

**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 JULY 2010**

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August 23, 2010

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ON LOW-INCOME ASSISTANCE PROGRAMS FOR JULY 2010**

This is the seventh monthly report of program year (PY) 2010. The purpose of this report is to consolidate activity for the CARE and LIEE programs and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date LIEE and CARE results and expenditures through July 2010 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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August 23, 2010

**Southern California Gas Company
Low-Income Energy Efficiency (LIEE)
And
California Alternate Rates for Energy (CARE)
Program Monthly Report**

LOW-INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

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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 (D.) 08-11-031:

Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$76,872,816	\$36,693,180	48%
Homes Treated	143,540	59,619	42%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	3,345,967	1,138,717	34%

In July, SoCalGas and its LIEE contractor network continued to work diligently on managing the heightened workflow. SoCalGas and its' LIEE contractors increased the number of homes treated, processed and paid through the first seven months of the year by 55% as compared with the same period in 2009.

SoCalGas processed and paid contractor invoices for 9,783 treated homes in July. SoCalGas also paid for the installation of weatherization measures in 9,809 homes. LIEE contractors serviced 1,008 appliances, which included 887 furnace repairs / replacements and 121 water heater replacements. Through its marketing, outreach and enrollment efforts, further expanded upon in section 1.3 of this report, SoCalGas generated 53,377 leads in July, resulting in 9,110 enrollments, 20,104 leads pending enrollment, and over 11,680 leads awaiting qualification.

Current efforts by SoCalGas and its LIEE contractor network have resulted in a total homes treated count that is 42% of the 2010 goal. SoCalGas will continue to increase leveraging activities with new and existing external partners in the areas of energy efficiency, workforce training and others to help meet the 2010 goals. To do this, SoCalGas plans to focus LIEE operational efforts on hard to

reach communities, expanding the current contractor network, and expanding data mining and customer information collection.

Efforts to increase the LIEE contractor network are in progress. A Request for Proposal will be issued in August to contractors who met the qualifications based on their responses to the Request for Qualification issued in May.

These proactive approaches should help to increase overall LIEE enrollment totals as well as increase the number of service providers participating in the LIEE contractor network. SoCalGas also plans to target customers from PY2009 who did not respond to prior outreach attempts.

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 July, SoCalGas combined efforts to provide its LIEE contractor network with an additional 148 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 LIEE activities from a whole neighborhood perspective over certain periods of time. The

tracking methods include detailed instructions to contractors regarding data entry in the HEAT System¹, 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 as well as capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

As a result of providing LIEE contractors with enhanced feedback and data, monitoring the success of all efforts, and maintaining an ongoing dialogue with contractors, SoCalGas continues to demonstrate how this comprehensive team approach helps its contractors offer more customers LIEE measures. The canvassing lists generated in July 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 42,199 customer addresses, of which 18,080 (43%) are potentially eligible based on LIEE income eligibility criteria. Additionally, based on SoCalGas data, 7,358 of the 42,199 (17%) addresses are in targeted self-certification PRIZM codes².

Number of WNA Events per City	Contractor
Sun Valley – 1	FCI
Whittier – 1; Pomona – 23;	Richard Heath Associates
Ontario – 1	Synergy
Beaumont – 11; Moreno Valley – 65; Sun City – 2; Santa Ana – 44	The East Los Angeles Community Union

Through July, SoCalGas and its LIEE contractors treated 2,520 homes through WNA activities. SoCalGas continues to involve more LIEE contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor the resulting enrollments and measure

¹ The HEAT System is SoCalGas’ LIEE program database used to track program activity and expenditures.

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.

installations completed through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase the number of households served by the 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.

LIEE Bill inserts

Approximately 10,808 customer leads were generated as a result of the LIEE bill insert, sent to approximately 800,000 existing SoCalGas CARE residential customers in June. The insert was translated in Spanish and was designed to encourage low-income English and Spanish speaking customers to visit SoCalGas' web site and apply for the LIEE program.

LIEE Direct Mailings

Two personalized direct mail campaigns were sent in the month of July. The first campaign was mailed to 12,970 existing CARE and Medical Baseline customers. The second campaign was mailed to 5,270 households with a disabled resident.³ Approximately 211 customers enrolled in LIEE through this effort.

LIEE Outbound Dialing Campaigns

SoCalGas conducted four Automated Voice Messaging (AVM) campaigns in July to over 42,100 residential customers. As a result, there were 3,919 customer leads generated from these weekly campaigns. SoCalGas will continue to use AVM campaigns throughout 2010 as another method to reach out and encourage customers to enroll in the LIEE program.

³ Disability status was determined for customers in the second direct mailing based on three criteria: hearing-impaired customers that used a Telecommunications Device for the Deaf (TDD or TTY) to contact SoCalGas, customers who voluntarily identified themselves as being disabled, and customers currently enrolled in SoCalGas' Medical Baseline program.

LIEE Web Activities:

In July over 12,100 new SoCalGas customers received a welcome e-mail from SoCalGas informing them about the available assistance programs. Additionally, an e-mail was sent to 2,264 customers enrolled for the first time in the *My Account* program. *My Account* is SoCalGas' one stop, on-line service center specific to SoCalGas account holders. When a customer signs up for *My Account*, in addition to receiving and paying bills on-line, they can request to start, stop or transfer their gas service, request an appliance service appointment, fill out an on-line request for LIEE services and much more. Customers who received an e-mail were encouraged to apply for LIEE's no cost home improvements. The e-mail campaign featured LIEE program services and included links to drive customers to the on-line LIEE request (lead) form. As of July 31st, 766 customers completed the on-line English LIEE request form and 35 customers completed the on-line Spanish LIEE request form.

1.3.2. Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and LIEE programs.

7/8/10 Los Angeles Braille Institute

SoCalGas Customer Assistance and Public Affairs participated in a Braille Institute event targeting limited English / Spanish speaking sight impaired customers. There were approximately 200 customers who attended this event. SoCalGas staff provided information to approximately 50 customers about the available CARE and LIEE programs as well as assisting interested customers in completing enrollment / lead forms.

7/28/10 SMARTRiverside Low-Income Digital Inclusion – Briefing

SoCalGas Public Affairs briefed the President and Board of Directors of SMARTRiverside, (a non-profit organization providing free computers & training to low-income / underserved families), on SoCalGas' ongoing efforts supporting the underserved through CARE and LIEE and other customer assistance programs and services.

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

However, 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 PY2010.

After undergoing an internal reorganization, Imperial Irrigation District (IID) has renewed the LIEE leveraging agreement for another year. SoCalGas was provided an updated customer list from IID and will analyze the data for joint customers. Canvassing is estimated to begin in August.

Additionally, SoCalGas and Burbank Water and Power are ready to begin canvassing. Data sharing will begin in August.

