, such as customers not being home, nonresponsive landlords, and a host of other challenges. SoCalGas remains committed to working with its contractors to create an ongoing dialogue to help face these challenges and ensure that the program is delivered with maximum efficiency and effectiveness to meet the 2009-2011 program goals and ultimately to better serve low-income communities residing within SoCalGas' service area.

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).

SoCalGas developed and utilized new methodologies during the month of June in implementing WNA activities. The Energy Division's draft WNA White Paper (White Paper), dated June 2, 2009 led to productive, ongoing conversations between contractors and SoCalGas on how to strengthen WNA program processes. In particular, the White Paper shed light on the relevance of timing in LIEE program activities. Although LIEE contractors do not agree with the White Paper's philosophy to sweep a neighborhood in two visits before moving on to the next, the White Paper encouraged SoCalGas to discuss the role that time-spent in a neighborhood bears on a contractor's effectiveness in delivering the program. With this in mind, SoCalGas devised new

strategies in June to help contractors track their success in a given neighborhood and compare this success to their efforts in the neighborhood over a certain period of time.

Based on the discussions in June regarding the White Paper and other WNA activities and taking into account SoCalGas' internal capacities, SoCalGas refined program implementation and monitoring methods during the month of June to better reflect a workable WNA plan. These methodologies included additional geographic and customer segmentation strategies as well as new methods through which to monitor the progress of WNA efforts and provide contractors with up-to-date, data-driven feedback. Specifically, SoCalGas began to define neighborhoods on a smaller scale, using Zip 7 zip codes, which provide a greater level of detail on a neighborhood than do traditional zip codes. SoCalGas extracted Zip 7 zip codes, identifying smaller areas to target, and used this data to create more detailed canvass lists for contractors. In addition, SoCalGas provided contractors with canvass lists utilizing PRIZM codes²; a data source that allows contractors to better determine the likelihood of a particular household's participation in the LIEE program. Contractors were also provided with the CARE status of households that resided within the targeted neighborhoods.

During the month of June, SoCalGas also created additional internal capacity to monitor the participation of customers in the LIEE program. SoCalGas will run customer account numbers contained in its Zip 7 and other canvass lists against its invoice processing system referred to as HEAT, to determine if a particular household has been served by the LIEE program. For households that have not yet been served, SoCalGas developed in June the capacity to follow up with these customers via direct mail, automated voice messaging and other outreach tactics, making notable progress toward achieving the LIEE program goal of 100 percent enrollment.

² 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.

In addition, SoCalGas recommended changes in June to Table 7. These changes, which most likely will be finalized in late July 2009, will allow SoCalGas and its LIEE contractors to better track WNA activities in a given neighborhood over certain periods of time. Through tracking the additional program data that will be displayed in Table 7, SoCalGas and its contractors will also more directly and actively communicate about WNA efforts, ultimately working towards improving program activities.

SoCalGas partnered with its LIEE Contractor Network to complete two WNA efforts in June. These WNA events were a continuation of past activities by The East Los Angeles Community Union (TELACU) that took place in the area in May, and were successful in part due to their building on existing foundations laid by the contractor's previous work in the greater area. In their targeting of smaller neighborhoods within larger areas that had been previously exposed to the LIEE program, SoCalGas and LIEE contractors employed Zip 7 geographic and customer segmentation strategies as well as community based social marketing strategies emphasized in the WNA White Paper. To that end, SoCalGas identified an additional 570 addresses during the month of June to target customers that resided within or adjacent to areas in the City of La Habra that had previously been exposed to the program. Based on the 200 percent FPG (Federal Poverty Guideline) factor calculated by Athens Research, approximately 322 (45%) of the 570 are potentially eligible for LIEE program services. Additionally, based on SoCalGas data, 347 of the 570 (43.4%) addresses are in self-certification Prizm Codes.

The neighborhood canvassing for the La Habra WNA event took place from June 22 through June 24. As of July 7, there were 59 (18.3%) customers who received program services, seven (2.2%) that received same-day weatherization installations on June 26, an additional seven that received same-day weatherization installations on June 27, and eight (2.5%) that received same-day weatherization installations on June 29. The contractor reported that 439 (77%) customers were not home and 14 customers were not interested in participating in the program, including one property owner.

Two additional neighborhoods, Van Nuys and Westminster, were identified and will be targeted for WNA events that will take place in July. SoCalGas and its LIEE Contractor Network are

currently in the planning stages for further WNA efforts in the cities of South Gate, Lynwood, Oildale, Duarte, Riverside, and San Bernardino.

As an update to the May WNA events, Anaheim (92801) shows one additional customer receiving program services while Wilmington (90744) and La Habra (90631) have 84 and 27 additional participants respectively.

SoCalGas continues to monitor for future reporting the resulting enrollments and measure installations completed through WNA efforts. More importantly, SoCalGas is involving more LIEE contractors in the planning of future WNA events. The SoCalGas LIEE Contractor Network is committed to working with SoCalGas to successfully implement WNA. SoCalGas deeply values its close relationship with its LIEE Contractor Network and appreciates the positive feedback it has received during the WNA planning and implementation.