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

1.5. Workforce Education & Training

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

The California Public Utilities Commission's (Commission) Workforce, Education and Training (WE&T) Pilot continued between Los Angeles Trade Technical

College (LATTC), SoCalGas and LATTC's industry partners Community Enhancement Services (CES) and The East Los Angeles Community Union (TELACU). As of the end of July , LATTC's student enrollment levels included 209 individuals participating in training, 23 in the process of on-the-job training and 28 employed with LIEE contractors CES or TELACU.

SoCalGas continued its internal training programs which contribute to the goals of workforce development. The LIEE contract network pulls the majority of its labor resources from the local areas it services, including the low-income communities within the SoCalGas service territory. In addition, the LIEE training programs supported by SoCalGas are critical in maintaining a high quality of service for LIEE customers as well as for program implementation.

SoCalGas provides two areas of training: 1) Enrollment and Assessment and 2) LIEE Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results								
	Jan	Feb	March	April	May	June	July	2010 Total
Attended Testing	56	51	99	48	50	32	13	349
Passed Test	48	45	54	29	33	19	9	237
Pass Rate	85.7%	88.2%	54.5%	60.4%	66%	59.4%	69.2%	67.9%

SoCalGas Enrollment and Assessment Training								
	Jan	Feb	March	April	May	June	July	2010 Total
Attended Class	18	30	44	27	41	37	19	216
Passed Class	18	25	38	24	34	37	19	195
Outreach Specialist Registration	18	23	39	23	27	33	17	180
Retention Rate*	100%	83.3%	86.4%	88.9%	82.9%	100%	100%	90.3%
*Retention Rate is Passed/Attended								

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

The class also covers utility-specific items related to policies, security and overall customer service standards. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas badge. The year-to-date total for registered outreach specialists for SoCalGas is 180.

Field Operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas also provides refresher training primarily to address contractor performance issues and to train the participants on new measures and procedures that have been implemented into the program, since their initial training. The table below shows the number of classes that have been offered in 2010. The class sizes range from 5 – 35 technicians.

SoCalGas Field Operations Training Classes								
	Jan	Feb	March	April	May	June	July	2010 Total
Initial	5	3	5	5	2	6	6	32
Refresher	2	1	2	4	1	2	1	13
NGAT	0	2	0	0	3	2	2	9
Totals	7	6	7	9	6	10	9	54

The year-to-date total for SoCalGas field operations training and refresher classes is 54 with 368 students in attendance.

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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	\$3,755,053	\$1,896,338	51%
Proc., Certification and Verification	\$1,235,832	\$742,368	60%
Information Tech./Programming (1)	\$506,003	\$264,838	52%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$16,707	\$0	0%
Regulatory Compliance	\$229,513	\$101,976	44%
General Administration	\$585,518	\$337,253	58%
CPUC Energy Division Staff	\$171,500	\$34,295	20%
Cooling Centers (3)	N/A	N/A	N/A
Total Expenses	\$6,500,126	\$3,377,068	52%
Subsidies and Benefits (4)	\$134,237,154	\$72,127,387	54%
Total Program Costs and Discounts	\$140,737,280	\$75,504,455	54%

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

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,676,643	1,807,853	92.7%

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

An AVM recertification campaign was conducted by SoCalGas' CARE outreach in July. During this campaign, 1,148 customers recertified their CARE eligibility through this efficient, automated option. By utilizing electronic outreach and

processing technologies, SoCalGas' successful AVM campaigns provide considerable cost savings, are environmentally friendly, and most importantly, offer customers an easy method of enrolling or recertifying in the CARE program.

CARE Web Activity & Enrollments

During July, SoCalGas received approximately 7,000 CARE applications through its internet-based outreach activities. These activities resulted in approximately 3,100 new CARE enrollments and 914 recertifications. Web outreach activities also included email promotions to over 1.074 million customers and continual promotion of the CARE website through various collateral materials, web links, electronic newsletters, select mass media campaigns and multiple public service announcements.

CARE Third-Party Enrollments & Outreach

In July, SoCalGas' CARE third-party door-to-door outreach program enrolled over 3,536 hard-to-reach customers, who for a variety of reasons, have been non-responsive to other outreach methods. SoCalGas' third party contractors will continue to shift their resources throughout SoCalGas' service territory to locate and enroll hard-to-reach and recently unemployed customers in the CARE program. Continually shifting resources is vital to the success of door-to-door outreach efforts since many recently unemployed customers reside in non-traditional low-income communities. As a result of the high unemployment rates, SoCalGas' third party contractors have been canvassing neighborhoods with minimal outreach activity in previous program years. Additionally, as a result of an Agreement between SoCalGas and 211 LA County, 211 continues to refer interested, potentially eligible callers to SoCalGas' CARE program as well as promote CARE and other SoCalGas assistance programs at select events. During the months of June and July, 211 LA promoted CARE and other SoCalGas assistance programs to a combined total of 1,075 customers at 12 events.

CARE Direct Mail Activity and Enrollments

In June, SoCalGas' CARE program launched its' second direct mail campaign to customers living throughout its service area. The direct mail campaign, which was specifically designed to target customers who recently became eligible for the program due to job loss, job furloughs, or wage reduction, included updated income guidelines⁴. Responses to date from the June campaign have produced over 27,000 new CARE enrollments with final results expected to be reported in the August report. To date, the 2010 direct mail campaigns have produced over 65,000 new CARE enrollments and numerous recertifications.

CARE Bill Inserts

The second of four bill insert outreach campaigns planned for PY2010 was conducted in July and reflected the program's June 1st income guideline changes. This campaign, which targets all SoCalGas residential non-CARE customers receiving a paper bill, has so far produced almost 1,100 new program participants. Further results from this July bill insert campaign will be reported in the upcoming August and September monthly reports. To date SoCalGas' two bill insert campaigns have produced over 15,000 new CARE enrollments. SoCalGas' CARE bill insert applications are fully bi-lingual (English / Spanish) and contain information about other assistance programs that may benefit low-income and special needs customers.

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

Leveraging with other programs continues to be a cost-effective method for increasing CARE program participation. Additionally, leveraging with certain programs such as the Low Income Home Energy Assistance Program (LIHEAP),

⁴ Resolution (Res.) E-3524 Ordering Paragraph (OP) 3 authorizes the energy utilities to change the income-eligibility guidelines for the CARE program pursuant to a communication issued by the Director of the Energy Division by May 1st of each year, with tariff revisions to be filed and become effective June 1st of each year.

further helps by decreasing post enrollment verification (PEV) activities. Decreased PEV activity occurs because LIHEAP customers provide proof of eligibility when applying for LIHEAP and are automatically eligible for CARE based on categorical eligibility (CE) criteria and as such, are exempt from random PEV selection.

CARE leveraging and data sharing activities may also provide leads for SoCalGas' LIEE program. New CARE enrollments where the customer automatically qualifies via CE or provides proof of income to the leveraging partner prior to enrollment in the program are considered *income-qualified* SoCalGas LIEE customer leads.

In July, data exchanges resulted in the following:

- Over 8,100 customers were enrolled through data received from SCE with approximately 8,700 additional customers already on the CARE rate.
- 166 LIHEAP customers were enrolled in CARE; an additional 1,363 LIHEAP customers were already on the CARE rate. Because LIHEAP verifies eligibility, these customer's PEV status is updated, therefore reducing attrition and increasing efficiency.
- 1,882 customers were enrolled in CARE through data sharing activities with PG&E. Additionally, over 280 PG&E customers were already on SoCalGas' CARE rate.

2.3. CARE Integration

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

- CCC – 8,236
- LIEE program – 1,390

2.4 CARE Capitation

Through the efforts of 43 capitation agencies and CBOs, 138 customers were enrolled in CARE during the month of July. Companion Line, one of SoCalGas' Capitation agencies, has begun working in underserved San Luis Obispo County and focusing primarily on low-income customers residing in mobile homes.

2.5 CARE Recertification Complaints

There were no CARE recertification complaints in July.

2.6 CARE Compliment

On July 13th, SoCalGas' CARE department received a letter from the "New Image Emergency Shelter for the Homeless". In the letter, the Shelter's Deputy Director, Ms. Lynda Moran, thanked SoCalGas for the philanthropic efforts it provides to non-profit organizations through the extension of its CARE program. Further, Deputy Director Moran cited many services the Shelter provides to over 195,000 homeless adults and children as well as over 60 homeless women at their Transitional Housing Program site. Ms. Moran stated that the discount on their bill allows them to purchase more supplies and assist more persons in need and on behalf of all the homeless served by their shelters, they were extremely grateful.

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

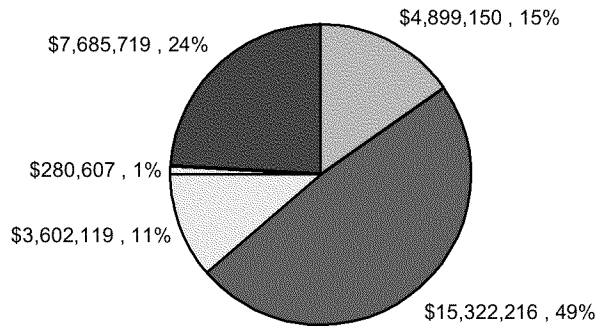
Attachment

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses												
2	Southern California Gas Company												
3	July 2010												
4		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 23,977,493	\$ 23,977,493	\$ -	\$ 968,474	\$ 968,474	\$ -	\$ 5,469,322	\$ 5,469,322	0%	23%	23%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 24,913,886	\$ 24,913,886	\$ -	\$ 3,267,700	\$ 3,267,700	\$ -	\$ 18,634,770	\$ 18,634,770	0%	75%	75%
10	- Outreach and Assessment	\$ -	\$ 16,940,532	\$ 16,940,532	\$ -	\$ 1,149,865	\$ 1,149,865	\$ -	\$ 6,856,317	\$ 6,856,317	0%	40%	40%
11	- In Home Energy Education	\$ -	\$ 2,153,100	\$ 2,153,100	\$ -	\$ 140,288	\$ 140,288	\$ -	\$ 829,403	\$ 829,403	0%	39%	39%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 27,568	\$ 27,568	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL	\$ -	\$ 68,012,579	\$ 68,012,579	\$ -	\$ 5,526,327	\$ 5,526,327	\$ -	\$ 31,789,811	\$ 31,789,811	0%	47%	47%
16													
17	Training Center	\$ -	\$ 314,129	\$ 314,129	\$ -	\$ 42,618	\$ 42,618	\$ -	\$ 237,230	\$ 237,230	0%	76%	76%
18	Inspections	\$ -	\$ 1,641,021	\$ 1,641,021	\$ -	\$ 199,999	\$ 199,999	\$ -	\$ 1,350,789	\$ 1,350,789	0%	82%	82%
19	Marketing	\$ -	\$ 1,050,293	\$ 1,050,293	\$ -	\$ (38,601)	\$ (38,601)	\$ -	\$ 348,844	\$ 348,844	0%	33%	33%
20	M&E Studies	\$ -	\$ 72,937	\$ 72,937	\$ -	\$ -	\$ -	\$ -	\$ 9,105	\$ 9,105	0%	12%	12%
21	Regulatory Compliance	\$ -	\$ 265,119	\$ 265,119	\$ -	\$ 26,659	\$ 26,659	\$ -	\$ 191,535	\$ 191,535	0%	72%	72%
22	General Administration	\$ -	\$ 5,430,964	\$ 5,430,964	\$ -	\$ 507,269	\$ 507,269	\$ -	\$ 2,751,168	\$ 2,751,168	0%	51%	51%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 3,847	\$ 3,847	\$ -	\$ 14,698	\$ 14,698	0%	17%	17%
24													
25	TOTAL PROGRAM COSTS	\$ -	\$ 76,872,816	\$ 76,872,816	\$ -	\$ 6,268,118	\$ 6,268,118	\$ -	\$ 36,693,180	\$ 36,693,180	0%	48%	48%
26	Funded Outside of LIEE Program Budget												
27	Indirect Costs ²				\$ -	\$ 307,234	\$ 307,234		\$ 1,836,388	\$ 1,836,388			
28													
29	NGAT Costs					\$ 247,386	\$ 247,386		\$ 1,316,119	\$ 1,316,119			
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 LIEE/DAP Total Program Costs.												
32	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
	LIEE Table 2 LIEE Expenses and Energy Savings by Measures Installed Southern California Gas Company July 2010							
1								
2	Year-To-Date Completed & Expensed Installations							
3	Measures	Units	Quantity Installed	kWh (Annual)	kW (Annual)¹	Therms (Annual)	Expenses	% of Expenditure
4	Heating Systems							
5	Furnaces	Each	5,014			12,639	\$ 4,899,150	15%
6	Cooling Measures							
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	Infiltration & Space Conditioning							
15	Envelope and Air Sealing Measures	Home	48,676			297,627	\$ 11,534,920	36%
16	Duct Sealing	Home	1,080			23,883	\$ 1,132,862	4%
17	Attic Insulation	Home	3,095			130,165	\$ 2,654,435	8%
18	Water Heating Measures							
19	Water Heater Conservation Measures	Home	49,527			653,461	\$ 3,031,947	10%
20	Water Heater Replacement - Gas	Each	569			6,861	\$ 570,173	2%
21	Water Heater Replacement - Electric	Each						
22	Tankless Water Heater - Gas	Each						
23	Tankless Water Heater - Electric	Each						
24	Lighting Measures							
25	CFLs	Each						
26	Interior Hard wired CFL fixtures	Each						
27	Exterior Hard wired CFL fixtures	Each						
28	Torchiere	Each						
29	Refrigerators							
30	Refrigerators -Primary	Each						
31	Refrigerators - Secondary	Each						
32	Pool Pumps							
33	Pool Pumps	Each						
34	New Measures							
35	Forced Air Unit Standing Pilot Change Out	Each	66			2,904	\$ 20,311	0%
36	Furnace Clean and Tune	Each	4,103			11,177	\$ 260,296	1%
37	High Efficiency Clothes Washer	Each						
38	Microwave	Each						
39	Thermostatic Shower Valve	Each						
40	LED Night Lights	Each						
41	Occupancy Sensor							
42	Pilots							
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	Customer Enrollment							
52	Outreach & Assessment	Home	59,619				\$ 6,856,317	22%
53	In-Home Education	Home	55,467				\$ 829,403	3%
54	Education Workshops	Participant						
55								
56								
57								
58	Total Savings/Expenditures					1,138,717	\$ 31,789,811	100%
59								
60	Homes Weatherized	Home	50,357					
61								
62	Homes Treated							
63	- Single Family Homes Treated	Home	41,914					
64	- Multi-family Homes Treated	Home	13,476					
65	- Mobile Homes Treated	Home	4,229					
66	- Total Number of Homes Treated	Home	59,619					
67	# Eligible Homes to be Treated for PY²	Home	143,540					
68	% OF Homes Treated	%	42%					
69								
70	- Total Master-Metered Homes Treated	Home	7,491					
71	¹ Energy savings is based on the 2005 Load Impact Evaluation.							
72	² Based on Attachment H of D0811031							
73								
74	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 July 2010