As of June 2009, SoCalGas and its LIEE contractors have treated 516 homes through WNA activities. This amounts to a nearly 50 percent increase from May 2009 in the number of homes treated as a result of WNA efforts. SoCalGas looks forward to working with contractors to devise and implement WNA strategies that will be effective and help meet program goals. SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will lead to an increase in the number of households served by the LIEE program.

1.3. LIEE Customer Outreach and Enrollment Update

1.3.1. Provide a summary of the LIEE Program outreach and enrollment strategies deployed this month.

SoCalGas utilized a mix of outreach and enrollment strategies in June to reach and enroll customers in the LIEE program. These strategies included: automated voice messaging, direct mailings, bill inserts, and web activities. In addition, SoCalGas and its LIEE Contractor Network continued to share ideas about possible outreach and enrollment strategies that could

enhance program delivery and serve a greater number of customers. SoCalGas' leveraging efforts, further discussed in section 1.4 of this report, have a strong potential for leading to new outreach and enrollment strategies through which LIEE program measures could be delivered in a more comprehensive and inclusive manner to a greater number of customers.

LIEE Automated Voice Messaging (AVM) Campaign:

During the month of June, SoCalGas continued its Automated Voice Messaging (AVM) campaign encouraging customers to sign up for the LIEE program. To date, almost 2,700 CARE Post Enrollment Verified (PEV) customers have been contacted and 115 customers enrolled in LIEE. By focusing LIEE marketing efforts on existing CARE customers already deemed income eligible by SoCalGas, this campaign is proving to be a cost effective and efficient way to promote LIEE's beneficial services via telephone.

LIEE Direct Mailings:

No direct mail campaigns were conducted during June 2009, however, in April, 7,867 direct mailings were sent to existing CARE and Medical Baseline customers encouraging enrollment in LIEE. The campaign generated a 3 percent customer response rate. A second direct mail campaign was conducted in May, in which letters were sent to 3,761 existing CARE customers who, according to SoCalGas' Customer Service records, were also identified as disabled. As a result of the May mailings, 243 customers enrolled in the LIEE program. Both campaigns were designed to not only offer eligible customers LIEE's beneficial conservation services, but also to follow the CPUC's directive of enhancing outreach to those with disabilities.

As part of an on-going effort to better serve its customers, SoCalGas' Customer Contact Center maintains a record of customer preferences and personal information when the information is offered by the customer. Such information can include, language preference, age, and if there is someone with a disability residing in the home (e.g. visually, hearing impaired, etc.). The goal of LIEE's April and May direct mailings was to encourage customers to enroll in LIEE; specifically targeting existing CARE customers that had previously notified SoCalGas' Customer Contact Center that they have a disability. Additionally, the goal was to work

towards compliance with Decision (D.) 08-11-031; to enhance outreach to persons with disabilities. Mailings were distributed in both English and Spanish and printed in large font to visually impaired customers.

Over the coming months, SoCalGas plans to investigate new outreach methods to reach customers with a disability, and hopes to coordinate future outreach and enrollment plans.

LIEE Bill Inserts:

In June, SoCalGas launched an English and Spanish two-panel bill insert campaign to over 1.2 million eligible LIEE customers. The insert included information on all aspects of LIEE's beneficial conservation services and the various ways customers can apply. It also included the programs recently added to the expanded categorical eligibility (CE) roster of social programs to ensure ease of enrollment for all potential LIEE customers.

LIEE Web Activities:

Last month, SoCalGas launched an English electronic LIEE request form on its LIEE web page. To date, results for the English requests total 1,158 potential leads for the LIEE program. Considering the number of responses received thus far, SoCalGas' customers are embracing technology and this represents an example of future successes of web based marketing tools.

In June, SoCalGas issued its electronic "Gas Company Newsletter" to over 383,000 customers. The Newsletter is already equipped with links to all SoCalGas programs, including assistance programs. Additionally, June's edition contained an article spotlighting the LIEE program encouraging eligible customers to apply.

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?

SoCalGas continued during the month of June to increase its leveraging efforts with the goals of reducing program costs, raising program awareness and increasing customer enrollments. In working with various municipal utilities, water agencies, city, county and state stakeholders SoCalGas seeks to provide LIEE customers with a full array of complementary no cost energy and water saving home improvement measures and services so that customers benefit from reduced energy and water usage and costs. SoCalGas remains in discussions with several non-IOU utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage low-income energy efficiency and water conservation programs.

In June, SoCalGas and Imperial Irrigation District (IID) signed an agreement where customers, in the overlapping service territories, receiving measures under SoCalGas' LIEE program will at the same time receive low-income program services offered by IID. This agreement ensures customers receive a full complement of services from both utilities, and, is another approach SoCalGas will be employing to enroll customers in hard to reach areas in the LIEE program.

SoCalGas has also worked with Burbank Water & Power on an agreement to provide LIEE measures to customers who reside in their overlapping territories. The agreement will provide customers with a comprehensive bundle of energy efficiency measures, including gas, electric and water conservation measures, during a single visit. Key to this agreement is SoCalGas' ability to leverage its existing relationships with both enrollment/assessment and installation contractors to provide expertise in the delivery of the program.