**LIEE Table 2
Southern California Gas Company
YTD LIEE Expenses
July 2010**



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

	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company July 2010	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	n/a
5	Annual Therm Savings	1,138,717
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	59,619
11	Average 1st Year Bill Savings / Treated Home	\$ 19.81
12	Average Lifecycle Bill Savings / Treated Home	\$ 154.93
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 July 2010						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	705	10,335	11,039	23	913	936
5	Imperial	15,959	256	16,215	67	0	67
6	Kern	33,472	8,810	42,282	1,861	144	2,005
7	Kings	15,485	15	15,499	898	0	898
8	Los Angeles	5,289	965,600	970,890	211	33,649	33,860
9	Orange	0	184,690	184,690	0	1,785	1,785
10	Riverside	43,417	184,019	227,436	800	5,740	6,540
11	San Bernardino	8,426	152,842	161,268	121	7,018	7,139
12	San Luis Obispo	26,285	220	26,505	384	0	384
13	Santa Barbara	14,345	21,732	36,077	160	167	327
14	Tulare	42,099	13,173	55,271	4,402	1,076	5,478
15	Ventura	6,870	48,619	55,489	23	177	200
16							
17	Total	212,352	1,590,308	1,802,661	8,950	50,669	59,619
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 July 2010																
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-10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-10	0	0	0	0	2,552	38,982	0	0	0	0	0	0	2,552	38,982	0	0
7	Mar-10	0	0	0	0	18,427	345,925	0	0	0	0	0	0	18,427	345,925	0	0
8	Apr-10	0	0	0	0	28,109	540,997	0	0	0	0	0	0	28,109	540,997	0	0
9	May-10	0	0	0	0	37,973	710,662	0	0	0	0	0	0	37,973	710,662	0	0
10	Jun-10	0	0	0	0	49,836	936,500	0	0	0	0	0	0	49,836	936,500	0	0
11	Jul-10	0	0	0	0	59,619	1,138,717	0	0	0	0	0	0	59,619	1,138,717	0	0
12	Aug-10																
13	Sep-10																
14	Oct-10																
15	Nov-10																
16	Dec-10																
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	July 2010												
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	\$ -	\$ -	\$ -	\$ -	\$ 109,834	\$ 109,834	0%	12%	12%
8													
9													
10	Total Pilots	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ 109,834	\$ 109,834	0%	12%	12%
11													
12	Studies:												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ 12,566	\$ 12,566	0%	14%	14%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation ¹	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ 9,105	\$ 9,105	0%	6%	6%
16													
17													
18	Total Studies	\$ -	\$ 302,500	\$ 302,500	\$ -	\$ -	\$ -	\$ -	\$ 21,671	\$ 21,671	0%	7%	7%
19	¹ Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	July 2010				
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	93292-39 - Synergy	296	134	65	18
8	93292-73 - Synergy	261	93	17	31
9	93292-96 - Synergy	163	85	39	7
10	91768-25 - Quality Conservation Services	260	142	19	1
11	91768-34 - Quality Conservation Services	288	200	172	13
12	91768-35 - Quality Conservation Services	265	176	154	23
13	91768-36 - Quality Conservation Services	325	191	155	27
14	91768-37 - Quality Conservation Services	72	55	45	4
15	91768-38 - Quality Conservation Services	40	32	9	2
16	93646-93 - Proteus Inc.	243	168	43	0
17	91766-36 - Richard Heath Associates	402	292	225	19
18	91766-37 - Richard Heath Associates	517	322	308	19
19	91766-38 - Richard Heath Associates	252	149	106	14
20	92346-48 MHP - Synergy	404	118	18	0
21	93277-15 - Synergy	300	151	11	15
22	93277-16 - Synergy	190	111	25	9
23	93277-17 - Synergy	390	194	144	2
24	93277-18 - Synergy	332	145	24	23
25	93277-19 - Synergy	234	95	34	2
26	93277-26 - Synergy	230	144	50	8
27	93277-27 - Synergy	224	163	45	11
28	93277-28 - Synergy	184	139	50	5
29	93277-34 - Synergy	460	160	13	6
30	93277-44 - Synergy	227	119	73	8
31	93277-45 - Synergy	231	116	24	6
32	93277-46 - Synergy	221	57	8	4
33	93277-47 - Synergy	297	76	16	14
34	93277-48 - Synergy	298	156	48	15
35	93277-49 - Synergy	141	73	23	8
36	93277-72 - Synergy	415	149	37	26
37	90242-51 - The East Los Angeles Community Union	499	195	152	3
38	90242-52 - The East Los Angeles Community Union	360	159	93	1
39	90280-78 - The East Los Angeles Community Union	225	66	73	1
40	90280-79 - The East Los Angeles Community Union	381	149	110	1
41	90280-80 - The East Los Angeles Community Union	260	78	102	2
42	90280-82 - The East Los Angeles Community Union	240	85	79	1
43	90301-31 - The East Los Angeles Community Union	518	219	63	7
44	90302-13 - The East Los Angeles Community Union	355	129	7	13
45	90302-18 - The East Los Angeles Community Union	369	203	26	9
46	90305-12 - The East Los Angeles Community Union	319	108	11	5
47	90305-24 - The East Los Angeles Community Union	194	83	13	5
48	90723-21 - The East Los Angeles Community Union	256	61	79	7
49	90723-23 - The East Los Angeles Community Union	266	123	95	11
50	90723-24 - The East Los Angeles Community Union	454	230	164	11
51	90723-26 - The East Los Angeles Community Union	334	150	101	11

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	July 2010				
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
52	90723-27 - The East Los Angeles Community Union	428	163	184	12
53	90723-28 - The East Los Angeles Community Union	73	24	27	0
54	90723-34 - The East Los Angeles Community Union	85	51	34	3
55	90723-35 - The East Los Angeles Community Union	496	249	169	27
56	90723-36 - The East Los Angeles Community Union	158	64	42	4
57	90723-41 - The East Los Angeles Community Union	40	23	8	1
58	90723-42 - The East Los Angeles Community Union	107	63	55	1
59	90723-43 - The East Los Angeles Community Union	217	87	69	6
60	90723-44 - The East Los Angeles Community Union	407	123	121	15
61	90723-45 - The East Los Angeles Community Union	266	132	60	1
62	90723-46 - The East Los Angeles Community Union	411	154	152	9
63	90723-52 - The East Los Angeles Community Union	158	75	48	3
64	90723-61 - The East Los Angeles Community Union	317	149	20	1
65	92501-26 - The East Los Angeles Community Union	225	73	13	0
66	92501-27 - The East Los Angeles Community Union	285	209	35	8
67	92501-28 - The East Los Angeles Community Union	51	31	12	0
68	92501-29 - The East Los Angeles Community Union	294	177	55	1
69	92501-31 - The East Los Angeles Community Union	425	205	17	1
70	92501-32 - The East Los Angeles Community Union	40	31	2	0
71	92501-34 - The East Los Angeles Community Union	230	116	17	2
72	92501-39 - The East Los Angeles Community Union	148	40	7	4
73	92501-41 - The East Los Angeles Community Union	112	75	2	2
74	92503-21 - The East Los Angeles Community Union	407	205	69	8
75	92503-26 - The East Los Angeles Community Union	361	177	48	1
76	92503-27 - The East Los Angeles Community Union	346	67	35	0
77	92503-32 - The East Los Angeles Community Union	238	100	32	2
78	92503-33 - The East Los Angeles Community Union	256	76	25	2
79	92503-37 - The East Los Angeles Community Union	181	79	51	1
80	92503-38 - The East Los Angeles Community Union	378	157	55	9
81	92503-40 - The East Los Angeles Community Union	501	122	69	4
82	92503-80 - The East Los Angeles Community Union	209	137	3	0
83	92504-12 - The East Los Angeles Community Union	454	116	32	14
84	92504-14 - The East Los Angeles Community Union	166	64	6	5
85	92504-15 - The East Los Angeles Community Union	456	176	107	27
86	92504-16 - The East Los Angeles Community Union	486	219	192	4
87	92504-17 - The East Los Angeles Community Union	280	88	21	3
88	92504-18 - The East Los Angeles Community Union	404	136	20	6
89	92504-19 - The East Los Angeles Community Union	222	80	16	1
90	92504-20 - The East Los Angeles Community Union	384	164	126	6
91	92504-21 - The East Los Angeles Community Union	361	118	73	4
92	92504-22 - The East Los Angeles Community Union	592	221	19	5
93	92504-23 - The East Los Angeles Community Union	336	129	31	3
94	92504-24 - The East Los Angeles Community Union	418	138	84	8
95	92504-25 - The East Los Angeles Community Union	108	57	15	0
96	92504-26 - The East Los Angeles Community Union	424	221	23	2

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	July 2010				
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
97	92504-27 - The East Los Angeles Community Union	104	47	2	0
98	92504-28 - The East Los Angeles Community Union	275	95	31	3
99	92504-29 - The East Los Angeles Community Union	548	208	45	4
100	92504-30 - The East Los Angeles Community Union	381	95	50	12
101	92504-31 - The East Los Angeles Community Union	233	100	29	2
102	92505-11 - The East Los Angeles Community Union	285	108	33	22
103	92505-12 - The East Los Angeles Community Union	281	110	73	5
104	92505-13 - The East Los Angeles Community Union	394	159	90	9
105	92505-14 - The East Los Angeles Community Union	440	207	83	9
106	92505-15 - The East Los Angeles Community Union	442	134	106	11
107	92505-16 - The East Los Angeles Community Union	241	97	122	1
108	92505-17 - The East Los Angeles Community Union	375	192	52	4
109	92505-20 - The East Los Angeles Community Union	295	76	24	9
110	92505-22 - The East Los Angeles Community Union	458	116	26	8
111	92505-23 - The East Los Angeles Community Union	363	103	47	5
112	92505-24 - The East Los Angeles Community Union	429	126	83	11
113	92505-25 - The East Los Angeles Community Union	460	97	56	11
114	92505-26 - The East Los Angeles Community Union	288	110	70	9
115	92505-27 - The East Los Angeles Community Union	247	108	15	6
116	92505-28 - The East Los Angeles Community Union	181	84	23	5
117	92505-29 - The East Los Angeles Community Union	446	185	81	8
118	92505-30 - The East Los Angeles Community Union	236	79	29	6
119	92506-11 - The East Los Angeles Community Union	450	143	12	0
120	92506-12 - The East Los Angeles Community Union	412	182	5	1
121	92506-17 - The East Los Angeles Community Union	281	92	9	1
122	92506-18 - The East Los Angeles Community Union	371	89	12	1
123	92506-20 - The East Los Angeles Community Union	410	114	23	2
124	92506-22 - The East Los Angeles Community Union	61	17	5	0
125	92506-23 - The East Los Angeles Community Union	630	217	28	2
126	92506-28 - The East Los Angeles Community Union	148	59	6	0
127	92506-63 - The East Los Angeles Community Union	29	17	6	0
128	92507-33 - The East Los Angeles Community Union	165	119	66	1
129	92507-35 - The East Los Angeles Community Union	320	209	159	2
130	92507-41 - The East Los Angeles Community Union	199	134	77	2
131	92507-42 - The East Los Angeles Community Union	117	80	31	5
132	92507-43 - The East Los Angeles Community Union	362	259	123	0
133	92507-49 - The East Los Angeles Community Union	170	129	41	1
134	92507-50 - The East Los Angeles Community Union	203	148	73	2
135	92507-51 - The East Los Angeles Community Union	276	150	127	4
136	92507-55 - The East Los Angeles Community Union	150	90	57	3
137	92507-56 - The East Los Angeles Community Union	313	184	105	12
138	92507-57 - The East Los Angeles Community Union	301	155	62	5
139	92507-58 - The East Los Angeles Community Union	405	169	25	6
140	92703-28 - The East Los Angeles Community Union	224	94	24	25
141	92703-35 - The East Los Angeles Community Union	78	36	6	10