In addition to the leveraging efforts discussed above, SoCalGas continues to discuss with the Los Angeles Department of Water and Power, Glendale Water and Power, Pasadena Water and Power, Central Basin Municipal Water District and others opportunities to leverage energy

efficiency and water conservation efforts. In identifying where opportunities for leveraging exist, SoCalGas is also working towards identifying and reaching additional customers to serve through the LIEE program.

1.5. Workforce Education & Training

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

During the month of June, SoCalGas finalized its partnership with Los Angeles Trade Technical College (LATTC) in an effort to support meaningful workforce education and training. LATTC is one of nine colleges in the Los Angeles Community College District that was awarded funding by the City of Los Angeles for a summer youth jobs program. LATTC's Summer Youth Green Job Training Program 2009 will employ 115 low-income youths in jobs for the summer with entities that work in energy efficiency, green construction and other facets of the green economy. The program is housed within LATTC's Bridges to Success program in the college's Division of Workforce and Economic Development.

SoCalGas has confirmed placement within its LIEE Contractor Network for 25 of the LATTC students participating the Summer Youth Green Job Training Program 2009. LATTC and SoCalGas worked together in June to structure a two-week Introduction to Weatherization and Energy Efficiency course that will take place in July. During this two-week training, students will acquire technical weatherization skills and learn customer service skills applicable to occupations in the growing fields of weatherization and energy efficiency. Students will also gain broader professional skills through participating in activities such as a formal panel interview that is designed to help build students' interview and resume skills. Following the two-week training, students will be placed with a SoCalGas LIEE contractor and will complete 120 hours of paid work, for which they will also receive college cooperative education credit.

In addition to job training and student placement, SoCalGas and LATTC continued to work together in June to develop a weatherization and energy efficiency curriculum for LATTC

students. In developing this curriculum, the two entities are working to ensure that weatherization and energy efficiency measures required by the IOUs LIEE programs and LIHEAP are adequately covered in courses available to students.

SoCalGas and LATTC hope to increase students’ knowledge of applied math, green technologies and financial literacy, build students’ skills in weatherization and energy efficiency, and encourage the vast majority of participating students to pursue a related college certificate or degree program. SoCalGas and LATTC are enthusiastic about their partnership to expand workforce education and training, and are hopeful about the great potential of this partnership to help prepare future workers in the rising fields of energy efficiency and weatherization.

2. CARE Executive Summary

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$3,647,684	\$1,730,384	47%
Proc., Certification and Verification	\$1,173,027	\$577,141	49%
Information Tech./Programming (1)	\$489,451	\$260,491	53%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$16,237	\$0	0%
Regulatory Compliance	\$222,130	\$123,819	56%
General Administration	\$506,635	\$258,920	46%
CPUC Energy Division Staff	\$171,500	\$27,946	16%
Cooling Centers (3)	N/A	N/A	N/A
Total Expenses	\$6,286,664	\$2,978,701	47%
Subsidies and Benefits (4)	\$132,846,122	\$46,541,355	36%
Total Program Costs and Discounts	\$139,132,786	\$51,368,071	37%

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,494,052	1,774,067	84.2%

2.2. Outreach

2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

CARE Telephone Enrollments

In June, SoCalGas continued its re-certification based Automated Voice Messaging (AVM) campaign efforts and re-enrolled an additional 2,704 customers into the CARE program. Customers throughout SoCalGas' service area are targeted monthly for CARE program recertification, and in 2009 over 20,165 customers have already successfully completed this new recertification option. AVM re-certification utilizes electronic outreach and processing technologies, providing considerable cost savings while being environmentally friendly.

CARE Web Activity & Enrollments

During June, SoCalGas received 3,548 CARE applications through its internet based outreach activities resulting in 1,591 new CARE enrollments and 819 re-certifications. The year-to-date total of SoCalGas' CARE web enrollments is 13,381, already 80 percent of year end 2008 results. Outreach activities included a customer assistance program web link in the monthly electronic newsletter (distribution over 380,000) and continual promotion of the CARE website through various collateral materials and multiple public service announcements (PSAs).

Web enrollment is now promoted as another enrollment option on CARE hard copy direct mail and bill insert promotional pieces. SoCalGas' home web page reflects colorful, eye-catching CARE links and banners to encourage customers to learn more about the CARE program and the benefits enrollment offers.

CARE Third-Party Enrollments

During June, SoCalGas' CARE third-party door-to-door outreach program produced 2,762 new enrollments. This program targets SoCalGas' hardest-to-reach low income customers who have been non-responsive to most other outreach efforts. This strategy is especially effective at reaching disabled and non-English speaking customers, since these professional outreach contractors provide door-to-door service and are fluent in multiple languages. During June, third party contractors shifted additional resources to the Imperial County areas to promote the CARE program to customers recently impacted by unemployment. In 2009, over 18,000 new customers have enrolled in CARE through SoCalGas' highly successful third-party enrollment process.

CARE Direct Mail Activity and Enrollments

During June, SoCalGas' CARE program launched two new direct mail campaigns. One campaign targeted 3,500 customers who had received their first SoCalGas delinquent notice in May 2009. The letter included tailored messaging designed to help meet specific needs of customers who are most likely suffering on-going or even recent financial problems. The second campaign targeted 350,000 customers living in Los Angeles and Imperial Counties believed to have a high probability of meeting the CARE program eligibility requirements. Customers can respond to these direct mail campaigns through the CARE website or by returning the hardcopy application. Results for these campaigns will be included in future reports. As of June 30, 2009, over 12,000 customers have enrolled in CARE as a result of targeted direct mail campaigns. This figure represents an exceptional return rate of almost 10 percent.