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	July 2010				
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
142	92703-42 - The East Los Angeles Community Union	270	144	56	26
143	92703-43 - The East Los Angeles Community Union	121	64	51	0
144	92703-44 - The East Los Angeles Community Union	354	174	46	28
145	92704-16 - The East Los Angeles Community Union	71	40	10	1
146	92704-28 - The East Los Angeles Community Union	147	55	30	5
147	92704-29 - The East Los Angeles Community Union	180	127	96	0
148	93616-96 - Proteus Inc.	12	8	0	0
149	93616-97 - Proteus Inc.	152	93	25	8
150	93662-25 - Proteus Inc.	118	59	1	0
151	91766-13 - Richard Heath Associates	212	148	119	13
152	91766-14 - Richard Heath Associates	174	126	93	10
153	91766-15 - Richard Heath Associates	85	70	49	1
154	91766-17 - Richard Heath Associates	32	26	0	0
155	91766-20 - Richard Heath Associates	54	38	30	0
156	91766-26 - Richard Heath Associates	328	200	185	10
157	91766-27 - Richard Heath Associates	337	206	210	14
158	91766-29 - Richard Heath Associates	200	124	117	2
159	91766-30 - Richard Heath Associates	197	122	96	16
160	91766-39 - Richard Heath Associates	269	168	89	28
161	92703-46 - The East Los Angeles Community Union	320	121	54	25
162	92703-47 - The East Los Angeles Community Union	181	69	33	1
163	92509-67 - American Insulation	348	234	195	9
164	93215-17 - Garcia and Sons	58	40	2	0
165	93241-15 - Garcia and Sons	202	140	86	25
166	93308-22 - Garcia and Sons	89	37	20	13
167	93618-20 - Garcia and Sons	115	74	46	12
168	93227 - Highland Energy Services	90	0	67	2
169	93265-97 - Highland Energy Services	106	50	2	90
170	93266-97 - Highland Energy Services	32	19	2	7
171	93267-94 - Highland Energy Services	49	32	9	3
172	93267-95 - Highland Energy Services	201	130	75	5
173	93267-96 - Highland Energy Services	351	233	72	43
174	93267-97 - Highland Energy Services	135	82	33	16
175	91744-17 - The East Los Angeles Community Union	404	143	159	14
176	91744-18 - The East Los Angeles Community Union	324	95	121	17
177	91744-24 - The East Los Angeles Community Union	438	236	209	17
178	91744-34 - The East Los Angeles Community Union	470	204	181	4
179	91744-35 - The East Los Angeles Community Union	184	87	65	9
180	91746-10 - The East Los Angeles Community Union	440	178	200	4
181	91746-11 - The East Los Angeles Community Union	418	216	132	2
182	91746-12 - The East Los Angeles Community Union	352	127	174	3
183	91746-13 - The East Los Angeles Community Union	357	134	222	7
184	91746-17 - The East Los Angeles Community Union	330	144	108	4
185	91746-19 - The East Los Angeles Community Union	517	242	245	11
186	91746-20 - The East Los Angeles Community Union	340	94	149	8

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	July 2010				
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
187	91746-21 - The East Los Angeles Community Union	613	262	268	13
188	91746-23 - The East Los Angeles Community Union	199	73	106	2
189	91746-26 - The East Los Angeles Community Union	263	110	137	3
190	92543-42 - The East Los Angeles Community Union	62	37	10	4
191	92543-43 - The East Los Angeles Community Union	211	134	42	10
192	92543-44 - The East Los Angeles Community Union	38	25	8	5
193	92543-45 - The East Los Angeles Community Union	76	52	18	2
194	92543-59 - The East Los Angeles Community Union	441	255	142	36
195	92543-60 - The East Los Angeles Community Union	423	246	105	24
196	92543-61 - The East Los Angeles Community Union	381	224	104	13
197	92543-71 - The East Los Angeles Community Union	343	193	57	13
198	92543-72 - The East Los Angeles Community Union	376	177	83	25
199	92543-81 - The East Los Angeles Community Union	134	57	34	9
200	92703-21 - The East Los Angeles Community Union	343	173	33	25
201	92703-29 - The East Los Angeles Community Union	310	158	27	14
202	92703-36 - The East Los Angeles Community Union	200	100	28	20
203	92703-37 - The East Los Angeles Community Union	222	121	49	22
204	92707-11 - The East Los Angeles Community Union	359	150	45	4
205	92707-12 - The East Los Angeles Community Union	186	72	12	0
206	92707-13 - The East Los Angeles Community Union	246	67	15	2
207	92707-14 - The East Los Angeles Community Union	210	59	29	9
208	92707-16 - The East Los Angeles Community Union	276	100	24	1
209	92707-20 - The East Los Angeles Community Union	287	172	68	0
210	92707-22 - The East Los Angeles Community Union	236	89	21	0
211	92707-23 - The East Los Angeles Community Union	216	112	27	8
212	92707-26 - The East Los Angeles Community Union	419	158	49	2
213	92707-27 - The East Los Angeles Community Union	282	106	36	4
214	92707-28 - The East Los Angeles Community Union	274	116	27	29
215	92707-29 - The East Los Angeles Community Union	381	173	60	50
216	92707-30 - The East Los Angeles Community Union	290	141	56	25
217	92707-32 - The East Los Angeles Community Union	307	123	47	1
218	92553-35 - The East Los Angeles Community Union	504	184	192	21
219	92553-39 - The East Los Angeles Community Union	430	217	161	7
220	92553-58 - The East Los Angeles Community Union	375	179	116	12
221	92553-67 - The East Los Angeles Community Union	219	89	83	3
222	92335-38 - Quality Conservation Services	238	134	64	41
223	93309-47 - Garcia and Sons	68	16	0	0
224	93309-70 - Garcia and Sons	15	7	0	0
225	90701-18 - FCI Management Consultants	484	234	264	4
226	92410-12 - Synergy	198	122	65	4
227	92410-14 - Synergy	154	94	76	1
228	92410-16 - Synergy	61	36	10	2
229	92410-17 - Synergy	87	73	21	3
230	92410-18 - Synergy	154	119	68	0
231	92543-13 - Synergy	103	43	0	1