Sub-Metered Mailings:

Two CARE direct mailings were sent out to over 50,000 sub-metered tenants and to the owners of the properties (primarily mobile home parks). The letters served as notification that beginning in 2010, CARE recertification requirements will change from the existing one year timeframe to every two years so the tenants should not expect to receive a recertification request until 2012. Since mobile home park owners and managers field many questions from their tenants, SoCalGas also sent notice to all owners informing them of the new recertification guidelines.

CARE Bill Inserts

Final results from SoCalGas' February 2009 bill insert targeting residential non-CARE participating customers, are as follows: 23,769 applications were returned resulting in 13,637 new enrollments. A system wide residential bill insert campaign is scheduled for July and will include new messaging promoting the CARE program to recently unemployed customers.

CARE Mass Media Campaign

No new media campaigns were implemented in June 2009.

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

During the month of June, SoCalGas' CARE staff engaged in the following leveraging activities:

- SoCalGas briefed Norco Councilman Berwin Hanna and Norco City Clerk on its assistance programs. Councilman Hanna committed to maintaining a supply of CARE applications and distributing them to all interested visitors at the City's main office.
- SoCalGas and The Los Angeles Department of Water and Power (LADWP) began exchanging customer data as part of a pilot program in April 2009. Data included the names and addresses of SoCalGas CARE customers and LADWP's Lifeline or Low Income Discount Program (LIDP) customers. Results from the initial piloted data are still being researched by both utilities. SoCalGas and LADWP plan to implement a full scale Data Exchange Program within the next two months.

2.2.3. CARE Integration

For the month of June, SoCalGas received leads from its Customer Contact Center (CCC) and the LIEE program resulting in the following CARE enrollments:

- Customer Contact Center – 9,661
- LIEE program – 2,171

2.2.4 CARE Capitation Agencies/Contractors

Due to lower CARE penetration levels in some of SoCalGas’ Northern counties and increases in unemployment rates, CARE Capitation agencies are continuing their customer enrollment efforts in these areas; specifically targeting customers in sub-metered mobile home parks. In June, 100 customers residing in mobile homes were enrolled in the CARE program. During May 2009, three new agencies became capitation agencies and four others expressed interest in participating in the capitation program. SoCalGas sent agreements to two of the interested agencies with additional agreements to be forthcoming to other interested parties.

2.2.5 CARE Recertification Complaints

<u>Date</u>	<u>Nature of Complaint</u>
June 13, 2009	As part of the CARE recertification AVM telephone campaign, Customer received an automated voice message. Customer stated she pressed "1" to verify it was her, the customer of record, on the telephone. Customer then heard a message in Spanish (customer speaks English). After the Spanish message ended, customer again was asked “if it was her on the line and if so, to press 1”. Customer pressed “1” again but response message was still in Spanish.

No other complaints or customer comments involving the AVM system’s English/Spanish prompts were received in June. A few customers notified SoCalGas that they “did not want to be contacted via AVM” or wished to be contacted "during normal business hours." These customers were placed on SoCalGas’ Do Not Call (DNC) list per their request.

2.3. SoCalGas Outreach and Leveraging

2.3.1. Events and Public Affairs Promotions

During the month of June, SoCalGas participated in the following events promoting its LIEE, CARE and Medical Baseline programs:

June 3, 2009 - KABC-AM/KLOS-FM Interview on Bill Assistance Programs: SoCalGas conducted a “Spotlight on the Community” interview on TalkRadio 790-KABC and KLOS-FM community affairs programs in Los Angeles to discuss SoCalGas’ customer assistance programs, payment arrangements and energy efficiency tips. The 30 minute interview entitled “Spotlight talks with the DWP, The Gas Company and the Switch to Digital”. The interview aired on both stations and can be heard in its entirety at:

<http://www.kabc.com/Article.asp?id=651118&spid=24942>

June 7, 2009 – 7th Annual Scleroderma Walkathon

SoCalGas participated in the 7th Annual Scleroderma Walkathon facilitated by the Southern California Chapter of the Scleroderma Foundation. Approximately 1,500 people attended the event. Eighty-two individuals visited the SoCalGas table. Each visitor was queried to ensure they were receiving the Medical Baseline allowance for their household. They were also provided CARE and LIEE information.

June 13, 2009 - Wilmington Family Picnic

SoCalGas staffed a booth at the Wilmington Family picnic. The event was attended by several thousand customers. A steady flow of potential CARE customers visited SoCalGas’ booth in an area that is already involved in LIEE’s Whole Neighborhood Approach.

June 16, 2009 – Department of Public Social Service (DPSS) Community Meeting

SoCalGas conducted a presentation at the DPSS’ “Joint Valley Districts Community Meeting”, West Valley District headquarters, in Chatsworth. Assistance program materials were provided to over 15 attendees representing local community based organizations (CBOs) and various

chapters of the Bureau of Workforce Services. The Bureau of Workforce Services manages the state Medical program and represents a new potential leveraging opportunity to promote SoCalGas Assistance programs and reach out to a wider audience of customers with disabilities.

June 19, 2009 - ***La Campesina 26th Anniversary Celebration***

SoCalGas distributed Customer Assistance and Energy Efficiency program materials at this event. Over 7,000 customers attended. The audience was mostly Hispanic and low-income.

June 20, 2009 - ***Community Health & Resource Fair, Los Angeles***

SoCalGas distributed Customer Assistance and Energy Efficiency program materials at this resource fair. There were over 5,000 customers in attendance.

June 20, 2009 - ***Community Coalition's "A Place to Start" Resource Fair*** SoCalGas participated in the community fair held at the Foshay Learning Center in south Los Angeles. In attendance were California State Assembly Speaker Karen Bass, newly elected State Senator Curren Price and Los Angeles County Supervisor-2nd District Mark Ridley-Thomas. SoCalGas provided information on its assistance programs as well as all other programs. There were over 500 local residents and community members in attendance.

June 20, 2009 - ***Super CPR Red Cross Event, Kern, CA***

SoCalGas sponsored the American Red Cross Kern Chapter's Super CPR Saturday and promoted CARE, LIEE, Medical Baseline. There were over 1,000 people in attendance.

June 20, 2009 - ***City of Covina Job Fair***

SoCalGas Public Affairs and Human Resources personnel distributed customer assistance information along with information concerning job opportunities at the Job Fair. The event was attended by more than 2,000 potential applicants seeking jobs.

2.3.2. Web-links and Media

Media Leveraging

In June, members of SoCalGas' and Southern California Edison met to discuss future joint media outreach efforts to promote customer assistance programs.

SoCalGas Customer Electronic Responses

All residential customer electronic inquiries are sent an electronic "Thank You" response. Included in SoCalGas' response email is a link to SoCalGas' customer assistance program web sites. For the month of June, 4,140 customers received response emails from SoCalGas. Attached below is a copy of the Thank You response sent by SoCalGas



Residential Eletter

2.3.3 Intra-Company Leveraging

For many years, SoCalGas' Customer Service Field (CSF) personnel have been distributing bi-lingual customer assistance brochures to all interested customers during service orders. To compliment this practice, SoCalGas launched a new electronic customer assistance lead generation tool in early June. This innovative method was designed to considerably enhance the ability of CSF personnel to not only identify customers in need but to capture those needs within the actual work order. Once the work order reflects all pertinent information, SoCalGas' Customer Assistance staff is then able to access the data through the use of a specially designed web based query. Since the information captured is available electronically, customer follow up will become more expedient and the reduction in hard copy documentation will help to significantly reduce SoCalGas' carbon footprint.

Designing a system to better service customers utilizing a streamlined, easy- access approach, are compelling reasons why this new customer service tool is so exciting and innovative. However, the benefits of this inter-company leveraging do not stop here. In addition to generating leads, all future work orders for existing SoCalGas CARE customers will now contain a "CARE" identifier. This identifying enhancement will allow SoCalGas to continue

improving its ability to anticipate the needs of its customers and allow for better cross promotion of its other assistance programs and services.

3. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- 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