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	July 2010				
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
232	92543-14 - Synergy	162	117	16	0
233	92543-15 - Synergy	63	38	39	0
234	92543-17 - Synergy	279	137	40	2
235	92543-18 - Synergy	117	62	31	0
236	92543-20 - Synergy	124	63	4	1
237	92543-26 - Synergy	377	240	100	4
238	92543-27 - Synergy	274	193	58	0
239	92543-28 - Synergy	152	109	23	2
240	92543-29 - Synergy	126	91	67	0
241	92543-30 - Synergy	472	304	209	2
242	92543-31 - Synergy	13	8	3	0
243	92543-38 - Synergy	62	47	18	1
244	92543-39 - Synergy	143	104	48	1
245	92543-40 - Synergy	136	102	54	1
246	92543-41 - Synergy	221	165	85	0
247	92543-46 - Synergy	21	16	12	0
248	92543-48 - Synergy	63	37	11	0
249	92543-51 - Synergy	37	20	19	0
250	92543-56 - Synergy	52	26	9	1
251	92543-57 - Synergy	319	146	63	9
252	92543-58 - Synergy	475	276	81	8
253	92543-62 - Synergy	50	26	14	0
254	92543-65 - Synergy	9	5	1	0
255	92543-67 - Synergy	21	12	5	0
256	92543-68 - Synergy	443	237	168	4
257	92543-69 - Synergy	666	416	212	1
258	92543-70 - Synergy	400	231	137	1
259	92543-73 - Synergy	30	16	22	0
260	92543-74 - Synergy	34	18	6	0
261	92543-76 - Synergy	265	135	13	1
262	92543-78 - Synergy	409	194	50	3
263	92543-79 - Synergy	169	84	24	0
264	92543-80 - Synergy	337	172	53	3
265	92543-86 - Synergy	86	64	45	0
266	92543-87 - Synergy	158	32	0	1
267	92543-88 - Synergy	158	118	47	4
268	92571-25 - Synergy	308	143	183	3
269	92571-26 - Synergy	538	255	250	2
270	92571-27 - Synergy	491	233	265	1
271	92571-28 - Synergy	393	177	162	3
272	92571-29 - Synergy	605	269	346	1
273	92571-32 - Synergy	22	10	5	1
274	92571-34 - Synergy	369	175	203	1
275	92571-46 - Synergy	584	272	318	8
276	92571-47 - Synergy	277	131	146	0

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	Southern California Gas Company				
4	July 2010				
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
277	93618-19 - Highland Energy Services	158	104	49	2
278	93618-21 - Highland Energy Services	71	46	25	2
279	93618-22 - Highland Energy Services	138	89	60	13
280	93618-23 - Highland Energy Services	60	39	20	2
281	93618-24 - Highland Energy Services	210	134	105	15
282	93618-25 - Highland Energy Services	228	127	95	1
283	93618-26 - Highland Energy Services	141	101	53	11
284	93618-27 - Highland Energy Services	313	212	131	7
285	93618-28 - Highland Energy Services	232	142	92	17
286	93618-29 - Highland Energy Services	139	87	84	15
287	93618-90 - Highland Energy Services	62	44	16	0
288	93654-26 - Highland Energy Services	87	54	12	0
289	93654-29 - Highland Energy Services	47	29	6	1
290	93654-30 - Highland Energy Services	145	91	36	3
291	93654-31 - Highland Energy Services	355	265	108	4
292	93654-34 - Highland Energy Services	118	74	24	1
293	93654-35 - Highland Energy Services	332	191	94	6
294	93654-40 - Highland Energy Services	384	280	114	3
295	93654-42 - Highland Energy Services	161	88	64	0
296	93654-43 - Highland Energy Services	71	52	38	3
297	93215-42 - Staples and Associates	264	167	23	11
298	93263-35 - Staples and Associates	226	147	19	9
299	93309-15 - Staples and Associates	365	99	17	0
300	93309-25 - Staples and Associates	201	77	9	0
301	93561-13 - Staples and Associates	155	93	28	4
302	93561-14 - Staples and Associates	109	65	19	8
303	93561-15 - Staples and Associates	114	66	36	0
304	93561-16 - Staples and Associates	209	107	15	0
305	93561-17 - Staples and Associates	111	60	15	0
306	91706-32 - Richard Heath Associates	370	202	85	25
307	91768-28 - Richard Heath Associates	299	187	132	28
308	91768-29 - Richard Heath Associates	467	253	199	28
309	91768-30 - Richard Heath Associates	263	148	87	10
310	91768-31 - Richard Heath Associates	213	145	118	3
311	91744-20 - Richard Heath Associates	215	103	75	6
312	91744-51 - Richard Heath Associates	27	16	13	1
313	91744-56 - Richard Heath Associates	301	164	252	0
314	91746-29 - Richard Heath Associates	27	15	12	0
315	90044-52 - Reliable Energy Management	409	272	106	13

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	July 2010												
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach ^[1]	\$ -	\$3,755,053	\$3,755,053	\$ -	\$233,459	\$233,459	\$ -	\$1,896,338	\$1,896,338	0%	51%	51%
7	Automatic Enrollment	\$ -	\$0	\$0	\$ -	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$ -	\$1,235,832	\$1,235,832	\$ -	\$97,871	\$97,871	\$ -	\$742,368	\$742,368	0%	60%	60%
9	Information Technology / Programming	\$ -	\$506,003	\$506,003	\$ -	\$39,162	\$39,162	\$ -	\$264,838	\$264,838	0%	52%	52%
10													
11	Pilots												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation ^[2]	\$ -	\$16,707	\$16,707	\$ -	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ -	\$229,513	\$229,513	\$ -	\$13,444	\$13,444	\$ -	\$101,976	\$101,976	0%	44%	44%
19	General Administration	\$ -	\$585,518	\$585,518	\$ -	\$49,248	\$49,248	\$ -	\$337,253	\$337,253	0%	58%	58%
20	CPUC Energy Division	\$ -	\$171,500	\$171,500	\$ -	\$8,976	\$8,976	\$ -	\$34,295	\$34,295	0%	20%	20%
21													
22	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 6,500,126	\$ 6,500,126	\$ -	\$442,160	\$442,160	\$ -	\$3,377,068	\$3,377,068	0%	52%	52%
23													
24	CARE Rate Discount	\$ -	\$131,089,569	\$131,089,569	\$ -	\$7,273,035	\$7,273,035	\$ -	\$69,940,957	\$69,940,957	0%	53%	53%
25	Service Establishment Charge Discount	\$ -	\$3,147,585	\$3,147,585	\$ -	\$366,915	\$366,915	\$ -	\$2,186,430	\$2,186,430	0%	69%	69%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ -	\$ 140,737,280	\$ 140,737,280	\$ -	\$8,082,110	\$8,082,110	\$ -	\$75,504,455	\$75,504,455	0%	54%	54%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption			\$ -	\$838,951	\$838,951			\$9,959,966	\$9,959,966			
32	California Solar Initiative Exemption ^[3]												
33	kWh Surcharge Exemption												
34	TOTAL - OTHER CARE RATE BENEFITS			\$ -	\$838,951	\$838,951	\$ -	\$9,959,966	\$9,959,966				
35													
36	Indirect Costs				\$ -	\$97,199	\$97,199	\$ -	\$682,443	\$682,443			
37	¹ Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	² Measurement and Evaluation consists of Needs Assessment costs												
39	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.												
40	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	July 2010																	
4	Gross Enrollment																	
5	Enrollment																	
6	2010																	
7	January																	
8	February																	
9	March																	
10	April																	
11	May																	
12	June																	
13	July																	
14	August																	
15	September																	
16	October																	
17	November																	
18	December																	
19	Total for 2010																	
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	July 2010								
4	2010	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	1,571,380	3,891	0.25%	2,205	173	2,378	61%	0.15%
6	February	1,573,709	3,889	0.25%	2,224	101	2,325	60%	0.15%
7	March	1,584,793	4,813	0.30%	2,356	180	2,536	53%	0.16%
8	April	1,614,136	5,351	0.33%	1,811	225	2,036	38%	0.13%
9	May	1,633,528	4,622	0.28%	6	179	185	4%	0.01%
10	June	1,656,356	5,172	0.31%	7	148	155	3%	0.01%
11	July	1,676,643	5,030	0.30%	5	15	20	0%	0.00%
12	August								
13	September								
14	October								
15	November								
16	December								
17	Total for 2010	1,676,643	32,768	2.25%	8,614	1,021	9,635	29%	0.66%
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 Southern California Gas Company July 2010						
2							
3							
4		Provided²	Received	Approved³	Denied⁴	Pending/ Never Completed⁵	Duplicates⁶
5	YTD Total	8,125,005	796,659	637,810	30,408	128,441	0
6	Percentage		9.81%	80.06%	3.82%	16.12%	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 applications 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 or 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	July 2010									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,376	708	11,084	10,942	717	11,659	105%	101%	105%
7	Imperial	256	15,967	16,223	241	14,314	14,555	94%	90%	90%
8	Kern	8,821	33,514	42,334	10,133	27,118	37,251	115%	81%	88%
9	Kings	15	15,448	15,462	16	13,812	13,828	110%	89%	89%
10	Los Angeles	967,901	5,302	973,203	922,090	6,607	928,697	95%	125%	95%
11	Orange	185,324	0	185,324	160,505	0	160,505	87%	0%	87%
12	Riverside	185,185	43,692	228,877	174,875	26,585	201,460	94%	61%	88%
13	San Bernardino	153,610	8,469	162,078	153,098	5,480	158,578	100%	65%	98%
14	San Luis Obispo	219	26,161	26,379	63	18,598	18,661	29%	71%	71%
15	Santa Barbara	21,679	14,310	35,989	15,862	14,173	30,035	73%	99%	83%
16	Tulare	13,190	42,154	55,344	17,012	37,716	54,728	129%	89%	99%
17	Ventura	48,678	6,879	55,556	40,479	6,207	46,686	83%	90%	84%
18										
19	Total	1,595,252	212,602	1,807,853	1,505,316	171,327	1,676,643	94%	81%	92.7%
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	July 2010							
4	2010	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	1,571,380	34,551	2.20%	25,584	12,351	74%	0.79%
6	February	1,573,709	33,695	2.14%	24,744	12,081	73%	0.77%
7	March	1,584,793	36,583	2.31%	26,414	12,999	72%	0.82%
8	April	1,614,136	32,004	1.98%	21,496	8,404	67%	0.52%
9	May	1,633,528	20,355	1.25%	13,553	367	67%	0.02%
10	June	1,656,356	28,534	1.72%	15,913	384	56%	0.02%
11	July	1,676,643	25,119	1.50%	2,319	71	9%	0.00%
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2010	1,676,643	210,841	14.46%	130,023	46,657	62%	3.20%
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	July 2010							
4		Contractor Type				Year-to-Date		
5	Contractor Name ¹	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	20	20
7	ELA Communications Energy ED Program		X			0	18	18
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
9	Proteus, Inc.		X			2	28	30
10	Community Pantry of Hemet		X			0	6	6
11	Community Action Partnership of San Bernardino		X		X	1	127	128
12	LA Works		X			0	3	3
13	Children’s Hospital of Orange County		X			0	8	8
14	The Companion Line		X			0	30	30
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	1	1
17	LA County 211		X			0	20	20
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	11	11
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	4	4
26	El Concilio del Condado de Ventura		X			0	0	0
27	Blessed Sacrament Church		X			0	0	0
28	Starbright Management Services		X			0	0	0
29	Hermandad Mexicana		X			0	0	0
30	CSET		X			2	43	45
31	Crest Forest Family and Community Service		X			0	0	0
32	CUI – Campesinos Unidos, Inc.		X	X	X	0	3	3
33	Veterans in Community Service		X	X	X	0	0	0
34	MEND		X			0	0	0
35	Armenian Relief Society		X			0	0	0
36	Catholic Charities of LA – Brownson House		X			0	8	8
37	BroadSpectrum		X			0	0	0
38	OCCC, Inc. (Orange County Community Center)		X			0	1	1
39	Green Light Shipping	X				0	0	0
40	APAC Service Center		X			0	142	142
41	Visalia Emergency Aid Council		X			0	0	0
42	Total Enrollments					5	473	478
43	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
44	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	July 2010							
4	2010	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	n/a	1,571,380	n/a	1,571,380	1,802,661	87.2%	0.7%
6	February	n/a	1,573,709	n/a	1,573,709	1,802,661	87.3%	0.1%
7	March	n/a	1,584,793	n/a	1,584,793	1,802,661	87.9%	0.7%
8	April	n/a	1,614,136	n/a	1,614,136	1,807,866	89.3%	1.9%
9	May	n/a	1,633,528	n/a	1,633,528	1,807,866	90.4%	1.2%
10	June	n/a	1,656,356	n/a	1,656,356	1,807,866	91.6%	1.4%
11	July	n/a	1,676,643	n/a	1,676,643	1,807,853	92.7%	1.2%
12	August							
13	September							
14	October							
15	November							
16	December							
17	¹ Explain any monthly variance of 5% or more in the number of participants.							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW-INCOME ASSISTANCE PROGRAMS FOR JULY 2010** on all parties identified in Docket No. A.08-05-022, A.08-05-024, A.08-05-025 and A.08-05-026 by U.S. mail and electronic mail, and by Federal Express to the assigned Commissioner(s) and Administrative Law Judge(s).

Dated at San Diego, California, this 23rd day of August, 2010.

/s/ JOEL DELLOSA
Joel Dellosa