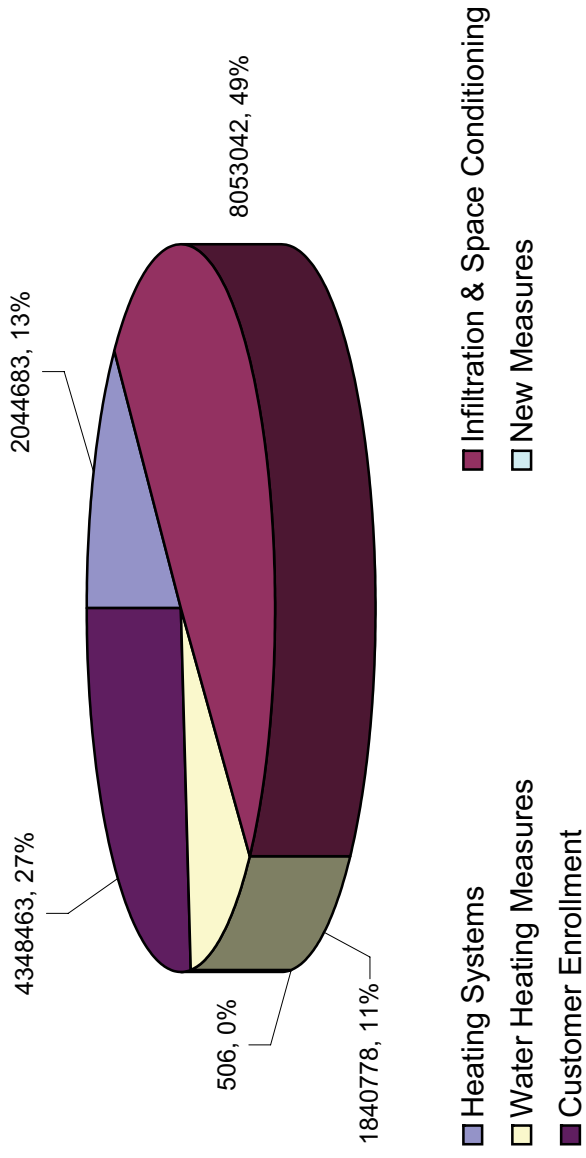
CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIIE Table 1 - LIIE Program Expenses												
2	Southern California Gas Company												
3	June 2009												
4		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIIE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 18,519,164	\$ 18,519,164	\$ -	\$ 637,241	\$ 637,241	\$ -	\$ 2,220,515	\$ 2,220,515	0%	12%	12%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 19,242,434	\$ 19,242,434	\$ -	\$ 3,063,326	\$ 3,063,326	\$ -	\$ 9,739,655	\$ 9,739,655	0%	51%	51%
10	- Outreach and Assessment	\$ -	\$ 13,429,131	\$ 13,429,131	\$ -	\$ 1,272,131	\$ 1,272,131	\$ -	\$ 3,891,240	\$ 3,891,240	0%	29%	29%
11	- In Home Energy Education	\$ -	\$ 1,662,960	\$ 1,662,960	\$ -	\$ 153,225	\$ 153,225	\$ -	\$ 464,520	\$ 464,520	0%	28%	28%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 868,507	\$ 868,507	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL	\$ -	\$ 53,722,196	\$ 53,722,196	\$ -	\$ 5,125,922	\$ 5,125,922	\$ -	\$ 16,315,929	\$ 16,315,929	0%	30%	30%
16													
17	Training Center	\$ -	\$ 307,670	\$ 307,670	\$ -	\$ 26,762	\$ 26,762	\$ -	\$ 114,719	\$ 114,719	0%	37%	37%
18	Inspections	\$ -	\$ 1,444,354	\$ 1,444,354	\$ -	\$ 191,998	\$ 191,998	\$ -	\$ 717,702	\$ 717,702	0%	50%	50%
19	Marketing	\$ -	\$ 933,592	\$ 933,592	\$ -	\$ 211,126	\$ 211,126	\$ -	\$ 348,326	\$ 348,326	0%	37%	37%
20	M&E Studies	\$ -	\$ 87,524	\$ 87,524	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Regulatory Compliance	\$ -	\$ 344,924	\$ 344,924	\$ -	\$ 28,648	\$ 28,648	\$ -	\$ 163,933	\$ 163,933	0%	48%	48%
22	General Administration	\$ -	\$ 5,645,874	\$ 5,645,874	\$ -	\$ 291,021	\$ 291,021	\$ -	\$ 1,663,633	\$ 1,663,633	0%	29%	29%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 1,617	\$ 1,617	\$ -	\$ 11,977	\$ 11,977	0%	14%	14%
24													
25	TOTAL PROGRAM COSTS	\$ -	\$ 62,571,908	\$ 62,571,908	\$ -	\$ 5,877,094	\$ 5,877,094	\$ -	\$ 19,336,219	\$ 19,336,219	0%	31%	31%
26													
27	Indirect Costs ²	\$ -	\$ -	\$ -	\$ -	\$ 254,854	\$ 254,854	\$ -	\$ 1,100,457	\$ 1,100,457			
28													
29	NGAT Costs		\$ 236,404	\$ 236,404		\$ -	\$ -		\$ 765,591	\$ 765,591			
30	¹ Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	² The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin and therefore are not included in the LIIE/DAP Total Program Costs.												
32	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 June 2009

**LIEE Table 2
Southern California Gas Company
YTD LIEE Expenses
June 2009**



	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company June 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	621,222
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	6,182,238
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	33,840
11	Average 1st Year Bill Savings / Treated Home	\$ 19.04
12	Average Lifecycle Bill Savings / Treated Home	\$ 152.30
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	LIEE Table 4 - LIEE Homes Treated Southern California Gas Company June 2009						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	714	10,494	11,208	6	227	233
5	Imperial	16,908	364	17,272	216	0	216
6	Kern	32,939	9,149	42,088	291	17	308
7	Kings	14,743	13	14,756	465	0	465
8	Los Angeles	5,185	1,136,066	1,141,250	68	19,872	19,940
9	Orange	0	220,018	220,018	0	1,579	1,579
10	Riverside	43,202	189,088	232,290	511	4,390	4,901
11	San Bernardino	9,103	157,414	166,517	59	2,985	3,044
12	San Luis Obispo	27,550	214	27,764	226	0	226
13	Santa Barbara	14,247	25,326	39,573	150	194	344
14	Tulare	42,143	12,993	55,135	1,625	834	2,459
15	Ventura	6,892	49,713	56,605	16	109	125
16							
17	Total	213,625	1,810,852	2,024,477	3,633	30,207	33,840
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	LIEE Table 5 - LIEE Customer Summary Southern California Gas Company June 2009																
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-09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-09	0	0	0	0	1,744	30,892	0	0	0	0	0	0	1,744	30,892	0	0
7	Mar-09	0	0	0	0	5,335	90,569	0	0	0	0	0	0	5,335	90,569	0	0
8	Apr-09	0	0	0	0	11,738	218,330	0	0	0	0	0	0	11,738	218,330	0	0
9	May-09	0	0	0	0	22,422	425,393	0	0	0	0	0	0	22,422	425,393	0	0
10	Jun-09	0	0	0	0	33,840	621,222	0	0	0	0	0	0	33,840	621,222	0	0
11	Jul-09																
12	Aug-09																
13	Sep-09																
14	Oct-09																
15	Nov-09																
16	Dec-09																
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	LIEE Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	June 2009												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	FAU Pilot	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8													
9													
10	Total Pilots	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12	Studies:												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation ¹	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17													
18	Total Studies	\$ -	\$ 302,500	\$ 302,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	¹ Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												

	A	B	C	D	E
LIEE Table 7 Whole Neighborhood Approach Southern California Gas Company Jun-09					
	A	B	C	D	F
	Neighborhood (County, Zipcode, Zip+7 etc.)	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year-to-Date
1	Targeted				
2					
3					
4					
5					
6					
7	Neighborhood in zip code 92801 - CAPOC	1811	1084	89	7
8	Neighborhood in zip code 90744 - REMCO	6994	3008	259	345
9	Neighborhood in zip code 90631 - TELACU	1234	878	52	105
10	Neighborhood in zip code 90631-47 - TELACU	465	215	14	46
11	Neighborhood in zip code 90631-48 - TELACU	253	107	71	13
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					

	A	B	C	D	E	F	G	H	I	J	K	L	M
CARE Table 1 - CARE Program Expenses Southern California Gas Company June 2009													
CARE Program:	Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date			Total
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
5	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
6	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
7	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
8	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
9	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
10	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
11	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
12	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
13	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
14	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
15	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
16	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
17	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
18	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
19	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
20	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
21	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
22	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
23	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
24	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
25	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
26	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
27	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
28	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
29	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
30	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
31	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
32	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
33	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
34	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
35	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
36	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
37	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
38	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
39	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
40	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
41	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$

¹ Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media

² Measurement and Evaluation consists of Needs Assessment costs

³ 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.

⁴ 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 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	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																		
2	Southern California Gas Company																		
3	June 2009																		
4	Gross Enrollment																		
5	Automatic Enrollment																		
6	2009	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification ⁶	Total Adjusted (J+K)	Attrition (Drop Offs) ⁷	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
7	January	9,439	1	117	0	0	9,557	71	22,811	32,439	21,538	53,977	26,455	27,522	5,984	1,441,382	1,770,825	81.4%	
8	February	5,364	1,946	55	0	0	7,365	94	13,230	20,689	35,800	56,489	11,261	45,228	9,428	1,450,810	1,770,825	81.9%	
9	March	11,005	1,291	91	0	0	12,387	103	25,326	37,816	53,283	91,099	30,101	60,998	7,715	1,458,525	1,770,825	82.4%	
10	April	12,100	1,266	168	0	0	13,534	85	29,992	43,611	51,496	95,107	20,821	74,286	22,790	1,481,315	1,774,067	83.5%	
11	May	4,631	1,178	249	0	0	6,058	144	17,486	23,688	43,835	67,523	11,776	55,747	11,912	1,493,227	1,774,067	84.2%	
12	June	12,319	2,225	88	0	0	14,632	158	28,088	42,878	66,675	109,553	42,063	67,500	825	1,494,052	1,774,067	84.2%	
13	July																		
14	August																		
15	September																		
16	October																		
17	November																		
18	December																		
19	Total for 2009	54,858	7,907	768	0	0	63,533	655	136,933	201,121	272,627	473,748	142,467	331,281	58,654				
20	Enrollments via data sharing between the IOUs.																		
21	Enrollments via data sharing between departments and/or programs within the utility.																		
22	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	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	Not including Recertification.																		
25	Recertifications completed regardless of month requested.																		
26	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	CARE Table 3 - Standard Random Verification Results								
2	Southern California Gas Company								
3	June 2009								
4	2009	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	January	1,441,382	5,208	0.36%	2,556	157	2,713	52%	0.19%
6	February	1,450,810	4,742	0.33%	2,221	146	2,367	50%	0.16%
7	March	1,458,525	4,303	0.30%	4	123	127	3%	0.01%
8	April	1,481,315	3,851	0.26%	2	83	85	2%	0.01%
9	May	1,493,227	3,944	0.26%	4	6	10	0.00%	0.00%
10	June	1,494,052	4,651	0.31%	1	3	4	0.09%	0.00%
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	Total for 2009	1,458,525	26,699	1.83%	4,788	518	5,306	20%	0.36%
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	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2	Southern California Gas Company						
3	June 2009						
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	Total	7,169,166	623,364	473,748	16,481	133,135	0
6	Percentage		100.00%	76.00%	2.64%	21.36%	0.00%
7	¹ Includes sub-metered customers.						
8	² 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	³ 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	⁴ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	⁵ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	⁶ SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	June 2009									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
Urban		Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
6	Fresno	10,082	704	10,787	9,832	597	10,429	98%	85%	97%
7	Imperial	261	15,477	15,738	234	12,784	13,018	90%	83%	83%
8	Kern	8,466	31,855	40,321	8,933	24,912	33,845	106%	78%	84%
9	Kings	13	14,491	14,504	13	12,635	12,648	98%	87%	87%
10	Los Angeles	967,685	5,161	972,846	844,805	5,666	850,471	87%	110%	87%
11	Orange	180,774	0	180,774	136,259	0	136,259	75%	0%	75%
12	Riverside	177,198	42,148	219,346	146,247	22,582	168,829	83%	54%	77%
13	San Bernardino	145,405	7,698	153,103	130,737	5,150	135,887	90%	67%	89%
14	San Luis Obispo	205	25,492	25,697	49	15,465	15,514	24%	61%	60%
15	Santa Barbara	21,227	13,658	34,885	13,796	12,650	26,446	65%	93%	76%
16	Tulare	12,708	41,121	53,828	15,530	35,046	50,576	122%	85%	94%
17	Ventura	45,697	6,541	52,238	34,617	5,513	40,130	76%	84%	77%
18										
19	Total	1,569,721	204,346	1,774,067	1,341,052	153,000	1,494,052	85%	75%	84%
20										
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	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	June 2009							
4	2009	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ^{2, 3}	Participants Dropped ³	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	1,441,382	49,988	3.47%	35,810	13,486	72%	0.94%
6	February	1,450,810	20,913	1.44%	13,771	6,987	66%	0.48%
7	March	1,458,525	31,842	2.18%	22,113	5,292	69%	0.36%
8	April	1,481,315	37,575	2.54%	23,710	669	63%	0.05%
9	May	1,493,227	31,728	2.12%	12,575	307	40%	0.02%
10	June	1,494,052	26,143	1.75%	1,361	67	5%	0.00%
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2009	1,458,525	198,189	13.59%	109,340	26,808	55%	1.84%
18	¹ Participants requested to recertify.							
19	² Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	³ 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	CARE Table 7 - Capitation Contractors							
2	Southern California Gas Company							
3	June 2009							
4		Contractor Type (Check one or more if applicable)				Year-to-Date Enrollments		
5	Contractor Name ¹	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	56	56
7	ELA Communications Energy ED Program		X			0	9	9
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
9	Proteus, Inc.		X			1	48	49
10	Community Pantry of Hemet		X			0	6	6
11	Community Action Partnership of San Bernardino		X		X	0	104	104
12	Children’s Hospital of Orange County		X			0	4	4
13	Sr. Citizens Emergency Fund I.V., Inc.		X			0	2	2
14	HABBM		X			0	0	0
15	Second Harvest Food Bank of Orange County		X			0	0	0
16	Southeast Community Development Corp.		X			0	37	37
17	Latino Resource Organization		X			0	0	0
18	Independent Living Center of Southern California		X			0	0	0
19	El Concilio del Condado de Ventura		X			0	1	1
20	Blessed Sacrament Church		X			0	0	0
21	Starbright Management Services		X			0	0	0
22	Hernandad Mexicana		X			0	0	0
23	Crest Forest Family and Community Service		X			0	0	0
24	CUI – Campesinos Unidos, Inc.		X	X	X	1	5	6
25	Veterans in Community Service		X	X	X	0	0	0
26	MEND		X			0	0	0
27	Armenian Relief Society		X			0	7	7
28	Catholic Charities of LA – Brownson House		X			0	4	4
29	BroadSpectrum		X			0	0	0
30	OCCC, Inc. (Orange County Community Center)		X			0	3	3
31	Green Light Shipping	X				0	0	0
32	APAC Service Center		X			0	136	136
33	Visalia Emergency Aid Council		X			0	0	0
34	The Companion Line		X			0	229	229
35	Coachella Valley Housing Coalition		X			0	2	2
36	Community Services Employment Training		X			0	0	0
37	Steppin' Across America Foundation		X			0	0	0
38	All Peoples Christian Center		X			0	0	0
39	Total Enrollments					2	653	655
40	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End							
2	Southern California Gas Company							
3	June 2009							
4	2009	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	n/a	1,441,382	n/a	1,441,382	1,770,825	81.4%	0.4%
6	February	n/a	1,450,810	n/a	1,450,810	1,770,825	81.9%	0.7%
7	March	n/a	1,458,525	n/a	1,458,525	1,770,825	82.4%	0.5%
8	April	n/a	1,481,315	n/a	1,481,315	1,774,067	83.5%	1.6%
9	May	n/a	1,493,227	n/a	1,493,227	1,774,067	84.2%	0.8%
10	June	n/a	1,494,052	n/a	1,494,052	1,774,067	84.2%	0.1%
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2009							
18	¹ Explain any monthly variance of 5% or more in the number of participants.							
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

Icon attachment on page 18

(Residential ELetter)

Look for our periodic e-mail updates that can help save you time, energy and money.



For more than 140 years, The Gas Company has been proud to provide safe and reliable natural gas service.

Thank you for letting us serve you.

Now you'll find out about programs and services available from The Gas CompanySM, such as:

- **Money-saving rebates** on qualifying energy-efficient appliances or upgrades to your home or business
- **My Account** online services for convenient ways to receive and pay your gas bill, schedule service appointments, request payment arrangements and more
- **Assistance programs** for customers with disabilities or limited-income
- **Important safety tips** to help keep your family safe

You'll be receiving periodic e-mails about how you can save energy at your home. If you'd like to receive e-mails about ways to save energy and money at your business, you can "manage your preferences" at our [e-mail preference center](#).

CERTIFICATE OF SERVICE

I hereby certify that a copy of **MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR JUNE 2009** has been electronically mailed to each party of record of the service list in A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to the assigned Administrative Law Judges and Commissioner.

Executed this 21st day of July, 2009 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin